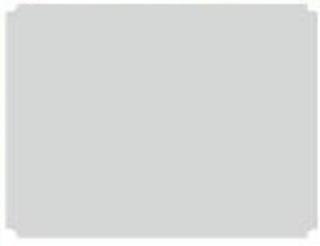
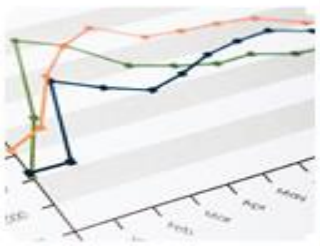


# QI – Staffing, Ethics & Quality Perspectives



# Age-Friendly Homes



# Perspectives

- “There are so many types of facilities, I have been in and no matter what, staffing is what makes or breaks it.”

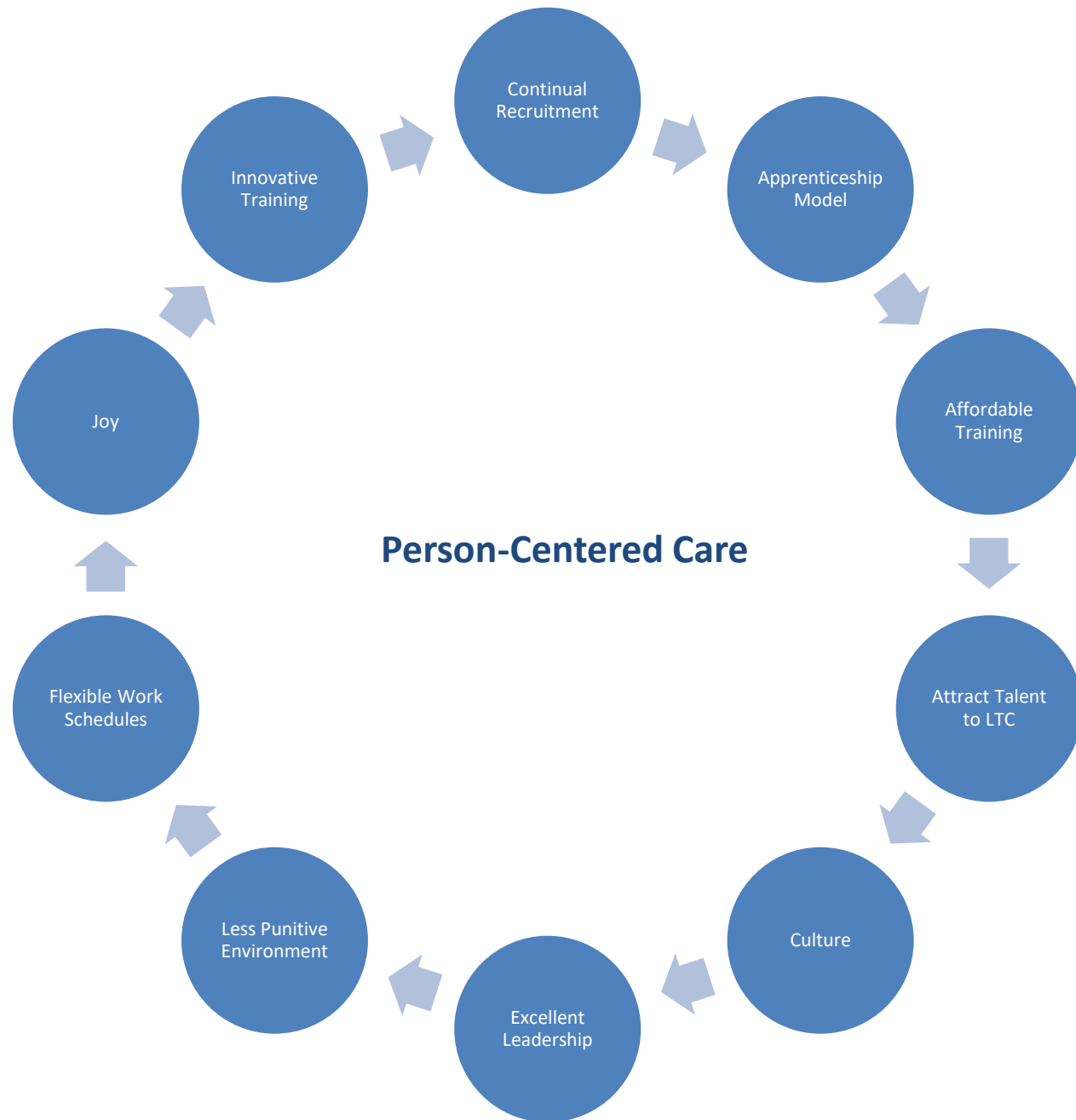
## ❖ Resident

- “The reality is that the staff is underpaid, overworked, under supported, and Insufficiently trained to care for residents.”

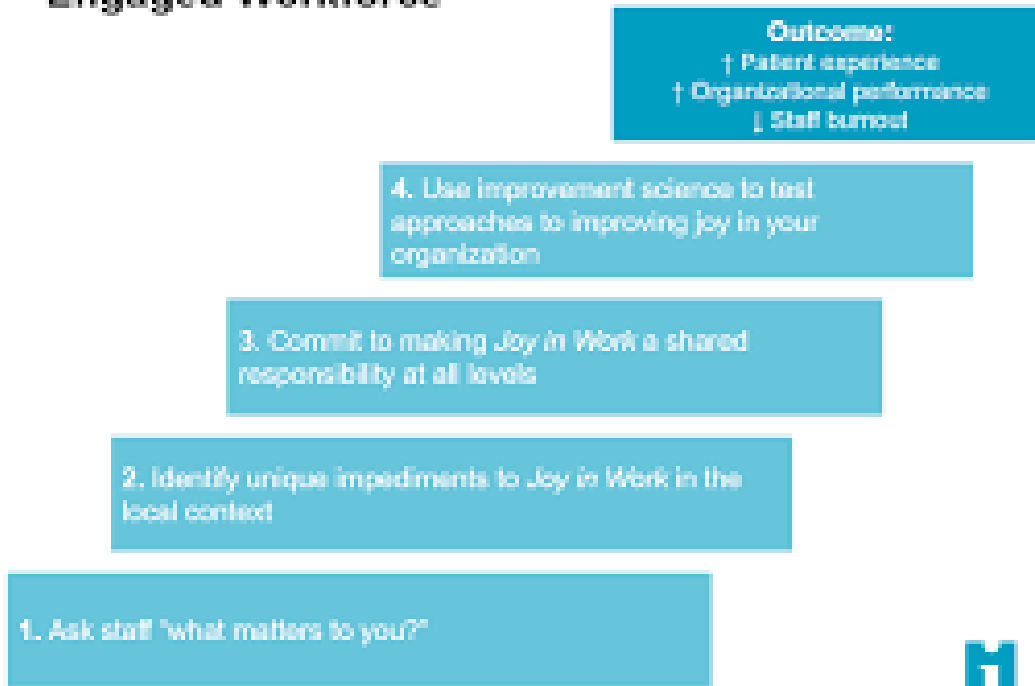


## ❖ Resident Family Member

# Quality Staffing is Critical



## How to Create a Joyful, Engaged Workforce



# What Works

- Continual Recruitment
  - Culture
  - Referrals by Employees
  - Benefits
    - Flexible Schedule
    - Bonus Incentives
    - Community
    - Ability to 'grow'
    - Fun, laughter, connections
  - Bringing Joy to the Residents and Families

What Truly Matters



# Document- What Matters

## Home

- Feeling at Home

## Health

- Heal my wound
- Regain my strength

## Comfort

- Being able to eat well and sleep well.

## Relationships

- Visiting and playing cards with my friends and family

## Function

- Ability to walk with balance, without falling

## Enjoying Life

- Going to Church, attending Sunday brunch with my family





**What effective quality staffing techniques do you use in your homes?**





**Story Boards- Team Initiatives**  
**Team Commitment- Team Goals**

*Team Accomplishment*

'Radiate joy  
from the  
inside out.'

- Jenny Blake

THE HEALTH SESSIONS

# Dawn Jelinek

## Age-Friendly Clinics and LTC

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