

Champion of Care

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INTERNAL OPERATIONS LEADERSHIP PROJECT



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BACKGROUND

Minnesota Masonic Home implemented a staff recognition program titled "Champion of Care." This project was focused on rewarding and retaining employees at the facility.

This project was implemented to try and motivate employees to want to give the best care they can for residents, patients, and families to recognize their hard work. The purpose of this program was also intended to encourage staff to nominate each other as well for outstanding acts they see of their peers.

The individual who is nominated the most each quarter will additionally be given a \$50 gift card and a certificate of achievement. The home will also publish the names of each person recognized every quarter while recognizing everyone formally at the end of the year.

IMPORTANCE

The goal of the campaign:

- Motivate employees
- Retain Employees
- Allow staff to realize their hard work is appreciated
- Reward staff
- Allow Residents to nominate care givers and other staff
- Allow family members to nominate those who stand out

It's important to recognize those who work hard every day to maintain good quality of care and quality of life throughout the facility.

METHODS

To measure the outcomes of this project a final of 3 total surveys will be conducted, and the answers collected will measure the knowledge of employees, residents, patients, and families. Success will be measured by how many people become nominated throughout the next six months. Additionally, Human Resources will be providing data to track the retention rate before, during, and after the implementation of this campaign for quantitative measures.

At the beginning of this project, staff, residents, patients, and family members were interviewed on their knowledge of the program. Mid way through implementation another survey was conducted, as well as at the end of the implementation of the program.

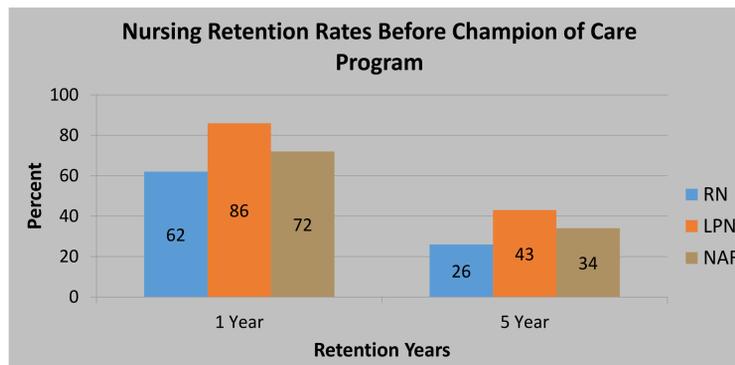
Human Resources was able to run various reports for me such as the percentage of nursing staff, and the retention rates of nursing staff before and after implementation of the Champion of Care.

To raise awareness among family members and residents, an informational flyer was sent out about the program in the quarterly newsletter and posted about the quarterly "Champion of Champions" throughout the facility.

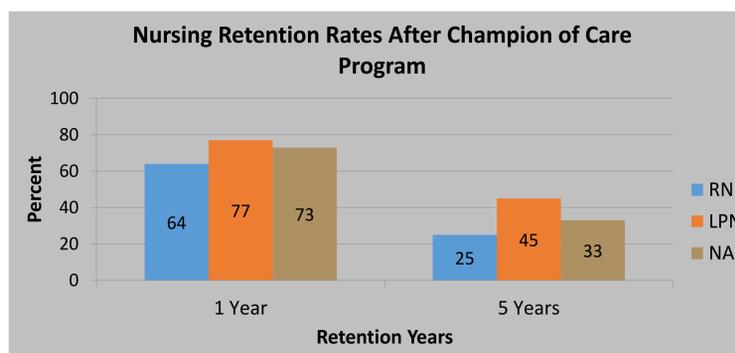
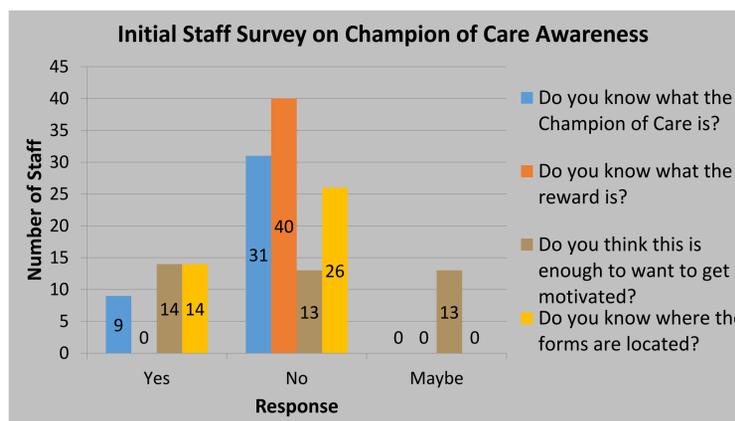
How data was analyzed:

