

**MEETING THE LEADERSHIP
CHALLENGE IN LONG-TERM CARE**

What You Do Matters

ELEMENTS OF COMMUNITY MEETINGS

I use community meetings every pay day as a foundational means to deliver information, be transparent, share information with the staff and keep them updated on our strategic objectives of trying to create a great place to work and a great place to live and recover for our patients.

- David Farrell

What is it?

A community meeting is a gathering of staff throughout the organization to share information everyone needs to know, to celebrate people and accomplishments, and to focus on what is needed to continually improve service.

Timing: Every pay day at times most convenient to the staff. For example, 3:00 – 3:30 for days and pm shifts and midnight for the night shift. The meeting lasts 25 – 30 minutes.

Process: Administrator leads the meeting and uses it as a time to connect with, thank, inform, and motivate staff.

The meetings include:

1. Review of the mission statement – and what it means
2. Snapshot of performance in three areas and update on strategic plan:
 - a. Human resource data – attendance, turnover, percent of shifts worked with less than the optimal number of staff
 - b. Clinical measures – number of falls, pressure ulcer rate, physical restraint rate, Survey deficiencies
 - c. Business results – occupancy rate, number of Medicare residents, link to profitability and resources for improvement
 - d. Strategic plan – progress and any revisions
3. Educational Component - in a story form related to person-centered care, using examples from current experiences of residents and staff
4. Awards - for employee of the month and rookie of the month, describing how their character and actions contribute to good care
5. Raffles – attendance raffle for all with good attendance in the last month, safety raffle if there were no injuries, and a general raffle. Prizes are gift cards, gas cards, and grocery cards (about \$400 for the two meetings held each pay day)
6. Unifying, Motivating Activity – Patient Safety Chain