



The Nurse Leadership Project

Quarterly Progress Report to the Ohio Department of Medicaid

(First Quarter 2018)

In the first quarter of the project, the initiative to launch Phase I, II, and III was developed with a systematic approach to project management. Details of our progress and accomplishments with the program are as follows:

Project Administration:

- I. Secured employment with Margaret (Peg) Tobin, RN and Mary L Taylor, RN, LNHA, Esq. as the Nurse Mentor(s)/Consultant(s).
- II. Secured employment with Natalie Holliday as the Administrative Assistant for project management and data and statistical analysis.
- III. Secured employment with Darrell Donalds as the IT Manager, graphic designer, videographer and technical support.
- IV. Held weekly project team meetings.
- V. Developed a dedicated webpage that explains and offers the following:
 - a) The grant, its funding and its purpose
 - b) The 5 phases of the project
 - c) Expectations and Requirements of the nurse/facility participant(s)
 - d) A mechanism to apply online for the project
 - e) Communicate with us
- VI. Disseminated the Grant Announcement to all skilled facilities in the State of Ohio that fit the required criteria stated in the grant through Social Media, dedicated website, email communication and mailings.
- VII. Review applications received and determine those that qualify for session one.
- VIII. Sent out acceptance letters to 12 facilities and nurse participants for session one, the Columbus area.

Project Agenda:

- I. **Phase I:**
 - a) Visited the 12 participating facilities to explain the purpose and requirements of the program, as well as, sign the nurse participant and facility participation agreements.

- b) Conducted the one on one resident survey interviews at the 12 participating facilities.
- c) Core of Knowledge for Nurses, 3 day program taught by EFOHCA and Tobin & Associates has been moved to Phase V due to a schedule conflict. This program will be held in July 2018.

II. **Phase II:**

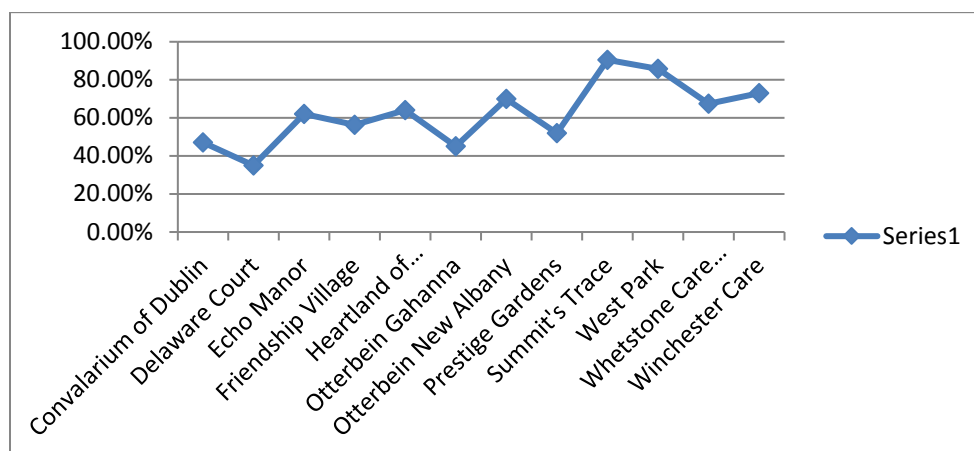
- a) Margaret (Peg) Tobin & Mary L Taylor conducted the 2 Day nurse leadership training program which includes topics on effective communication, expectations and accountability, delegation and mentoring, and attracting and hiring with role play.
- b) All 12 participants were awarded a certificate of completion for 12.5 hours of Continuing Education Units with the assistance of EFOHCA.

