

ACE Leadership Academy

A South Carolina Long-Term Care Learning Collaborative to Strengthen Frontline Staff Retention

Strengthening Frontline Staff Retention Worksheet

Congratulations on deciding to strengthen frontline staff retention! This is an immense goal, and quality improvement (QI) can help you achieve it. **Getting started:** We recommend that you and your team review the bundle of best practices to identify areas of opportunity that you want to consider improving or implementing as processes to assist with your staff retention outcome goals. **In the following table, identify the interventions under each pillar that you will be testing out each month as we journey through the learning collaborative.** We will utilize our coaching sessions each month to discuss the lessons learned. All Teach, All Learn Session!

Facility Name: _____

Name of Person Completing Form: _____

Email: _____

What interventions did you select that you will be testing each month? _____

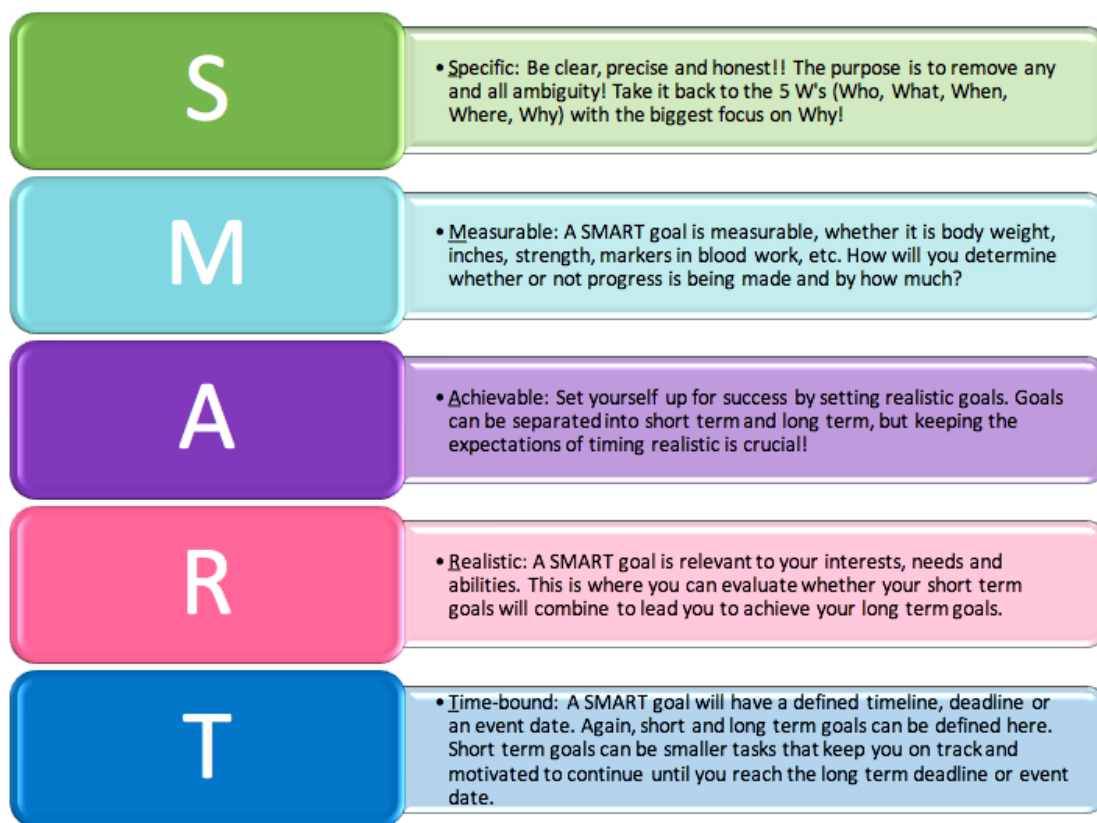
SMART Goal: We recommend that you develop a SMART goal from the outcome measures you will be tracking. **Example:** Sunshine NH will reduce unplanned call outs from 10% to 5% by October 15, 2024 (implementing leadership rounding to check-in on staff versus checking on them).

What is your SMART goal? _____

Management/Leadership Practices	Financial Practices	HR Practices
Presence/Communication <ul style="list-style-type: none"> Rounding to check-in on people Huddles to foster sharing Regular town hall/community meetings Hands-on leaders pitching in 	Wages and Benefits <ul style="list-style-type: none"> Pay staff enough to live on Provide affordable health insurance PTO Emergency funds 	Bringing in New Team Members <ul style="list-style-type: none"> Recruit, screen, and hire for character Include staff in the process Help new staff settle in
Inclusion <ul style="list-style-type: none"> CNAs in care planning meetings CNAs and front-line nurses in QI All staff involved in improvement and community building efforts 	Morale Building <ul style="list-style-type: none"> Reward core staff Invest in fun, community building, relationship-building activities 	Incentivize Stability and Growth <ul style="list-style-type: none"> “Refer and Retain a Friend” bonus Bonuses for reliability and a job well done Tuition for basic and professional education
Community Building <ul style="list-style-type: none"> Health and wellness Relationship building Fun Continual appreciation and caring 	Work Environment <p>Staffing levels Staff have what they need for good care Employee break room Staff work areas and equipment</p>	Personalize Scheduling <ul style="list-style-type: none"> Schedule so people can come to work Cover for each other when life happens Find out what’s going on

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Additional Resources available on the ACE website:

[ACELTC – Action Collaborative for Excellence](#)

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