



## WHAT'S THE MESSAGE?

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Read the attached Staff Meeting Minutes and think about -

- What's going on for the person who wrote this?
- How would you react if you were employed by this facility and you read these minutes?
- Is this memo likely to solve the issues being addressed?
- What's the effect of a memo like this on retention?

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**MEETING**  
**February 10, 2004**

Corporate Compliance  
Expectations/Accountability/Survey Readiness

- Resident Care
- Respect/Resident Rights
- Safety
- Infection Control
- Abuse Reporting
- R.A.C.E.

“True Grit is making a decision and standing by it,  
doing what must be done. No moral man can have peace of mind  
if he leaves undone what he knows he should have done.

-John Wayne

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### Staff Meeting and Inservice

- **Call Lights:** We have recently had several complaints of call lights going off for long periods of time, some state as long as 1½ hours before their needs were met. This is totally unacceptable. The Federal Government gives you a MAXIMUM of 3 minutes to respond to a call light. All staff members can answer call lights and will be expected to. This will be monitored closely.
- **Ancillary Stickers:** Ancillary stickers are being found EVERYWHERE. Ancillary charges are a large revenue for this facility. Would you leave your own money lying around on the nurses' station, the floor, in the parking lot on the ground or even in the trash? Those stickers influence your pay rates, raises, benefits, employee activities, etc. So in a matter of speaking you are leaving your own money lying around all over the place and it is going to waste. Please initial your stickers as you place them in the charge book.
- **Inappropriate discussions with residents:** We have received reports from alert and continent residents that 11 to 7 staff are telling them to urinate in their attends. This needs to stop immediately. If a resident competent enough to tell you he/she needs to go to the restroom, then they need to be gotten up and taken. Our job is to MAINTAIN or IMPROVE our residents' level of function. Not to encourage them to be more and more dependent on us. Also complaints of personal discussions amongst staff while providing care.
- **Care issues:** Trays have been observed to be left for several minutes before being passed while staff are noted to be standing around gossiping with each other. Scheduled showers are not being done consistently.
- **Assignments:** All employees are hired and expected to work. Regardless of the unit or assignment that you are given, you are expected to be on time, take your breaks when you are supposed to, complete your assignment and do it without complaining for 45 minutes or in some cases, all day.
- **Accountability:** As nursing assistants you will be expected to arrive to work on time, take the assignment that you are given and promptly begin your work. You will be held accountable for all tasks on your assignments, shaves, showers, personal care etc. There has been too much idle time observed and not enough patient care being done.
- **Hoyer Lifts:** Any resident who is care planned as a 2 person transfer on their (pink) care plan is required to have the hoyer lift used on them for ALL transfers. This is company policy and has to be incorporated into your daily routine. If you attempt to transfer someone without the hoyer or by yourself and injure them, that is considered abuse.
- **Trash and Linen Carts:** Dirty trash/linen carts must be at least 6 feet away from clean linen carts at all times, this is an infection control issue. Also, all dirty trash and linen carts need to be put in the shower rooms whenever meal trays are out on the floor. When out on the floor, all carts and equipment must be kept on one side of the hallway. AND each shift needs to empty their own carts BEFORE they leave. This has been a daily complaint from your coworkers so please address it.