

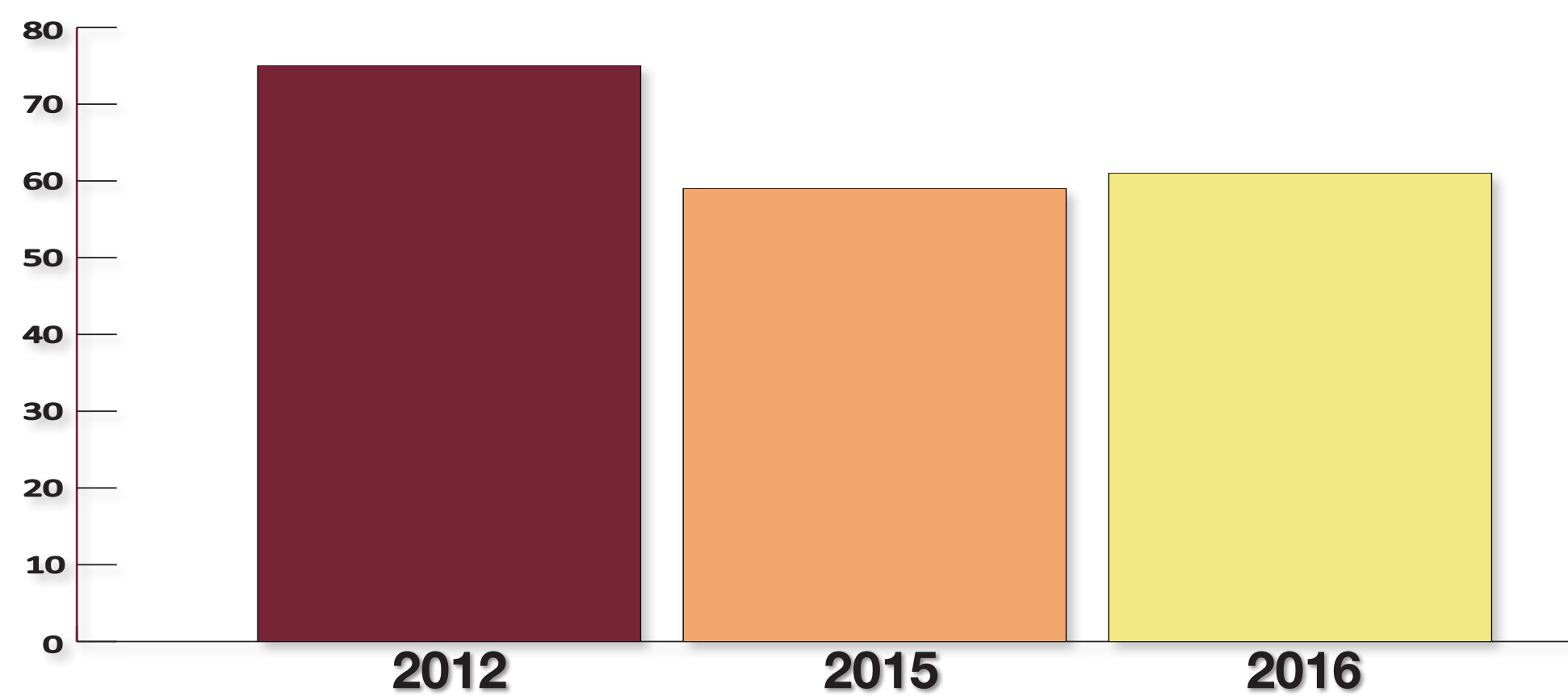


## Using Mentors to Improve Onboarding and Staff Retention

### Project Goals

- 1) Enrich the training/on-boarding experience through the utilization of mentors to ensure quality of care, peer support, reassurance, and job satisfaction.
- 2) Provide career growth opportunities for senior staff in a mentorship role.
- 3) Assist new staff to navigate their first year of person-centered care.
- 4) Increase the retention of staffing in all positions participating in the mentorship

**Turnover Rate Over Time**



### Project Description

Our workforce initiative is referred to as SOUL-Care or 'Successful On-boarding for Ultimate Life-affirming Care'. SOUL-Care is a multi-departmental initiative to enrich our on-boarding/orientation process. We understand that wages alone are not the only solution to our challenge.

A key component of the program is pairing specially trained mentors with new team members in an effort to help them navigate their first year of employment. We hope mentors will view this as a career development opportunity. Mentors will receive 12 -16 hours of empowerment and mentorship training.

### Progress Report

From February through April, 2017, we completed the following work:

- Finalized the mentor curriculum and defined the selection process.
- Selected two nursing home households and two assisted living sites to be engaged.
- Started process for hiring 8 to 10 current staff to become peer mentors.
- Educated supervisors, leaders and site staff about SOUL-Care.

### Next Steps

- Evaluate and refine the program based on first year performance, staff surveys and supervisor feedback.
- Select at least two more, and up to four, additional household/sites to become SOUL-Care sites.
- Select additional mentors and repeat the process started during the first year.

### Project Team Members

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