



## The Nurse Leadership Project

### Quarterly Progress Report to the Ohio Department of Medicaid

(Second Quarter 2020)

In the second quarter of the project, the initiative to launch Phase III for session five and Phase I for session six 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 August 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 1 day training at Tobin & Associates on June 2 and 4, 2020 and July 28 and 30, 2020.
- V. Requested annual direct care nursing turnover rates from session one and three participants.
- VI. Mailed via USPS session one and three annual family satisfaction surveys for all participating facilities.
- VII. Following up with past participants.
- VIII. Track and maintain month end financial balance sheets.
- IX. Training class dates set for session six on August 18<sup>th</sup> & 19<sup>th</sup>, August 25<sup>th</sup> and 26<sup>th</sup>, October 13<sup>th</sup> and 15<sup>th</sup> and November 10<sup>th</sup> and 12<sup>th</sup>, 2020.
- X. Booked training room for all session six class dates.
- XI. Emailed acceptance letters to those who meet requirements to participate in session six.
- XII. Canceled April 8<sup>th</sup> in-person training class for session five due to COVID-19 state orders.
- XIII. Scheduled zoom video conferences every 2 weeks beginning April 8<sup>th</sup> for session 5 participants; as well as every 2 weeks for NLE graduates to continue follow up and mentoring.
- XIV. Began scheduling zoom meetings with session six participants and Administrators to review the program and sign participation agreements.

## **Project Agenda:**

- I. Phase I (Session 1 & 3):**
  - a) Requested annual direct staff nursing turnover rates and resident family list to mail out annual family satisfaction surveys.
  
- II. Phase I (Session 6):**
  - a) Began scheduling initial zoom meetings with facility RN participants and Administrators to review the program and sign participation agreements.
  
- III. Phase III (Session 5):**
  - a) Participants joined the zoom virtual meetings on April 8<sup>th</sup> and 22<sup>nd</sup> as well as on May 6<sup>th</sup> and 20<sup>th</sup>, 2020 to discuss current facility issues and resolutions related to COVID-19.
  - b) All participants attended and completed the 1-day training located at Tobin & Associates on June 2<sup>nd</sup> and 4<sup>th</sup>, 2020, which included topics on delegation, challenging personalities/ behaviors and conflict management.
  - c) All participants were awarded a certificate of completion for 4.5 hours of Continuing Education Units with the assistance of EFOHCA.

## **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)**
  - a) Expected to have results for session one and three's annual nurse turnover rate by end of July 2020.
  - b) Expected to have session six's initial nursing turnover rates by end of August 2020.
  
- 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.**
  - a) Expected to have results for session one and three's annual satisfaction surveys by end of July 2020.
  - b) Expected to have session six's initial family and resident satisfaction surveys by August 2020.

## Project Financials:

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

<b>Travel Expenses -QTR 2 2020 Expenditures</b>	<b># Nights</b>	<b>Total Cost</b>	<b># Rooms</b>	<b>Total</b>
Hotel- participants-1day training June 1, 2020	1	\$ 115.40	7	\$ 807.80
Hotel- participants-1day training June 3, 2020	1	\$ 115.40	3	\$ 346.20
Hotel- participants-1day training July 27, 2020	1	\$ 133.95	7	\$ 937.65
Hotel- participants-1day training June 29, 2020	1	\$ 151.58	4	\$ 606.32
				<b>\$ 2,697.97</b>
			<b>QTR 4 Unused Advanced Funds</b>	<b>\$ 27,618.02</b>
			<b>Total QTR 2 Expenditures</b>	<b>\$ 2,697.97</b>
			<b>Total Unused SFY 2020 Funds</b>	<b>\$ 24,920.05</b>

## Project Outcomes:

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

- Have successfully held a bi-weekly zoom video conference with session five participants to discuss current ongoing issues within the facilities. Held virtually on April 8<sup>th</sup>, April 22<sup>nd</sup>, May 6<sup>th</sup> and May 20<sup>th</sup>, 2020.
- Held a one day class at Tobin & Associates on June 2<sup>nd</sup> (with half the participants) and June 4<sup>th</sup> (with the other half of the participants) for session five. Topics included delegation, challenging personalities/behaviors and conflict management with mind mapping current scenarios. All participants earned 4.5 CEUs with the assistance of EFOHCA.
- NLE graduates have utilized there strong leadership skills acquired throughout this program by participating as panelists for our live long term care town hall's that we host on zoom and Facebook live bi-monthly; to discuss ongoing long term care challenges.

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.