



Best Practice: Staff Recognition

Programs that Motivate and Keep Your Employees Happy!

- **The Orchards at Bartley Assisted Living**
- **Jackson, NJ**
- **Presented by: Joanne Ryan VP of Administrations, Dawn Gural HR Director, and Sandra Uphold Executive Director**



The Orchards at Bartley Assisted Living

- **Who are we?**
- **Community Description**
- **Staff**

The Human Resources Function

- Hiring
- Performance Review
- Recruitment
- Retention





Community's Philosophy Regarding Staff Recognition

- Reward
- Recognize
- Celebrate

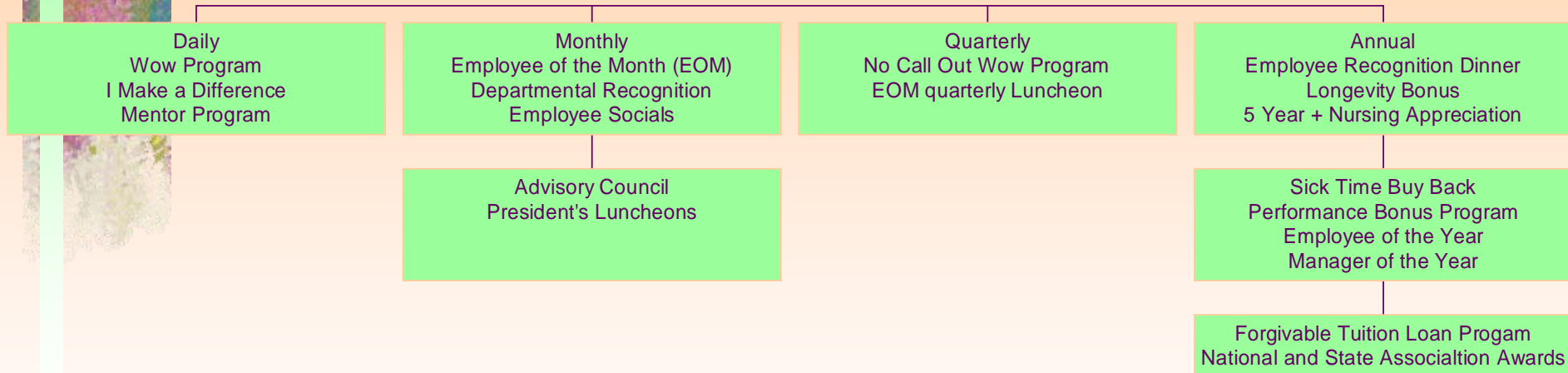
Awareness of Programs

- Benefits Summary Brochure
- Facility Orientation
- Mentor Program
- Annual Benefits Newsletter
- Annual Benefits Statement
- Posted notices
- Annual Benefits/Program Fair



Number of Recognition Programs

19

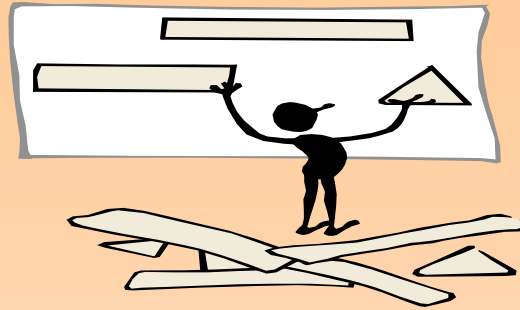


How staff are chosen to be recognized....

- Senior Managers, Department Managers, Unit Managers, Residents, Family Members, Peers, Supervisors, Vendors.....
- Internal recognition: WOW Cards, I Make A Difference Awards, Employee/Manager of the year.
- ALFA Caregiver Award



Changes Made to Programs




- **Employee of the Month : Added Peer Nominations**
- **Added to the Longevity Bonus Program: 15+ years**
- **5+ Nursing Longevity Appreciation Added**
- **Mentor Program: added new mentors to the evening shift**
- **Sick Time Buy Back pay out: in 2006 we moved it to the first week in December.**
- **2004 Wow recognition implemented**
- **2006 No Call Out Wow program implemented**

Staff Recognition Totals

Wow Cards

- **2005: Wow cards were received by 68 different staff members (93%)**
- **2006: Wow cards were received by 63 different staff members (94%)**
- **2007 YTD: Wow cards were received by 64 different staff members (96%)**



Staff Recognition Totals I Make A Difference Awards (IMAD)

- **2005: 21 IMAD awards were given to 19 different staff members (28%)**
- **2006: 43 IMAD awards were given to 25 different staff members (38%)**
- **2007 YTD: 13 IMAD awards were given to 11 different staff members (17%)**

Staff Recognition Totals

- **27 different employees have been named Employee of the Month for the time period of 2005, 2006, and YTD 2007.**
- **100% of our employees received an Annual Performance Bonus**

Evaluation and Sustainability

- **Everyone is Responsible**



Evaluation of Effectiveness

- Employee Surveys
- Advisory Council
- General Staff Meetings
- Departmental Meetings
- Individual formal and informal meetings
- Statistics (turnover rates)
- Mentor and New employee feedback



Results From Past Employee Surveys

- 2007 data not collected YTD

	2004	2005	2006
% satisfied with job	96%	96%	95%
% would recommend job	77%	93%	92%
% feel respected	100%	100%	97%
% sense of accomplishment	85%	93%	98%

Determining Success



- **Employee Survey Results:**
Sustainability shown in the category of Job Satisfaction from 2004-2006 (96%, 96% and 95% respectively)

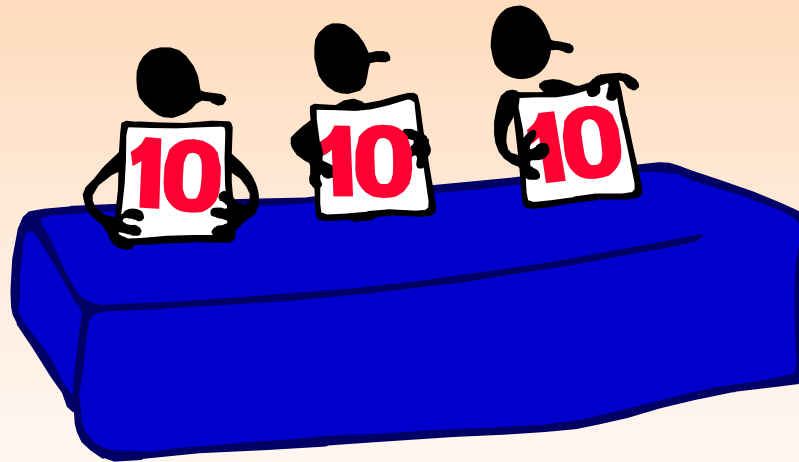
Determining Success



- **Turnover Percentages:**
A decrease from 8.5% in Jan. 05 to 1.67% in May of 2007.
- **Resident/Family Satisfaction Results.**

Staff Recognition Makes a Difference

- Quality of Care and Quality of Life for Residents
- Quality of Life for Staff



Replication



- **Suggestions:**
 - Provide clear examples to the staff.
 - Have a clear vision.
 - Ask for input.
 - Address issues/needs.
 - Communication.

Replication

- **Barriers:**
- Overcome barriers of reluctance.
- Overcome logistic responsibility.

Replication

- **Advice:**

- Celebrate, Celebrate, Celebrate!
- Keep things simple, fair, and achievable.
- Be consistent.
- Remind employees of the benefits of the program.
- Have a passion for showing employees that they are valued.