III. **Phase III:**

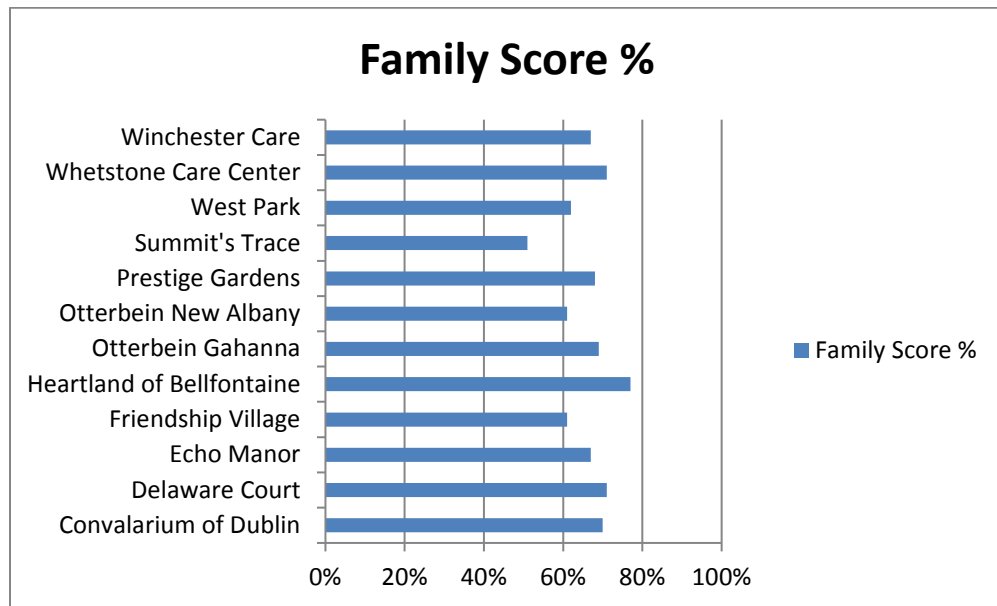
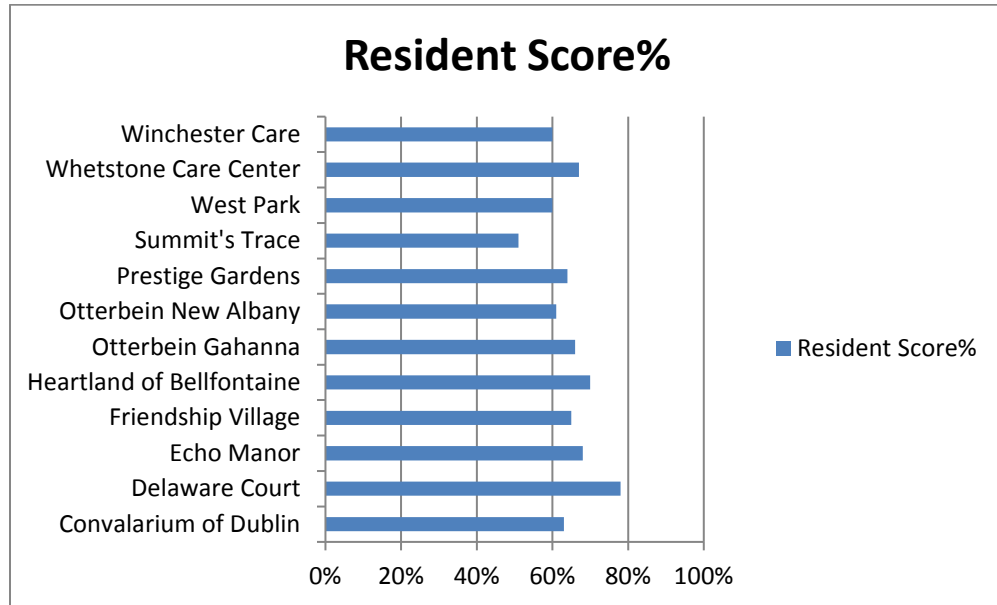
- a) Mary L Taylor conducted 2 of the 6 leadership training weekly webinars.
 - 1.) 6 Participants in the first webinar covering the topic Trust, were awarded a certificate of completion for 1.0 hour of Continuing Education Units after a required post-test with the assistance of EFOHCA . 3 Participants in the second webinar covering the topic Consistency, were awarded a certificate of completion for 1.0 hour of Continuing Education Units after a required post-test with the assistance of EFOHCA .
 - 2.) We re-evaluated the webinars and have determined to approach it through another venue.
 - 3.) All participants will be attending a one day training class in April 2018 at Tobin & Associates headquarters to cover the remaining 4 webinar topics; Quality, Empowerment, Accountability and Unity.

Project Measurement:

- I. Our goal is to decrease each participating facilities direct care staff turnover rate by 5%. The following data represents the initial baseline for the nurse turnover rate for each facility.



- II. Our goal is to increase each participating facility's resident and family satisfaction survey scores by 7%. The following data represents the initial baseline scores collected from residents and family members through one on one interviews, email and US mail.



- III. We anticipate that the data for the satisfaction surveys will be available September 2018. We also anticipate that the data for the nursing turnover rate will be available in November 2018. We will then compare current scores with previous scores for participating facilities at this time.
- IV. Participants will earn their NLE (Nurse Leadership Executive) upon the completion of the program. February 16, 2018 we submitted an application for trademark of NLE and anticipate that it will be approved by June 2018.

Project Financials:

- I. At this time we currently have no travel expenses for the first session participants; which focused on facilities within the Columbus area.

As of April 1, 2018 we had two participants resign from their Director of Nursing position at their participating facilities. Per our facility participation agreement, if a nurse manager quits during the training process, the facility cannot substitute another nurse manager during the current session. Therefore, we are currently at 10 participants/facilities for the remainder of the session.

We will continue to concentrate on the development of nurse leaders, and focus on leadership abilities that affect engagement and retention of direct care staff, with goal of decreasing the direct care staff turnover rate and improving resident care, in turn, an increase in resident and family satisfaction.