

MEETING THE LEADERSHIP
CHALLENGE IN LONG-TERM CARE

What You Do Matters

ELEMENTS OF COMMUNITY STAFF MEETINGS

I use community meetings every pay day as a foundational means to deliver information, be transparent, share information with the staff and keep them updated on our strategic objectives of trying to create a great place to work and a great place to live and recover for our patients. - David Farrell

What is it?

A community staff meeting is a gathering of staff throughout the organization to share information everyone needs to know, celebrate people and accomplishments, focus on what is needed to continually improve service, and re-energize and support staff.

Why do it?

According to My InnerView, the biggest factors in staff satisfaction are knowing that management cares, management listens, and management helps with job stress. Gathering regularly to discuss how, collectively, you are doing, reinforces that everyone is in it together. This demonstrates management caring, listening, and help with stress.

When to do it

Every pay day at times most convenient to the staff. For example, 3:00 – 3:30 for days and pm shifts and midnight for the night shift. The meeting lasts 25 – 30 minutes.

How to do it

Administrator leads the meeting using it as a time to connect with, thank, inform, and motivate staff. The meetings include:

- **Review of the mission** – and what it means
- **Snapshot of performance** in three areas in relation to organization's strategic goals:
 - **Human resource data** – attendance, turnover, percent of shifts worked with less than the optimal number of staff
 - **Clinical measures** – falls, pressure ulcer rate, physical restraint rate, survey results
 - **Business results** – occupancy rate, number of Medicare residents, link to profitability and resources for improvement
- **Strategic plan** – progress and any revisions
- **Educational Component** - in a story form related to person-centered care, using examples from current experiences of residents and staff
- **Awards** - for employee of the month and rookie of the month, describing how their character and actions contribute to good care
- **Raffles** – attendance raffle for all with good attendance in the last month, safety raffle if there were no injuries, and a general raffle. Prizes are gift cards, gas cards, and grocery cards (about \$400 for the two meetings held each pay day)
- **Unifying, Motivating Activity** – **Patient Safety Chain** – an active, visual way for people to be and feel connected. Everyone stands in a circle and links arms as the administrator reminds them that when everyone is at their best, residents to be well taken care of.