- Surveys
- Reports
- Data
- Knowledge
- Results

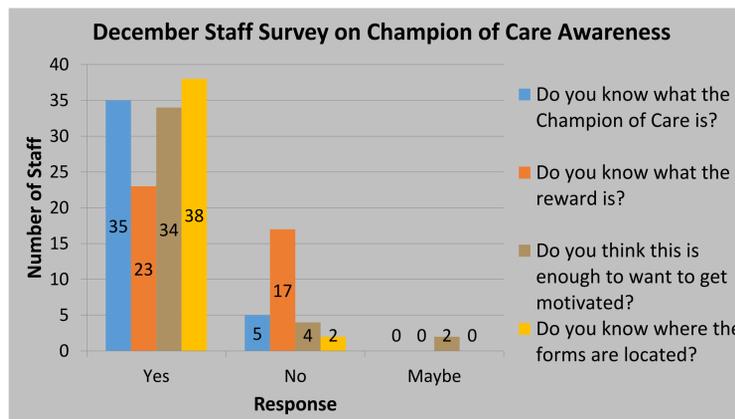
RESULTS



- 1 year retention rates for RN's was 62%, LPN's 86%, and NAR's 72%
- 5 year retention rates for RN's was 26%, LPN's 43%, and NAR's 34%



- 1 year retention rates for RN's was 64%, LPN's 77%, and NAR's 73%
- 5 year retention rates for RN's was 25%, LPN's 45%, and NAR's 33%



RESULTS

The initial results of the surveying and data are:

- 40 staff members interviewed on knowledge of program
- 23% knew what the program was and 78% did not know what the program was
- 100% did not know what the reward was if you got nominated
- 35% thought it was enough to be motivated, 33% thought it was not enough to be motivated, and 33% said maybe
- 35% knew where the nomination forms were located, and 65% did not

Ending results of the survey and data collection were the following:

- 40 staff members interviewed on knowledge of program
- 88% knew what the program was and 12% did not
- 58% knew what the reward was and 42% did not
- 85% thought it was enough to want to get nominated, 10% did not think it was enough, and .05% thought it was maybe enough to get nominated
- 95% knew where the nomination forms were and .05% did not

In regards to the family survey data, initial data showed that on average, 90% of all family members were not aware of the program or any benefits at all. I surveyed 40 family members as well that were visiting the facility before and after implementation. The results in the December survey showed that now on average about 72% of family members were aware of the program and 29% were not.



CONCLUSIONS

During this process, it was apparent how simple recognition, even if they don't get the quarterly prize, goes a long way. Staff members cherish the comments from residents, patients, and their family members. The process of collecting data and analyzing it is also very important. The results show that there was a slight increase, but that was also only over a 6 month implementation period. Hopefully this trend will continue to increase as the year goes on. The next intern will be able to successfully carry on this program and it is a great way to get to know staff members throughout the facility.

RECOMMENDATIONS

Recommendations for this program going into the new year are the following: implementing a committee to determine the most thoughtful and rewarding nominations instead of the Champion of Champion just being the person who is nominated the most. This will make getting nominated less of a popularity contest. This year the reward amount will be increased from \$50 to \$100 gift card for the Champion of Champion every quarter.