



The Nurse Leadership Project

Quarterly Progress Report to the Ohio Department of Medicaid

(First Quarter 2019)

In the first quarter of year two of the project, the initiative to launch Phase IV and V for session two and Phase I and II for session three was developed with a systematic approach to project management. Details of our progress and accomplishments with the program are as follows:

Project Administration:

- I. Continued to hold weekly team project meetings.
- II. Continue to review all applications received and determine those that qualify for session three, which begins in January 2019.
- III. Continue marketing and recruiting efforts to fill future training sessions.
- IV. Travel/Lodging arrangements have been confirmed and reserved with a local hotel for session three participants attending the two 1 day nurse leadership training's in April and May 2019 and the 3 day OHCA Core of Knowledge training in July 2019.
- V. Mailed via USPS session three facilities family satisfaction surveys throughout the month of January and February.
- VI. Emailed invites to all NLP participants and graduates from session one and two to attend the upcoming 1 day trainings, April 4th and May 9, 2019.
- VII. Session four training dates have been scheduled and begin July 2019.
- VIII. Reach out for one on one conversation with participants.

Project Agenda:

- I. **Phase V (Session 2):**
 - a) Received completed family satisfaction surveys for session 2 facilities that were mailed out in December 2018. Please see final project measurements below.
- II. **Phase I (Session 3):**
 - a) Nurse mentor visited 13 participating facilities to explain the purpose and requirements of the program, as well as, sign the nurse and facility participation agreements.

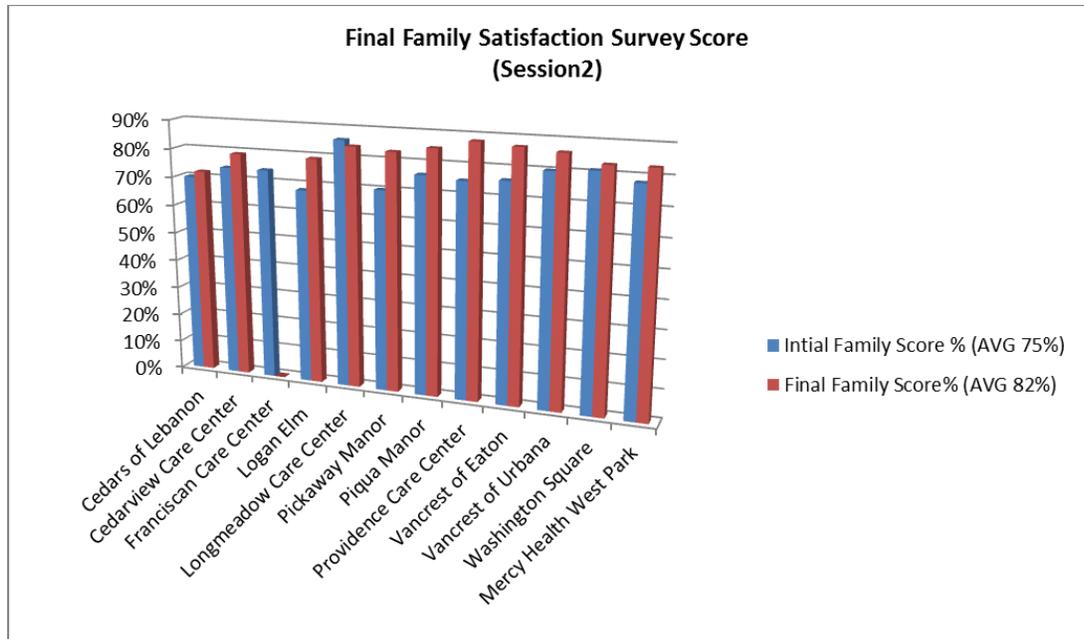
- b) Nurse mentor conducted the one on one resident satisfaction survey interviews during the 13 onsite visits.
- c) Tobin mailed out via USPS and received back the family satisfaction surveys for all participating facilities.
- d) Two participating nurse leaders had to terminate their participation in the program in February before the first 2 day training due to unforeseen circumstances at their facilities and being unable to attend the required dates. Therefore, we have 11 current participants for session 3.

