Creating Team Leads and Mentors
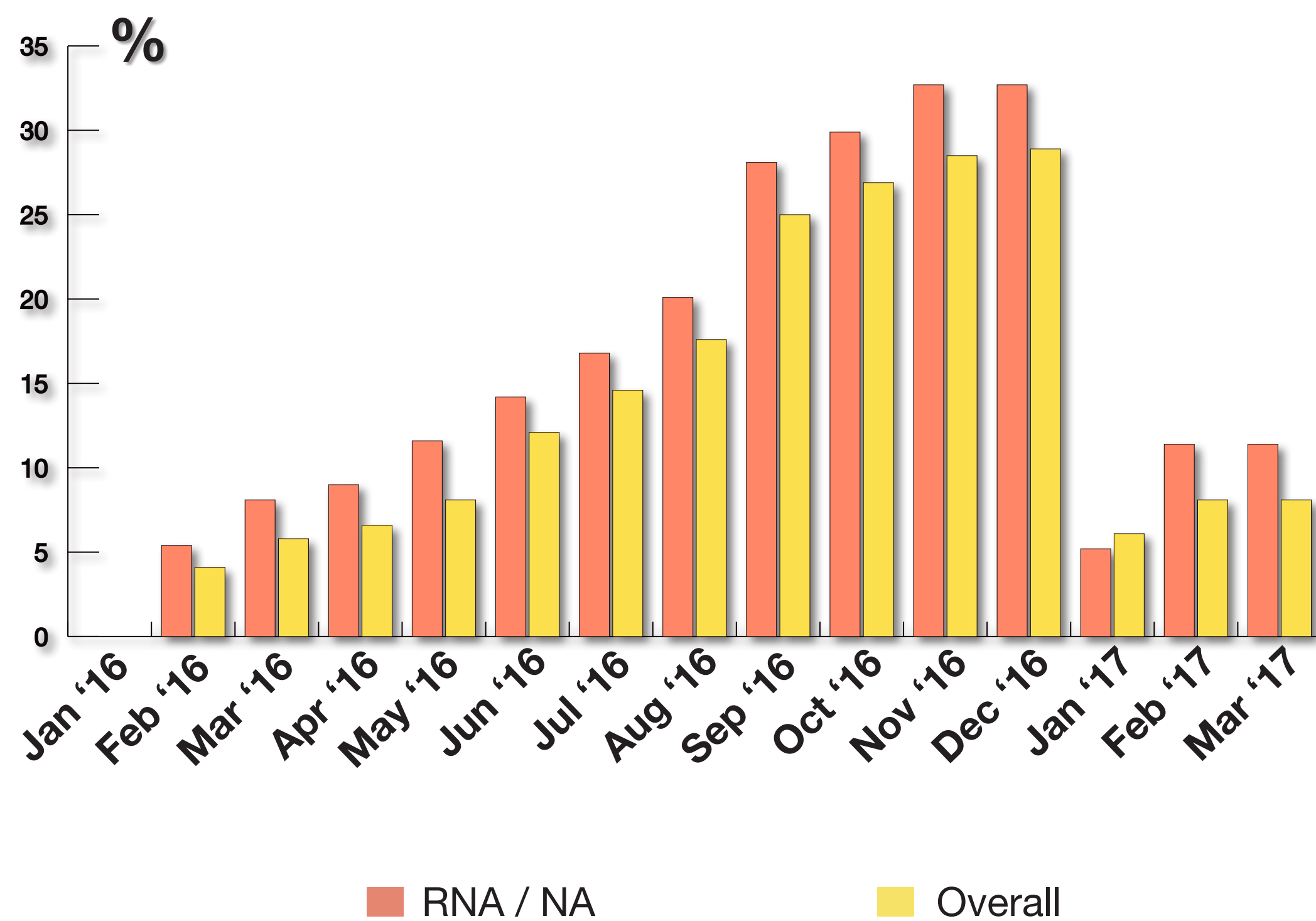
Project Goals

1) Increase retention by 15% and a decrease in cost of turnover.

2) Hire or promote Registered Nurse Assistants to RNA Team Lead.

3) Develop a better recruitment program showing a path to a career.

Nursing Assistant Turnover vs. Overall Turnover

Legend: RNA / NA, Overall

Project Description

Oak Hills Living Center created Team Lead positions to be mentors to new staff and to be head households on second shift.

Chronic understaffing creates high resident-to-nurse ratios and a mismatch of education and skill mix. In addition, these concerns are being exacerbated by the increase in acuity of residents. This increases the risk for Registered Nurses Assistants and other staff to experience burnout since optimal care may not be provided to all patients.

The Team Lead role offers a next step up for staff with their Health Support Specialist (HSS) certification in their career progression.

Progress Report

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

- Created a new mentoring guidelines for RNA Team Leads.
- Launched an audit-oversight committee.
- Created a Team Lead job description.
- Promoted Registered Nursing Assistants into Team Lead role in order to extend their career paths.

Next Steps

- Create a shadowing program of RNA Team Lead employees. Start Team Leads in their roles.
- Feed the career path funnel from RNA to Health Support Specialist to RNA Team Lead.
- Promote scholarship and HSS program.

Project Team Members

Nicole Blekestad
Director of HR

Candas Schouvieller
Administrator

Amy Bloedel
CFO

Carmen Broste
Director of Nursing

LeadingAge MN FOUNDATION

OAK HILLS LIVING CENTER