

A VALUES-BASED APPROACH TO RECRUITING, TRAINING, AND RETAINING MEDICAL RESPITE STAFF

2018 Medical Respite Training Symposium
Phoenix, Arizona
October 1-2, 2018

EDWARD THOMAS HOUSE MEDICAL RESPITE

WHO ARE WE?

The Edward Thomas House Medical Respite is a unique 34 bed medical respite harm reduction program that provides shelter care with embedded nursing, mental health, and case management services to an at-risk homeless population. Medical Respite is a part of the Healthcare for the Homeless Network and is supported by funds from multiple sources including King County Public Health, MIDD, and local hospitals. The Edward Thomas House admits patients referred from all King County area hospitals 7 days a week and operates 24 hours a day, 365 days a year. The program is operated by Harborview Medical Center (HMC) at an off-site location next to the Harborview emergency department.

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HARBORVIEW MEDICAL CENTER MISSION

The following groups of patients and programs will be given priority for care:

- Persons who are non-English speaking poor
- Persons who are uninsured or underinsured
- Persons who experience domestic violence
- Persons who experience sexual assault
- Persons incarcerated in King County's Jails
- Persons with mental illness, particularly those treated involuntarily
- Persons with substance abuse
- Persons with sexually transmitted diseases
- Persons who require specialized emergency care
- Persons who require trauma care
- Persons who require burn care

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STAFFING

- Nursing DAILY: 7-2330
- Mental Health Case Managers M-F: 7-1530, 8-1630,
9-1730, 11-1930
- ARNP DAILY: 10-2030
- Mental Health Specialists two staff 24/7
- MA DAILY: 730-1600
- Leadership team: Manager, Medical Director, RN3, MH Supervisor

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RECRUITING STAFF

Job announcement

- Desired qualifications include experience with working with people experiencing homelessness and familiarity/experience with harm reduction, trauma informed care, and motivational interviewing

Resume review

- Look for key words that show the candidates' interest in working with our **mission population**
 - Meets desired qualifications : TIC, HR, MI experience
 - Experience with wound care and case management
 - Experience with mental illness and substance use
 - Experience with working with people experiencing homelessness

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Interview questions

- Include questions that address your primary desired qualifications
- Always include behavioral based questions and case vignettes

EXAMPLES:

- Recall a time when you successfully helped a difficult patient who was dissatisfied with the services you were providing. How did you handle the situation?
- Please define harm reduction and provide an example of how you have incorporated it into your practice.
- One of the nurses expresses concern that someone on the team has given a medication to the wrong patient. How would you deal with this situation?

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TRAINING STAFF

Take advantage of NHCHC web based training

<https://www.nhchc.org/training-technical-assistance/online-courses/trauma-informed-care-webinar-series/>

<https://www.nhchc.org/training-technical-assistance/online-courses/harm-reduction/>

<https://www.nhchc.org/training-technical-assistance/online-courses/mi/>

<https://www.nhchc.org/training-technical-assistance/online-courses/hch-101/health-care-homeless-101/>

Local HCHN network?

- Send staff to new staff orientation with local network

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- Shadow all disciplines
- Assign 1-2 mentors to provide primary training within role.
- Frequent check ins with supervisor
- Documentation – review and support EHR documentation
- Emphasize that we expect new staff to ask questions for the first year!

SUPERVISORY/PERSONNEL FILE

- Document all parts of orientation and training.
- Checklists with employee sign off.
- Careful documentation of ongoing supervision.

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RETAINING STAFF

- Rounding (see rounding form)  Rounding example
- Transparent communication
- Friday email (see example)  Friday email
- Recognition and Appreciation
 - Emails, cards, meetings, bulletin boards
 - Appreciation hearts (silly but huge impact)  Melanie
 - In person
 - Stop light report (see example)  Stop Light Report
 - Opportunities for kudos/thanks in meetings
 - Nominate staff/teams for any awards if you have an affiliated agency (hospital, clinics, etc)

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RETAINING STAFF

Happy engaged staff means higher performance and safer patient care!

Happy Staff = Happy Patients

2018 Employee Engagement results



Employee
Engagement

2018 Culture of patient safety results



Culture of Patient
Safety

How do you measure staff satisfaction and patient safety?

Questions?

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