III. Phase II (Session 3):

- a) Eight participants attended day one of the two day training and eleven participants attended day 2 of the two day training which includes topics on effective communication, five stages of leadership, core values of nursing, emotional intelligence and perspectives with interactive role play was conducted on February 27 & 28, 2019. This was held at Tobin & Associates headquarters in Canal Winchester, Ohio.
- b) 3 participants will make up the day 1 training on July 10, 2019 with our next session (session 4).
- c) One graduate from a previous session attended and participated in day 1 of the 2 day training.
- d) Distributed and received back the participant evaluation of the 2 day training program, which reflects positive feedback.
- e) Four attendees were awarded a certificate of completion for 6 hours of Continuing Education Units with the assistance of EFOHCA.
- f) Eight attendees were awarded a certificate of completion for 12.5 hours of Continuing Education Units with the assistance of EFOHCA.

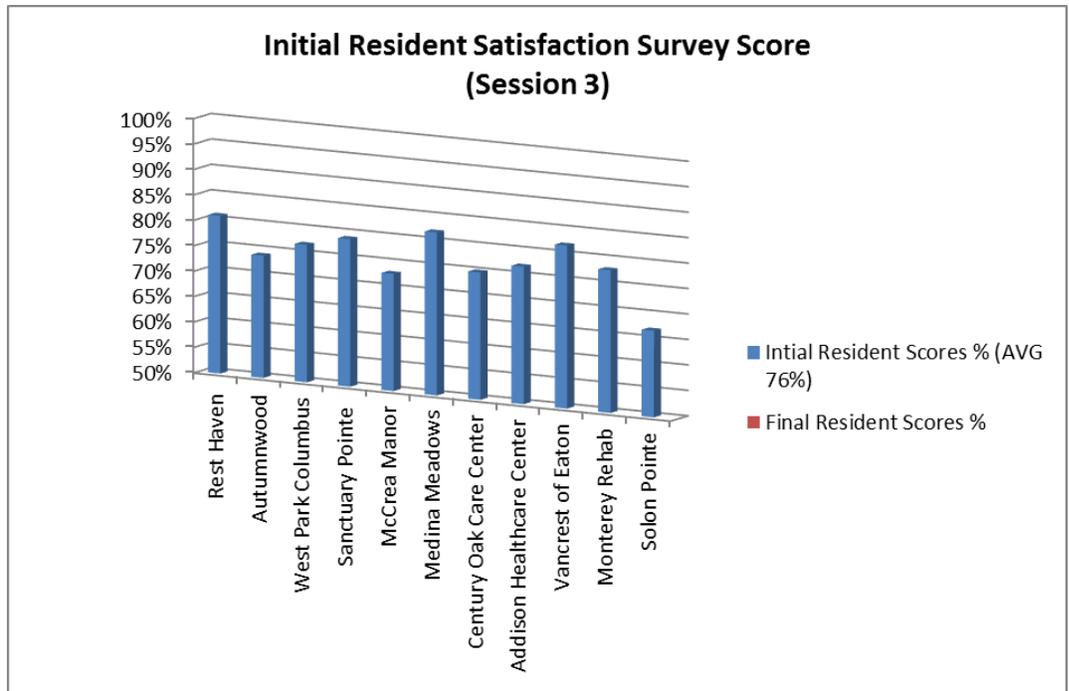
Project Measurements:

- I. Our goal is to increase each participating facility's resident and family satisfaction survey scores by 7%.
 - a) The following data represents the initial and final scores for Session 2 family satisfaction surveys that we received back via USPS mail. *Please note that the Director of Nursing of Franciscan Care Center did not complete the program, therefore, final surveys were not mailed out. The overall average family satisfaction improved 7%.



