



***Welcome to our
roundtable series.
We're glad you're here.***

Our Work Together

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This Year's Focus....Leadership & Culture

- The role of leadership in staff retention and recruitment
 - How can medical directors have an impact on facility culture?
 - How can medical directors, administrators, directors of nursing and others in leadership work together to develop sustain a positive work culture?
- Live leadership modules to kick off in January 2024 with practical, evidence-based “try this” approaches that can help you improve your leadership style



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To Level Set....

- We are a community focused on co-design
- “All teach, all learn”¹
- Small tests of change
- Collation and dissemination of insights
- www.paltc.org/goodthing



¹Project ECHO. (2022). <https://hsc.unm.edu/echo/what-we-do/about-the-echo-model.html>

Today's Discussion...

Partnering with QIN-QIO's to Implement Retention Strategies

Amy Daly, CPHQ, NHA, CHES
Senior Quality Improvement Specialist, IPRO

Carolyn Kazdan, MHSA, NHA, BCPA
Senior Director, Healthcare Quality Improvement, IPRO



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Poll Question

How engaged are you with the work of the QIO in your state?

- a. Not engaged now but have been in the past.
- b. Actively engaged now, but not aware of how my QIO can support my retention strategies.
- c. Actively engaged now and aware of how my QIO can support my retention strategies.
- d. Have never been actively engaged with my QIO.

Partnering with QIN-QIO's to Implement Retention Strategies

“The best antidote to burnout is not teaching coping skills to handle stress. It’s redesigning work to reduce stress.”

Adam Grant
@AdamMGrant

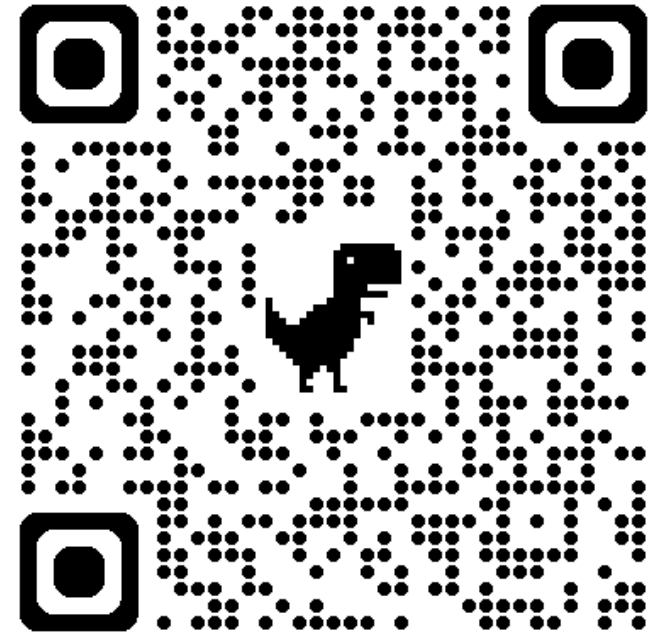


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QIN-QIO
Quality Innovation Network -
Quality Improvement Organizations
CENTERS FOR MEDICARE & MEDICAID SERVICES
EQUALITY IMPROVEMENT & INNOVATION GROUP

The IPRO QIN-QIO – Who We Are

One of twelve Quality Innovation Network-Quality Improvement Organizations (QIN-QIOs) that work directly with [nursing homes](#), [health care providers](#) and [partnerships for community health](#) serving primarily rural and underserved areas to improve the quality and safety of care for people with Medicare. You can find the QIN-QIO that serves your state [here](#).



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The IPRO QIN-QIO – Who We Are

- The federally funded Medicare Quality Innovation Network – Quality Improvement Organization for 11 states and the District of Columbia
- Led by IPRO
- Joined by Healthcentric Advisors and Qlarant
- Offering enhanced resources and support to healthcare providers and the patients and residents they serve
- Promoting patient and family engagement in care
- Non-regulatory
- Supporting implementation and strengthening of innovative, evidence-based, and data-driven methodologies to support improvements



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Engaging Teams



Rounder/Unit/Date: _____

Short summary script (for context): Hi, my name is (). I am here today to see how people are doing and what I and others may do to support you. With that said, do you have a few minutes for some short questions?

