



The QUALITY INITIATIVE

THE GOALS

1. Safely Reduce Hospital Readmissions
2. Increase Staff Stability
3. Increase Customer Satisfaction
4. Safely Reduce the Off-Label Use of Antipsychotics

THE BUSINESS CASE

Reasons why achieving this goal will improve your organization

TARGET: *Reduce turnover among nursing staff by 15 percent, by March 2015.*

QUALITY OUTCOMES

- ▶ Supports consistent assignment that provides more opportunity for staff to detect changes in the person's status, which can improve health and reduce hospital readmissions.
- ▶ Has been associated with higher quality care and fosters more interdisciplinary cooperation and planning.
- ▶ Staff can build their competencies, which is essential for positive outcomes.

STAFF STABILITY

- ▶ Allows better ability to accommodate staff requests for time off. This helps to reduce stress, which is very important to staff.
- ▶ Staffs who are satisfied are more likely to recommend the facility as a place to work. Good caregivers recruit good caregivers.
- ▶ Staffs know one another, which supports self-directed work teams, leading to greater versatility and agility. Staffs have more control of their work, which supports their effectiveness.

BUSINESS OPPORTUNITIES

- ▶ Facilities have a positive reputation that spreads in the community leading to greater opportunity for business development.

FINANCIAL STABILITY

- ▶ The costs for hiring a CNA range from \$1,056 to \$5,530; on average \$3,940.
- ▶ The costs for hiring an RN ranges from \$2,306 to \$8,921; on average \$5,901.
- ▶ Results in cost savings by reducing the use of agency staff.

REGULATORY COMPLIANCE

- ▶ Provides more consistent, well-trained staff, which increases their knowledge of regulatory requirements and decreases the potential of deficiency citations.
- ▶ Facilities with higher Five Star ratings have lower turnover rates.

CUSTOMER SATISFACTION

- ▶ Residents like to be cared for by the same caregivers because it allows them to establish a relationship.
- ▶ When families see rich relationships between staff and residents, they hold the facility in greater esteem. This promotes partnerships between families and staff that help to optimize individualized care.

Learn more at qualityinitiative.ahcanal.org