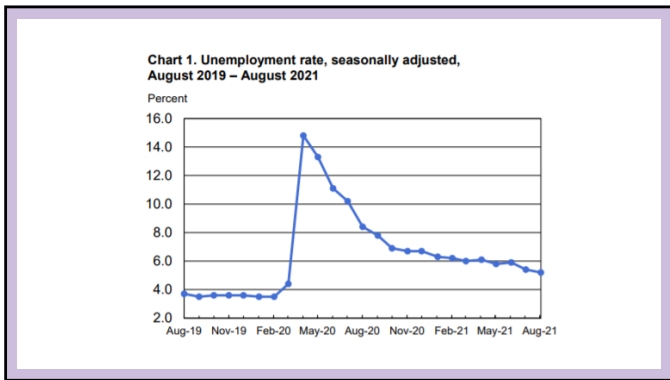


OVERCOMING STAFFING CHALLENGES



1



2

Why is it so bad right now?

- COVID concerns/fears
- Child care issues
- Unemployment benefits
- Early retirement

3

Recruiting

4



5

- ### The Recruiting Experience
- Treat them like a “prospect”
 - Respond to inquiries same day
 - Online applications
 - Screen/interview on the spot
 - Avoid unnecessary multiple interviews
 - Be prepared to make a hiring decision

6

Guide Them...

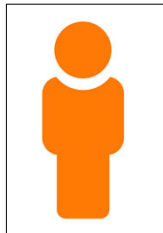
- We can be hard to work for
- Health screenings
- Background checks
- COVID tests
- Orientation/onboarding



7

Designate a Recruiting Lead

- Your department heads are too busy!
- Could be a fulltime position
- Hold their hand
- Check in weekly and at major milestones



8

Agency	Recruiting Lead
5-10 open shifts per week \$20/hour additional pay \$3000 - \$6000 / month	~ \$50,000 / year \$4,200 / month


9

Retention

10

Retention

- Evaluations and feedback
- Be a team player – make sure they get their breaks, etc.
- Are your wages competitive?



11

47%

of caregivers would like a review at least once per quarter

12

11%

only 11% of companies provide quarterly reviews/feedback

13

Retention

- Evaluations and feedback
- Be a team player – make sure they get their breaks, etc.
- Are your wages competitive?



14

Retention

- Evaluations and feedback
- Be a team player – make sure they get their breaks, etc.
- Are your wages competitive?



15



16

Wages

- \$15 / hour
- Sign on bonuses
- www.bls.gov
- CALA and other industry reports

17

Managing Your Schedule

18

Recruiting / Filling Shifts

- Re-engage past candidates
- Call back employees that left under previous leadership
- Creative incentives

19

Creative Incentives

- Cash bonus (tax hit)
- Starbucks/gift cards
- PTO time
- Work 8, get paid for 12

20

85%

of caregivers/staff would like to work overtime hours

21

Have Backup!

- Multiple staffing agencies
- Home health
- Hospice
- Get the contracts worked out now, not later!

22

Creative Scheduling Ideas

- Let staff help with the schedule
- Designate it as a fulltime position (recruiter?)
- Look into 12-hour shifts
- Split shifts
- Creative hours

23

The Med Pass

24

Who Can Pass Meds

- Assist vs. administer
- Crosstrain **EVERYONE!**
- Take advantage of relaxed state training requirements (online, etc.)

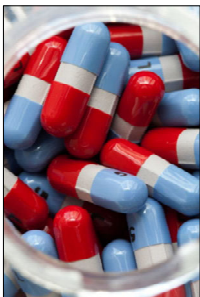
25

Help Out Med Passers

- All hands-on deck!
- Escort residents to the dining room
- Run the dishwasher, do laundry
- Follow up with pharmacy/prescribers
- Destroy expired and D/C'd meds

26

Cut Down Total Meds



- Pharmacy
- Eliminate duplicative or unnecessary meds
- Work with prescribers

27

Diabetics

- Can you really manage them?
- Talk to the prescriber
- Eliminate sliding scale
- Convert to oral meds
- Continuous glucose monitoring

28

AMDA Position Statement

- Hypoglycemia risk is the most important factor
- Simplified treatment regimens are preferred and better tolerated
- Sole use of SSI should be avoided
- Liberal diet plans have been associated with improvement in food and beverage intake in this population. To avoid dehydration and unintentional weight loss, restrictive therapeutic diets should be minimized
- Physical activity and exercise are important in all patients and should depend on the current level of the patient's functional abilities

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OVERCOMING STAFFING CHALLENGES



30