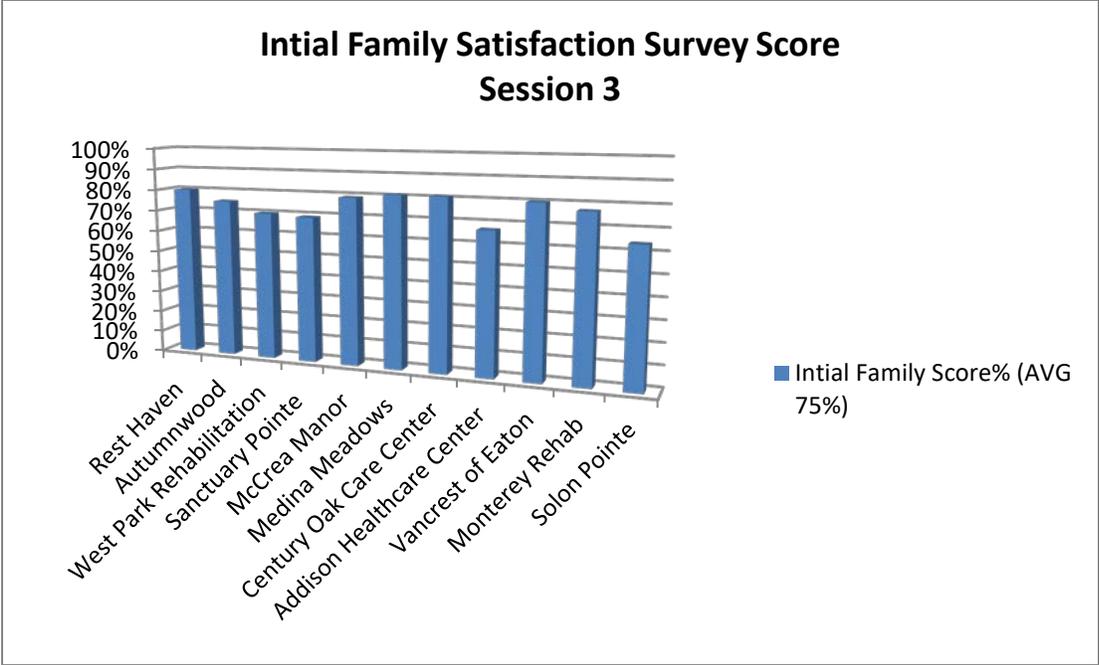
Facility	Initial Family S	Final Family S	Outcome
Cedars of Lebanon	70%	72%	Increased 2%
Cedarview Care Center	74%	79%	Increased 5%
Franciscan Care Center	74%	-	*Did not complete program
Logan Elm	68%	79%	Increased 11%
Longmeadow Care Center	86%	84%	Decreased 2%
Pickaway Manor	70%	83%	Increased 13%
Piqua Manor	76%	85%	Increased 9%
Providence Care Center	75%	88%	Increased 13%
Vancrest of Eaton	76%	87%	Increased 11%
Vancrest of Urbana	80%	86%	Increased 6%
Washington Square	81%	83%	Increased 2%
Mercy Health West Park	78%	83%	Increased 5%

b) The following data represents the initial baseline resident satisfaction scores collected from one on one interviews with residents from session 3 facilities.



Facility	Initial Resident Scores % (AVG 76%)
Rest Haven	81%
Autumnwood	74%
West Park Columbus	77%
Sanctuary Pointe	79%
McCrea Manor	73%
Medina Meadows	82%
Century Oak Care Center	75%
Addison Healthcare Center	77%
Vancrest of Eaton	82%
Monterey Rehab	78%
Solon Pointe	67%

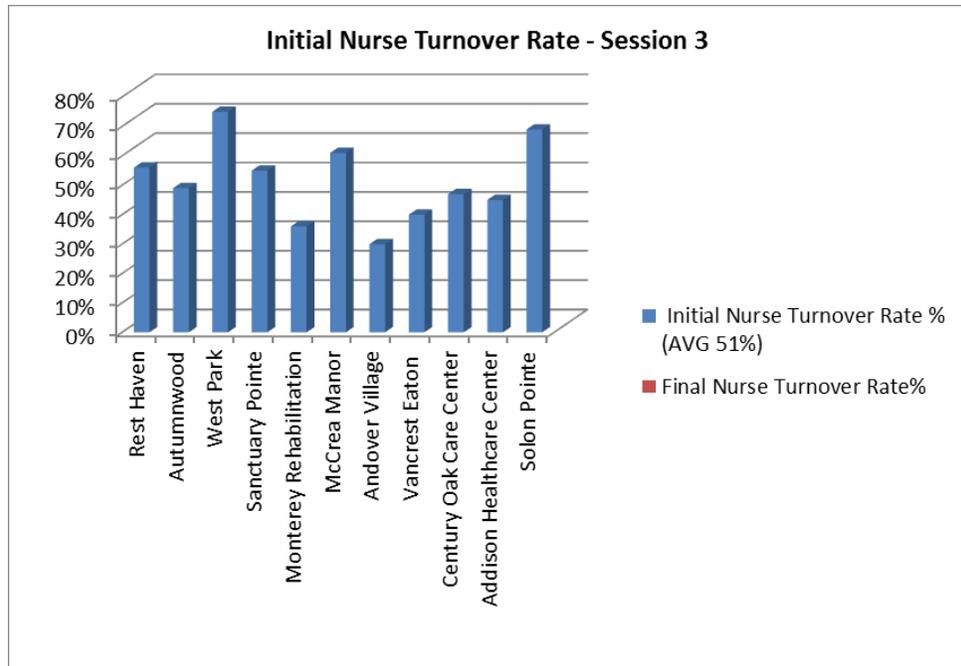
c) The following data represents the initial baseline family satisfaction scores collected from family members through mailed surveys from session 3 facilities.



