

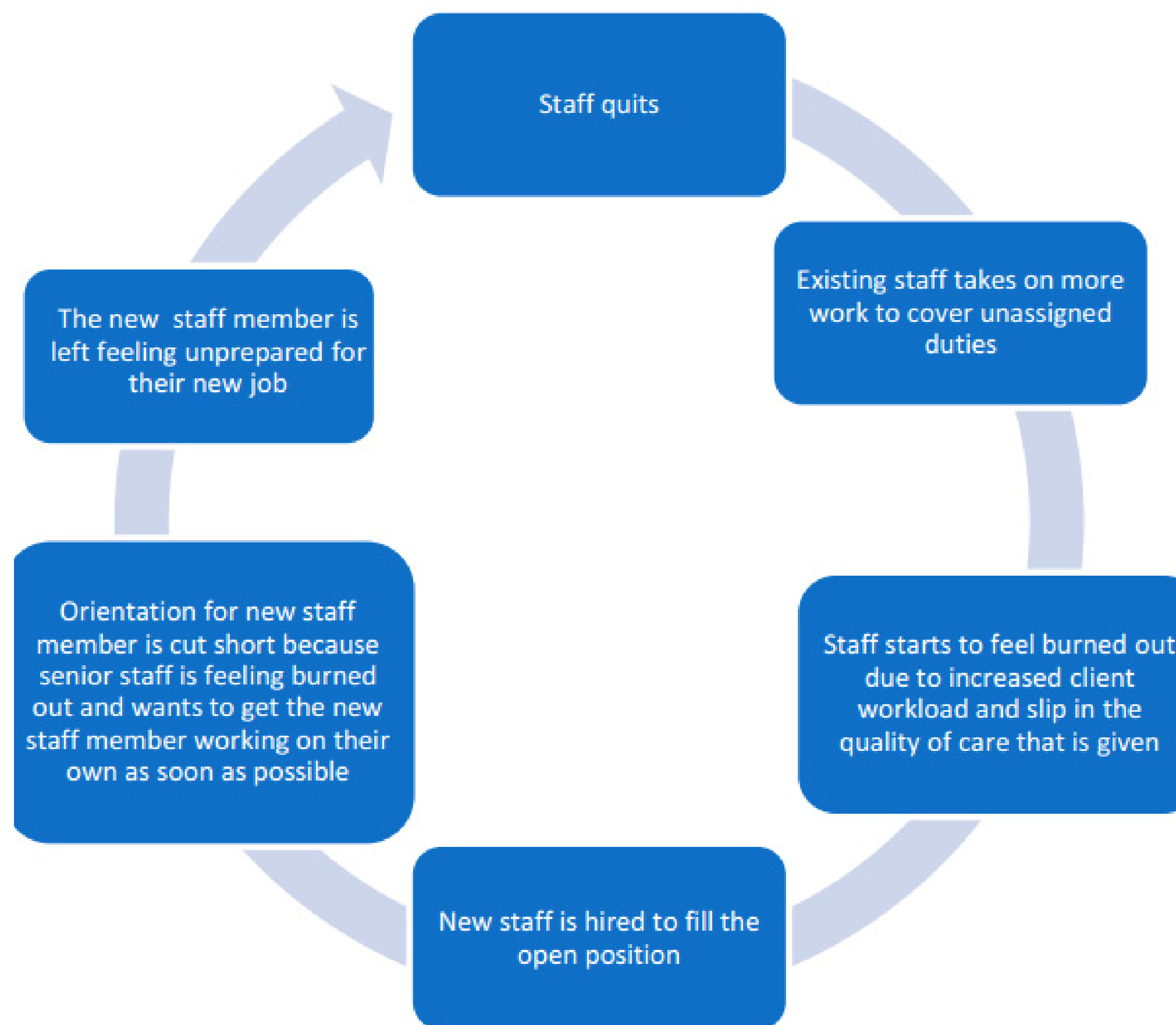


Upgrading Onboarding Process with Mentors

Project Goals

- 1) Decrease employee turnover from 50%.
- 2) Decrease burnout of existing staff.
- 3) Reduce onboarding expenses by retaining new hires.

Cycle of Workforce Problem



Project Description

As a result of the high turnover rates over the past couple of years and not having the time or resources to develop an intervention with the current leadership and staff, Perham Living Home Care (PLHC) is proposing to use grant funding to bring on a consultant to overhaul the hiring and onboarding process and implement a mentorship program to help break the crisis mode cycle that PLHC seems to be stuck in.

Being that PLHC would be developing a hiring/onboarding/mentoring program from scratch, the program and funding would be split into three phases: development, implementation, and evaluation of results.

Progress Report

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

- Consultant contract negotiated.
- Current hiring and onboarding processes evaluated by consultant.
- Analyzed employment data to gain an understanding of turnover population's needs from employer.
- Status report of observations shared with leadership team.

Next Steps

- Develop a detailed, evidence-based hiring/onboarding/mentoring program for entry level staff.
- Create easy to follow guides and checklists for mentees/mentors to follow during the entire onboarding process.
- Program is piloted by consultant and changes are made before full launch.

Project Team Members

Maggie Fresonke, MPH, Population Health & Volunteer Coordinator; Stephanie Trout, Onboarding Consultant; Angela Aanenson, RN COS-C, Home Care Director; Jennifer Flatau, RN Lead, Home Health Care; Lisa Augustus, RN Lead, Northwinds Assisted Living; Chuck Hofius, CEO