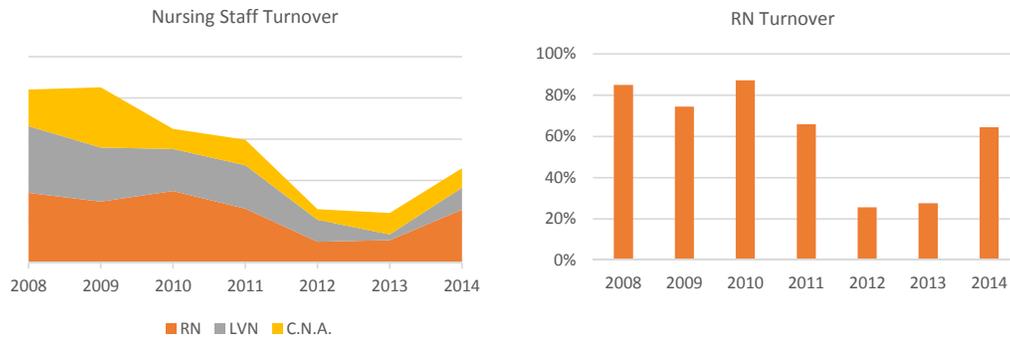


2015 EXCELLENCE IN PROGRAMMING AWARDS

Carmel Mountain Rehabilitation & Healthcare Center San Diego, California June 21, 2015

Problem: Towards the later part of 2014, Carmel Mt. Rehab began to see an increase in nursing staff turnover, particularly RN's working in our subacute unit. We also noticed an increased number of staff call-ins from our nursing staff.



Nursing Staff Turnover Reduction through Empowerment and Team Collaboration

Carmel Mountain Rehabilitation & Healthcare Center, San Diego

Staff Development

In a program that became a case study for the CAHF Leadership Academy, this facility confronted the problem of increasing turnover among the nursing staff, especially among subacute RNs. A low turnover rate ensures continuity of care from day to day, and reducing call-ins provides a stable workforce with predictable administration of care.

Since February 2015, by focusing on communication among lead staff and giving them a voice in decision-making, overall nursing staff turnover was reduced by 10 percent. As of July nursing staff call-ins have been reduced by 55 percent.



Haunted House

Lincoln Glen Nursing Center, San Jose

The activities staff created the Haunted House as a way to do something not normally associated with a nursing facility. The purpose was for residents to enjoy Halloween, and, in addition, to enjoy a sensory experience. This first-time event attracted 50 residents, many family members, two volunteers and 15 staff and cost \$100 or less.



Alarm Free Fall Prevention

Oak Valley Care Center, Oakdale

Our use of alarms had created a loud, institution-like environment. After attending the 2013 CAHF Quality Symposium on fall prevention, we were inspired to improve the quality of life of our residents by preventing falls. A small interdisciplinary team met monthly to look for opportunities to reduce alarms, which were in use on 30 residents. The idea grew to an all-facility project implementing a resident-centered approach to fall prevention. Alarms had given staff a false sense of security. As we reduced alarms we placed a greater emphasis on resident-centered care. With a new focus on residents, we noticed a significant reduction in falls and a more therapeutic, home-like environment. An unexpected benefit was the pride our staff felt as we improved the quality of our resident's lives.

The program was fully implemented on Jan. 1, 2015. Six months later, the last alarm was removed even while falls were reduced by 46 percent.