



Strategies to Promote Consistent Staff Assignment for Nursing Home Residents

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Part 1: Strategies Implemented by QIN-QIOs

Promote implementation of best practices

- Share information to support tracking, monitoring, and implementing consistent staff assignment:
 - NNHQCC Change Package: https://www.nhqualitycampaign.org/files/NH_ChangePackage_V2.0_03-26-2015_Final.pdf
 - Advancing Excellence: <https://www.nhqualitycampaign.org/goalDetail.aspx?g=ca>
 - TeamSTEPS: <http://www.ahrq.gov/professionals/education/curriculum-tools/teamsteps/index.html>

Feature consistent assignment in sessions, meetings, newsletters; and facilitate peer coaching and sharing

- Communicate to all Collaborative participants that quality measures correlate with staff stability and consistent assignment. QIN-QIOs have formulated a business case illustrating that a focus on a culture of safety and consistent assignment leads to better clinical and financial outcomes, staff satisfaction, and staff stability.
- Share staff and resident/family peer coach video interviews with nursing homes, or use Advancing Excellence's video <https://www.youtube.com/watch?v=2g2nqWrvKIE>, resources and worksheets to learn of best practices for implementing consistent assignment.
- Promote consistent assignment as a strategy that
 - ensures a culture of safety,
 - reduces hiring and orientation costs for nursing homes (as a result of less staff turnover),
 - improves resident and staff experiences,
 - allows nurses and nursing assistants to become more knowledgeable about their residents' routines and preferences, improves communication, and develops an ability to quickly detect health and behavioral changes that can help improve quality of care in specific areas, such as incontinence, preventing injury from falls, reducing use of antipsychotic medications, and enhancing dementia care,
 - allows families to become more familiar with staff, contributing to overall resident and family satisfaction.
- Promote use of peer coaches to address concerns that staff members may burnout working with the same residents, and highlight consistent assignment benefits experienced by both residents and staff members.
- Encourage nursing home leadership commitment to consistent assignment by providing tools, resources, education, and communication to administrators and Directors of Nursing to implement and sustain consistent assignment strategies. Share information about on-call/prn staff policies as well.
- Distribute e-news letters that provide resources/information on person-centered care, sharing consistent assignment success stories and lessons learned in email blasts or newsletter articles. Share information on topics such as:
 - Person centered care: <http://atomalliance.org/download/person-centered-care-webinars-resources-missouri-lane/>
 - Catering to your Resident's Taste Buds: <http://atomalliance.org/catering-to-your-residents-tastebuds/>
 - How to Welcome a Nursing Home Resident to their New Home: <http://atomalliance.org/how-to-welcome-a-nursing-home-resident-to-their-new-home/>
- Ask nursing homes to share consistent assignment experiences and challenges with peers in a storyboard, or as a 'story journey,' in virtual or face-to-face venues. Document the strategies to share with the Collaborative community.
- Promote consistent staff assignment in conjunction with root cause analysis (RCA) where interventions are developed from the RCA findings and that are resident specific and supported by consistent assignment.
- Brainstorm consistent assignment strategies during QIN-QIO conference calls that will support nursing home teams in their efforts to hire new staff, retain staff, or redesign staff workflow.

- Promote consistent assignment at trade association conferences; stress the importance of consistent assignment by using case studies that focus on fall prevention, staff stability, prevention of medication errors, and prevention of resident-to-resident aggression in breakout sessions.
- Use Staff Stability Affinity groups as a vehicle for nursing homes to share effective strategies and success stories.
- Host a series of webinars for nursing homes on using consistent assignment as a performance improvement project (PIP) as part of QAPI.

Part 2: Strategies Implemented by Nursing Homes

- Provide ongoing training for staff, e.g., continuing education on appropriate disease and care processes.
- Institute strong mentor programs.
- Implement preceptor programs for new staff.
- Support shift flexibility. Allow staff to schedule their own shifts and implement self-staff assignments to ensure residents receive consistent care from the same caregivers.
- Provide staff rewards/recognition to promote consistent assignment.
- Match staff member personality and skill sets with the needs of residents.
- Engage staff in neighborhood model of care delivery methods.
- Share resident/family member positive feedback regarding consistent assignment with staff to promote buy-in.
- Assign all new staff to a specific area upon hire and conduct a two week pilot. Make any needed adjustments prior to implementing consistent assignment for the new staff members.
- Initiate new consistent assignment strategies on units with the most stable staffing. Identify a Project Champion. Start with one CNA or nurse to take a permanent assignment, then add one at a time until a unit has 24/7 coverage; identify measurement strategies for both resident and staff outcomes, obtain baseline data, re-measure, and post the results at resident and staff levels. Make adjustments as needed based on the data.
- Encourage team huddles that include all levels of staff to encourage effective teamwork.