Staff Interview	Respondent 1	Respondent 2	Respondent 2
1 How is your day going? Is there anything that you need? (skill: intro)			
2 Tell me about how you are taking care of yourself? Is that enough? (skill: self awareness)			
3 Over the last months, what personal contribution makes you most proud? (skill: strengths of character)			
4 How do you prepare yourself to come to work and to leave and assume other roles and responsibilities? (skill: self regulation and connection)			
5 How have you and your co-workers been supporting each other? Do you have an example? (skill: connection)			
6 How can I support you? (skill: seeking assistance)			

General Comments (good and bad): _____

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Use this [Resilience Rounding Tool](#) during rounding to build employee engagement and trust.

Recorded QAPI Series includes sessions on culture and engaging staff, residents and families in QI

**Moving Beyond Your QAPI Committee:
A Culture for Safe, Reliable and Quality Care**

Lynn Wilson, MS
Amy Daly, MA, LNHA, CPHQ
January 11, 2024

[Moving Beyond Your QAPI Committee– A Culture for Safe, Reliable & Quality Care](#)



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Resources

Find the Recordings of *More of a Good Thing* and *Leading with Purpose* (this series) ... Along with Other Resources

<https://paltc.org/goodthing>

The screenshot shows the AMDA website with a navigation bar including Forum, Career Center, Cart, and Login. The main content area features a banner for 'More of a Good Thing' and 'Leading With Purpose: 8 Strategies for Engaging Your Careforce'. Below the banner, there are sections for 'A Framework to Grow and Strengthen the PALTC Careforce', 'Leading with Purpose: 8 Strategies for Engaging Your Careforce', and 'More of a Good Thing Meeting Archives & Tools'. The right sidebar contains 'GENEROUSLY SUPPORTED BY' logos for The John A. Hartford Foundation and Jewish Healthcare Foundation, and two 'Save the Dates' boxes for virtual sessions.

MEMBERSHIP ▾ **EDUCATION** ▾ **PALTC PROFESSION** ▾ **RESOURCES** ▾ **ADVOCACY** ▾ **NEWSROOM** ▾ **ABOUT** ▾

Forum Career Center Cart Login Search for...

More of a Good Thing
A Framework to Grow and Strengthen the PALTC Careforce

Leading With Purpose
8 Strategies for Engaging Your Careforce

GENEROUSLY SUPPORTED BY

The John A. Hartford Foundation

JEWISH HEALTHCARE FOUNDATION

Save the Dates

More of a Good Thing Monthly Roundtable Discussions
Here to Help: Partnering With Your QIN-QIO to Implement Retention Strategies
Thursday, May 9, 2024
4:00-4:45 PM Eastern
Fee: Free
REGISTER NOW

Leading With Purpose
Creating Psychologically Safe Workplaces
Thursday, May 16, 2024
4:30-5:00 PM Eastern
Fee: Free
REGISTER NOW

More of a Good Thing Meeting Archives & Tools

We Want to Hear from You! Help us better understand how these roundtable discussions have impacted your efforts to recruit and retain staff by completing a [brief survey](#).

Feedback in Action | April 11, 2024

The Role of Technology in Staff Retention and Recruitment | March 14, 2024

Stay Connected

Sign up for email notifications about future More of a Good Thing programming and resources.

Next Month's Roundtable:

Thursday, June 13, 2024
4:00-4:45pm ET

More of a 
Good Thing



Feedback

We Want to Hear from You

Help us better understand how *More of a Good Thing* roundtable discussions have impacted your efforts to recruit and retain staff by completing this brief survey.

Survey: <https://forms.office.com/r/8FERzPEULT>

Next Leadership Session: May 16 • 4:30-5:00 PM ET

Leading With Purpose



8 Strategies for
Engaging Your
Careforce

Creating Psychologically Safe Workplaces

JoAnne Reifsnyder, PhD, MSN, MBA, FAAN

Register: www.paltc.org/goodthing



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