Facility	Intial Family Score% (AVG 75%)
Rest Haven	80%
Autumnwood	75%
West Park Rehabilitation	70%
Sanctuary Pointe	69%
McCrea Manor	79%
Medina Meadows	81%
Century Oak Care Center	81%
Addison Healthcare Center	67%
Vancrest of Eaton	80%
Monterey Rehab	77%
Solon Pointe	64%

II. Our goal is to decrease each participating facilities direct care staff turnover rate by 5%.

a) The following data represents the initial direct care staff turnover rate reported by all session 3 facilities.



Facility	Initial Nurse
Rest Haven	56%
Autumnwood	49%
West Park	75%
Sanctuary Pointe	55%
Monterey Rehabilitation	36%
McCrea Manor	61%
Andover Village	30%
Vancrest Eaton	40%
Century Oak Care Center	47%
Addison Healthcare Center	45%
Solon Pointe	69%

Project Financials:

- I. The following chart reflects the travel expenditures that have been utilized for the first quarter of 2019.

Travel Expenses -QTR 1 2019 Expenditures	Cost Per Night	# Nights	Total Cost	# Rooms	Total
Travel - Participants - NLP 2 day Training 2/27/2019	\$ 106.49	2	\$ 212.98	8	\$ 1,703.84
Travel - Participants - NLP 2 day Training 2/27/2019	\$ 106.49	3	\$ 319.47	2	\$ 638.94
Travel - Nurse Mentor - Facility Visit 1/4/2019	\$ 123.49	1	\$ 123.49	1	\$ 123.49
Travel - Participants - NLP 2 day Training 2/28/2019	\$ 106.49	1	\$ 106.49	1	\$ 106.49
				Total	\$ 2,572.76
			QTR 4 Unused Advanced Funds		\$ 20,772.29
			Total QTR 1 Expenditures		\$ (2,572.76)
			QTR 1 Amended Disbursement		\$ 9,900.00
			Total Unused SFY 2019 Funds		\$ 28,099.53

Project Outcomes:

The following changes and accomplishments have been reported by the participants and their management throughout the leadership program.

- A Regional Director of Clinical Services stated the following about three of their participants at three different facilities who graduated from the program, “The leadership class has helped Tessa grow in her dealings with employees. She has developed more maturity and patience in her approach with staff. Tessa has been able to maintain nursing staff. The facility has gone from numerous agency nurse usage to none in the course of the last year.” “Kaylee has grown in her role over the past few months. She has been able to help assist in coverage for annual surveys at other buildings. Just recently, we conducted a mock survey at the facility and the nursing aspects that Kaylee was in charge of had great outcomes. Kaylee has stated that she learned a lot from fellow DONs in her class. She stated that it was nice to discuss issues with DONs that had experience.” “9 nursing citations in last year’s survey. Only 2 nursing citations this year. Brandy was able to deal with multiple staffing changes/challenges and still focus on establishing systems. She has gained confidence in her own management style.”
- Session 3 went well, a few of the written comments from the 2 day training were; “I can’t wait for the next class. I wish everyone can have this opportunity”, “Grateful for the entertaining way the topics were presented. Can’t wait to try some of these with my relatively new team @ Rest Haven”, “Highly recommend to All in leadership”, “Very informative, empowering, uplifting as a leader. Everyone had great energy. Positive”.
- One of our graduates attended one of the two day trainings and reported that when she started the program a year ago she had agency in her building and now is agency free with a wait list of nurses, waiting for a nursing position to open up at her facility (Logan Elm) and is working as a STNA in the meantime.

We will continue to concentrate on the development of nurse leaders, and focus on leadership abilities that affect engagement and retention of direct care staff, with goals of decreasing the direct care staff turnover rate and improving resident care, in turn, an increase in resident and family satisfaction.