

BEST PRACTICES PROGRAM

Health Care Facility Success Stories

Note: Participation in the Best Practices Program is strictly voluntary on the part of a health care facility or program. Health care providers and suppliers are encouraged by the Department to share new or innovative practices with other facilities and programs. All Best Practices narrations submitted to the Department will be posted to the Best Practices web site at <http://dia.iowa.gov/page30.html> where they will be accessible to other providers and suppliers, as well as members of the general public. Posting of a Best Practices by the Department does not constitute an endorsement by DIA, nor does it establish a standard of care or service. The Department reserves the right to edit Best Practices submissions for clarity and brevity.

Facility Information

Name of Facility: Concord Care Center	
Street Address: 490 West Lyon Street	City: Garner
Telephone Number: 641-923-2677	E-Mail Address: hbrink@abcmcorp.com
Name of Individual Submitting Best Practice: Holly Brink	Title: Administrator

Category of Submission (check all that apply)

<input type="checkbox"/> Community Integration	<input type="checkbox"/> Dietary	<input type="checkbox"/> Environmental
<input type="checkbox"/> End-of-Life Experience	<input type="checkbox"/> Habilitation/Rehabilitation	<input checked="" type="checkbox"/> Human Resource Management
<input type="checkbox"/> Nursing Practices	<input type="checkbox"/> Quality of Life	<input type="checkbox"/> Resident Rights

Description of Best Practice

Our team leaders have made a very strong effort to enhance and improve the retention and satisfaction of our employees at Concord Care Center. We have seen a vast improvement in the retention of our employees since implementing these goals. After reviewing the results of our Employee Satisfaction Survey last year, we now know that we've made great strides in the overall satisfaction of our employees.

Listed below are a few of the things we've done to meet our goals of enhancing and improving:

- Employees receive a small welcome gift given upon hire and their photos and title art posted on a central bulletin board for employees to see in hopes of greeting newcomers.
- Tie dyed t-shirts with Concord Care Center's logo are given to every new employee. They are able to wear these t-shirts on Fridays, while representing Concord/walking in parades, during Nursing Home Week events, at Concord's community meals, if they volunteer for something in the community (school concession stands, etc.) and many others.
- A Customer Service Award is given to an employee at our staff in-service each month. All new employees are also introduced at staff in-service.
- Our administrator organized "Employee Appreciation Day" in March. Each employee was recognized, given a gift and a catered meal was supplied for every staff member who worked that day/night.
- Employees who pick up extra shifts throughout the month are recognized each month at our staff in-service.
- During Caregivers Month in June, we planned a wide variety of activities for caregivers/staff at

Concord Care Center in effort to recognize them for all their hard work. Staff was provided with a special meal each Monday for all shifts. Team leaders provided employees with goodies and snacks every Tuesday and we encouraged staff to wear fun colors. On Wednesday we hosted potlucks for all employees. Employee games or activities were held every Thursday with nice prizes given away. Fridays were casual day and employees could wear jeans and their Concord Care Center t-shirts to work. We also held drawings every Friday for big prizes. Residents and families also nominated an employee to receive our “Caregiver of the Year” award.

- We hold monthly Employee Advisory Board meetings to find better ways to retain our employees and help empower them. Our Employee Advisory Board has created the Employee Emergency Fund. This fund is to help employees in times of hardship. The funds are raised solely by employees, for employees. The Employee Advisory Board does numerous things throughout the year to help with employee communications, workplace stress, raise money for various causes and many others.
- Employees are recognized for their individual birthdays for that month with a birthday card and Garner Chamber bucks at staff in-service each month.
- At Concord Care Center, we pride ourselves on our high employee retention. In order to enhance our new employee’s work experience, we have implemented the Mentor-Mentee program. The mission of the mentoring program is to enhance competence and acceptance of employees during their first year of employment.
- Fifteen-minute massages are given to eight employees each month. Also, a one-hour massage is handed out at our monthly staff in-service.



All new employees at Concord Care Center receive a new t-shirt and cup upon hire.

Once completed, submit your Best Practice to: Department of Inspections and Appeals, Lucas State Office Building, 321 East 12th Street, Des Moines, IA 50319-0083; fax to 515-242-6863; or e-mail to webmaster@dia.iowa.gov (be sure to include “Best Practices” in the subject line).