

# *CareOne at Hamilton*

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## Staff Satisfaction and Quality of Life: Blending the Family

NJDOH

Assisted Living Best Practices

*September 17, 2007*

Presented by  
Staci Warsaw



# Who Is *CareOne*?

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- **29** Long-Term Care centers, Assisted Living communities and LTACHS across the state of NJ
- **Family** run owned and operated
- Operates through a Culture of Excellence
  - People, pride, Passion, Purpose



# Who Is CareOne at Hamilton?

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- ❑ 5 years in the Hamilton, NJ community
- ❑ 65 units
- ❑ 39 Traditional Assisted Living
- ❑ 13 Enhanced Assisted Living
- ❑ 13 Secured Dementia Assisted Living
- ❑ Located within a Rehabilitation and Skilled Nursing Center
- ❑ Operates at average of 99% capacity



# Our Philosophy on Employee Recognition

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- ❑ Each employee makes a meaningful contribution to our residents' lives
- ❑ Encourage high expectations and reward when met
- ❑ Each employee feels valued
  - by each other
  - our leadership
  - by those for whom we care



# Our Philosophy on Employee Recognition (cont.)

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- Each employee functions as much as possible in a manner that is:
  - Autonomous
  - Creative
  - Self-directed
- Each Supervisor is expected to be:
  - Supportive
  - Positive
  - Consistent
  - Encouraging of development



# Group Recognition *(some standards)*

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- ❑ Monthly luncheons with ED for all employees who have a company anniversary or birthday during that month
- ❑ Annual Employee Opinion Survey
- ❑ Service awards
- ❑ Culture of Excellence Committee



# Group Recognition *(what make us different)*

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- “CareOne night” at the local baseball field
- Annual Holiday Party at local hall  
(organized entirely by an employee based volunteer holiday committee)
- Atlantic City bus trips
- Annual fairs for employees and their families/children



# Individualized Recognition *On Campus*

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- Chocolate and chats
  - Employees know that ideas, suggestions, and opinions are expected, encouraged, and valued
- “On the spot” recognition for individual employees identified as going above and beyond the requirements of their job
- Hand written thank-you notes sent to employees’ homes



# Individualized Recognition *Off Campus*

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- ❑ Employees who demonstrate Customer Service Excellence attend an off-site professional seminar on “Excellence in Customer Service” sponsored by our company—nominated by the Executive Director
- ❑ Fully paid tuition and books as well as flex scheduling for C.N.A’s to go to LPN school



# Feedback Collection

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- ❑ Press Ganey Surveys completed 2x/year
- ❑ P.R.A.I.S.E program
- ❑ Assisted Living Family Council
- ❑ Monthly Family nights



# Use of Feedback

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- ❑ Recognize and reward employees
- ❑ Face to face meetings/discussions between family/resident and employee
- ❑ Opportunity to develop and continue education for employees



# The Results

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- ❑ Employee turnover reduced by 30% in 2007 compared to 2006
- ❑ Out of 77 facilities and communities throughout the company, 2006 employee opinion survey ranked Hamilton on of the top 10 communities to work for
- ❑ Occupancy Average 98% for last 12 months
- ❑ Press Ganey improvements of 20% in last 12 months



# Happy Employees = Happy Residents!

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- ❑ Welcome baskets are distributed to all new residents with needed items upon admission
- ❑ Staffing patterns adjusted per employee feedback
- ❑ CarePartners are assigned to visit 2 apartments routinely to ensure resident needs are met
- ❑ Culture of Excellence committee meets quarterly and organizes one facility event per quarter



# And Now Some Words from our Staff

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Terri Crowley DOH 10/10/05

Tasheka Harris, CNA DOH 7/15/04

Marlene Bourjolly DOH 4/17/03

Tonya Page DOH 5/13/07

Kandis Queen DOH 9/23/03



# Blending the Family

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- People
- Pride
- Passion
- Purpose

