

HOW TO IMPROVE LTC STAFF RETENTION



Create Career Growth Opportunities

Offer opportunity for career advancement for clinical and non-clinical staff. For example, ask if a dietary aide would like to become a CNA, if a CNA would be open to becoming a Certified Medication Aide, or if an MDS nurse would be interested in moving up by obtaining a RAC-CT certification.



Build a Mentor Program

An in-house mentorship program is beneficial to both the mentor and the mentee. Pair your long-term staff with newbies to help establish rapport, trust, and open lines of communication.



Prioritize Recognition

Overall job satisfaction stems from feeling valued and heard. When employees perform well or reach a tenure milestone, reward them with a gift card, a hand-written note, or celebratory event.



Offer Flexible Schedules

Accommodate employees who may need to start their shift later (or earlier) than normal due to child care, public transportation routes, or other extenuating circumstances.



Open-Door Policy

Communicate openly and frequently with staff about policies, shifts, changes, and expectations. Make sure they feel comfortable coming to management with concerns.

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