



The Nurse Leadership Project

Quarterly Progress Report to the Ohio Department of Medicaid

(First Quarter 2020)

In the first quarter of the project, the initiative to launch Phase I and II for session five 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. Review all applications received and determine those that qualify for session six, which begins in July 2020.
- III. Continue marketing and recruiting efforts to fill the sixth and final training session.
- IV. Travel/lodging arrangements have been confirmed and reserved with a local hotel for session five participants for the 2-day training at Tobin & Associates for January 27 & 28, 2020.
- V. Requested and collected direct care nursing turnover rates from session five participants.
- VI. Mailed via USPS session five initial family satisfaction surveys for all participating facilities.
- VII. Received and documented session four NLE® graduates participant questionnaire since completing the program.
- VIII. Received and documented the session four administrator questionnaire feedback on their nurse leaders who graduated from the program.
- IX. Following up with past participants.
- X. Track and maintain month end financial balance sheets.
- XI. Training class dates set for session six on July 1 & 2nd, August 19th, October 7th and December 1-3rd 2020.
- XII. Booked training room for all session six class dates.
- XIII. Emailed acceptance letters to those who meet requirements to participate in session six.
- XIV. Canceled April 8th in-person training class due to COVID-19 state orders.
- XV. Scheduled zoom video conferences every 2 weeks beginning April 8th for session 5 participants; as well as every 2 weeks for NLE graduates to continue follow up and mentoring.

Project Agenda:

I. Phase I (Session 5):

- a) Scheduled and confirmed initial onsite visit/meetings with all facility RN participants and Administrators.
- b) Nurse mentor visited all participating facilities to explain the purpose and requirements of the program and sign the nurse and facility participation agreements.
- c) The nurse mentor conducted the one on one resident satisfaction survey interviews during the onsite visits.
- d) Tobin & Associates mailed out the initial family satisfaction surveys via USPS for all participating facilities.

II. Phase II (Session 5):

- a) Thirteen participants attended and completed the 2-day training located at Tobin & Associates on February 26 & 27, 2020, which included topics on effective communication, personalities, accountability, perspective, consistency, trust and the 5 stages of leadership.
- b) All participants were awarded a certificate of completion for 12.5 hours of Continuing Education Units with the assistance of EFOHCA.
- c) Distributed and received back the participant evaluations, which reflected 100% positive feedback.

III. Phase V (Session 4):

- a) Mentor conducted onsite final visits and one on one resident satisfaction surveys for all session 4 facilities except two. When mentor went to facility to conduct, she was unable to enter building due to early stages of COVID restrictions and not being essential personnel.
- b) Tobin mailed out via USPS final family satisfaction surveys for session 4 facilities.

Project Measurements:

- I. Our goal is to decrease each participating facility direct care staff turnover rate by 5% with additional 1% decrease annually after completion of program. **(RN, LPN, STNA – those who directly care for the patient/resident)**

Turnover Rate	Year Started	Current Measured	Year	Continued Outcome
Session 1	2018	62%	2020	65%
Session 2	2018	48%	2020	38%
Session 3	2019	51%	2020	55%
Session 4	2019	44%	2020	55%
Session 5	2020	19%		
OVERALL AVERAGE				53% DECREASE

- II. Our goal is to increase each participating facility's resident and family satisfaction survey scores by 7%, with additional 2% increase annually after completion of program.

Resident Satisfaction	Year Started	Current Measured	Year	Continued Outcome
Session 1	2018	64%	2020	39%
Session 2	2018	68%	2020	25%
Session 3	2019	73%	2020	19%
Session 4	2019	80%	2020	15%
Session 5	2020	82%		
OVERALL AVERAGE				25% INCREASE

Family Satisfaction	Year Started	Current Measured	Year	Continued Outcome
Session 1	2018	67%	2020	24%
Session 2	2018	76%	2020	12%
Session 3	2019	75%	2020	13%
Session 4	2019	80%	2020	14%
Session 5	2020	82%		
OVERALL AVERAGE				16% INCREASE

*Rates are given to us by the individual facilities to ensure continuity on how the rates are figured. The outcomes are figured by us on the percentage of change.

Project Financials:

- I. The following chart reflects the travel expenditures that have been utilized for the first quarter of 2020.

Travel Expenses -QTR 1 2020 Expenditures	Cost Per	# Nights	Total Cost	# Rooms	Total
Hotel- participants-2 day training Feb 25 & 26, 2020	\$107.63	2	\$215.26	12	\$ 2,583.12
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			QTR 4 Unused Advanced Func		\$ 30,201.14
			Total QTR 1 Expenditures		\$ 2,583.12
			Total Unused SFY 2020 Funds		\$ 27,618.02

Project Outcomes:

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

- Thirteen participants attended the 2-day training at Tobin & Associates on February 26 and 17, 2020. All participants earned 12.5 CEUs provided by EFOHCA.
- All participants reported 100% positive feedback on the 2-day course evaluation form.
- Three participants will complete the program and graduate in May 2020 pending the COVID-19 state orders for social distancing and stay at home.
- Session four participant’s state the following on the program questionnaire upon completion of the program:
 - a) Learning how to listen effectively and slow down and take my time. Delegation is definitely something I use more now than I ever have and it has made a big difference in my day. Staying positive and being a positive role model. Doing that makes the ones you are working with stay positive as well.
 - b) Involving the team members help make a decision that I would normally make on my own; creates a sense of respect and team playing. When my members feel as though they are part of decision making; it makes them feel like they are valued as an employee.
 - c) Learned that it is important to know the staff on a more personal level. I have begun to engage with staff, rather than just set expectations.
 - d) Empowered my charge nurses as leaders. Nurses are more confident in decision making and handling situations, STNAs going to the nurses more with issues instead of administration.
 - e) Better understanding of generational differences, communication with staff and asking for their suggestions for improving a concern when they come to DON to complain. Delegation of some routines.
- Have successfully scheduled a bi-weekly zoom video conference with session five participants beginning April 2020.

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. Due to the COVID-19 pandemic; we have changed our scheduled April 8th in person class to a zoom video conference. We will be communicating with the participants via zoom and telephone during the current social distancing orders by Governor DeWine until further notice.