



# CAREGIVER RETENTION

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**Long-Term Care Foundation**

of Washington State

# LEARNING OBJECTIVES

- Why caregiver retention is crucial to the success of your adult family home
- How retention begins before you hire your caregivers
- Ways caregivers prefer to be recognized
- Best practices for caregiver recognition
- FAQ's

POLL QUESTION

DO YOU HAVE A CAREGIVER  
RECOGNITION PROGRAM?

Yes

No

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Take a minute and answer the poll question pop-up on your screen!

## WHAT IS CAREGIVER RETENTION?

Caregiver retention refers to an organization's ability to retain its employees over time and minimize employee turnover, whether voluntary or involuntary.





## WHY IS CAREGIVER ENGAGEMENT AND RETENTION SO IMPORTANT?

- Provides high quality care and ensuring patient satisfaction
- Not having enough residents due to lack of caregivers can restrict the growth of business
- Not having enough staff to support can create frustration and produce further turnover

## WHY IS CAREGIVER TURNOVER SO HIGH?



Lack of  
communication



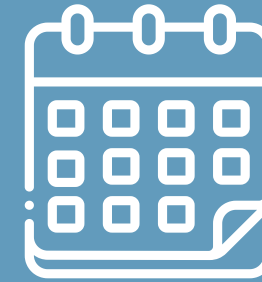
Pay is low



Lack of  
appreciation



Inadequate  
benefits



Scheduling or  
no flexibility



Training

## CAREGIVER RETENTION STRATEGIES: KEY AREAS TO FOCUS ON

- Recruitment and Onboarding
- Compensation
- Employee Growth, Engagement, and Recognition
- Workplace Culture
- Organization and Management



CAREGIVER RETENTION

## KEYS TO PROPER RECOGNITION



Specific



Timely



Meaningful



Consistent





## CAREGIVER RECOGNITION BEST PRACTICES

- Gift Cards
- Recognition Budget
- A Sincere “Thank You”
- Letter of Appreciation

## HOW TO PREVENT CAREGIVER TURNOVER

- Interview Questions
- Skilled based questions
- Hypothetical scenario



CAREGIVER RETENTION

# EXAMPLES OF SKILL-BASED QUESTIONS VS HYPOTHETICAL SCENARIOS

## SKILL-BASED QUESTIONS

Describe for me how the experience on your resume has helped you build the skills necessary to be a good caregiver.

What do you believe is the most important skill for a caregiver to have? Tell me about a time when you've demonstrated this skill, as a caregiver or in another line of work.

## HYPOTHETICAL SCENARIO QUESTIONS

If a resident refused to eat or go to the bathroom, how would you deal with the situation?

How would you respond to a resident who used rude or derogatory language towards you?

## HOW TO PREVENT CAREGIVER TURNOVER CONTINUED

- As soon as you hire a new caregiver call or meet with them to discuss what they can expect their first few weeks to look like.
  - This communicates you are ready to invest in them from day one
  - Mentorship
  - What is expected of them/daily duties
  - Any other pertinent information



## HOW TO PREVENT CAREGIVER TURNOVER CONTINUED

- Schedule
  - Reevaluate what your caregivers' work week looks like
  - 80% of caregivers work for multiple organizations to pay the bills
  - Caregivers need balance



## HOW TO PREVENT CAREGIVER TURNOVER CONTINUED

- New hires are not experts
  - Invest in your caregivers
  - Skills training
  - Provide further opportunities



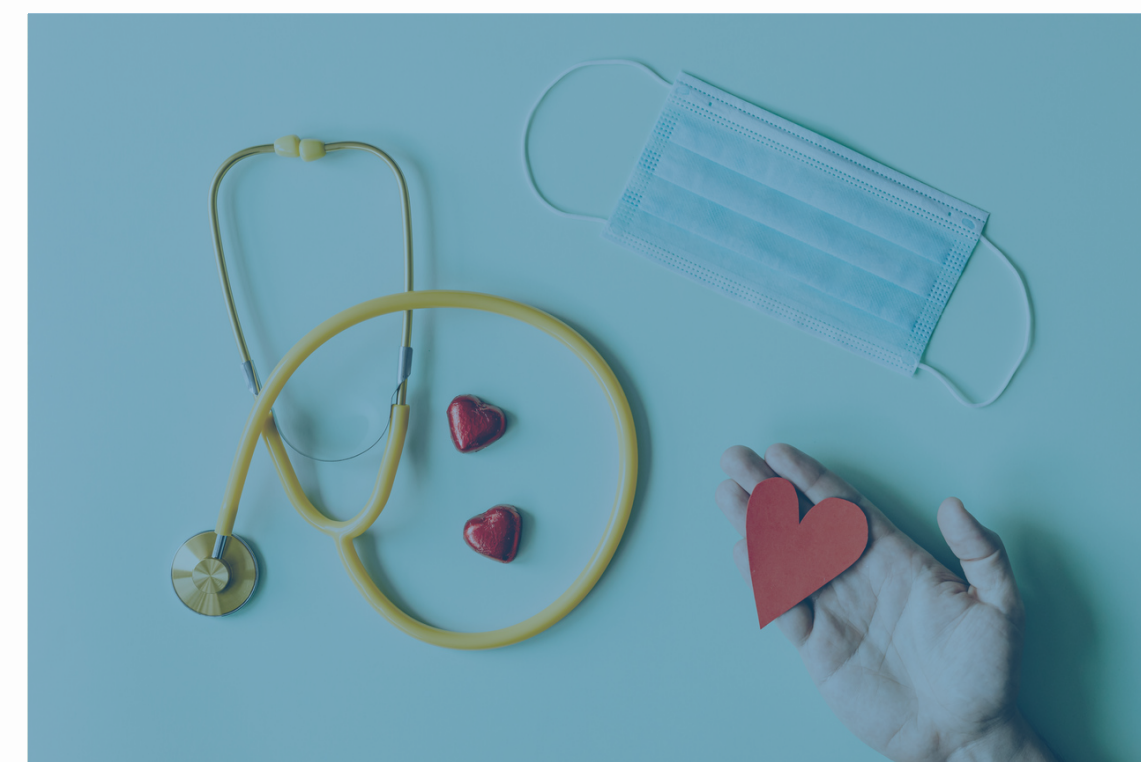
## HOW TO PREVENT CAREGIVER TURNOVER CONTINUED

- Your caregivers aren't hearing from you enough
  - Get feedback from your new hires after their first few shifts
  - 30-day check-in
  - 90-day check-in
  - Maintain at least a quarterly check-in schedule



## WHAT IS WORKPLACE CULTURE?

The shared values, belief systems, attitudes, and the set of assumptions that people in a workplace share.





POLL QUESTION

DOES WORKPLACE CULTURE  
IMPACT CAREGIVER RETENTION?

Yes

No

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Take a minute and answer the poll question pop-up on your screen!



## WHY IS WORKPLACE CULTURE IMPORTANT?

Two of the most important side effects of a healthy workplace culture:

- Attracts and retains employees
- Increases employee engagement

# WORKPLACE CULTURE: GOOD VS BAD

## BAD WORKPLACE CULTURE

Lack of engagement

Other bad habits that can be contagious –  
tardiness and negative attitudes

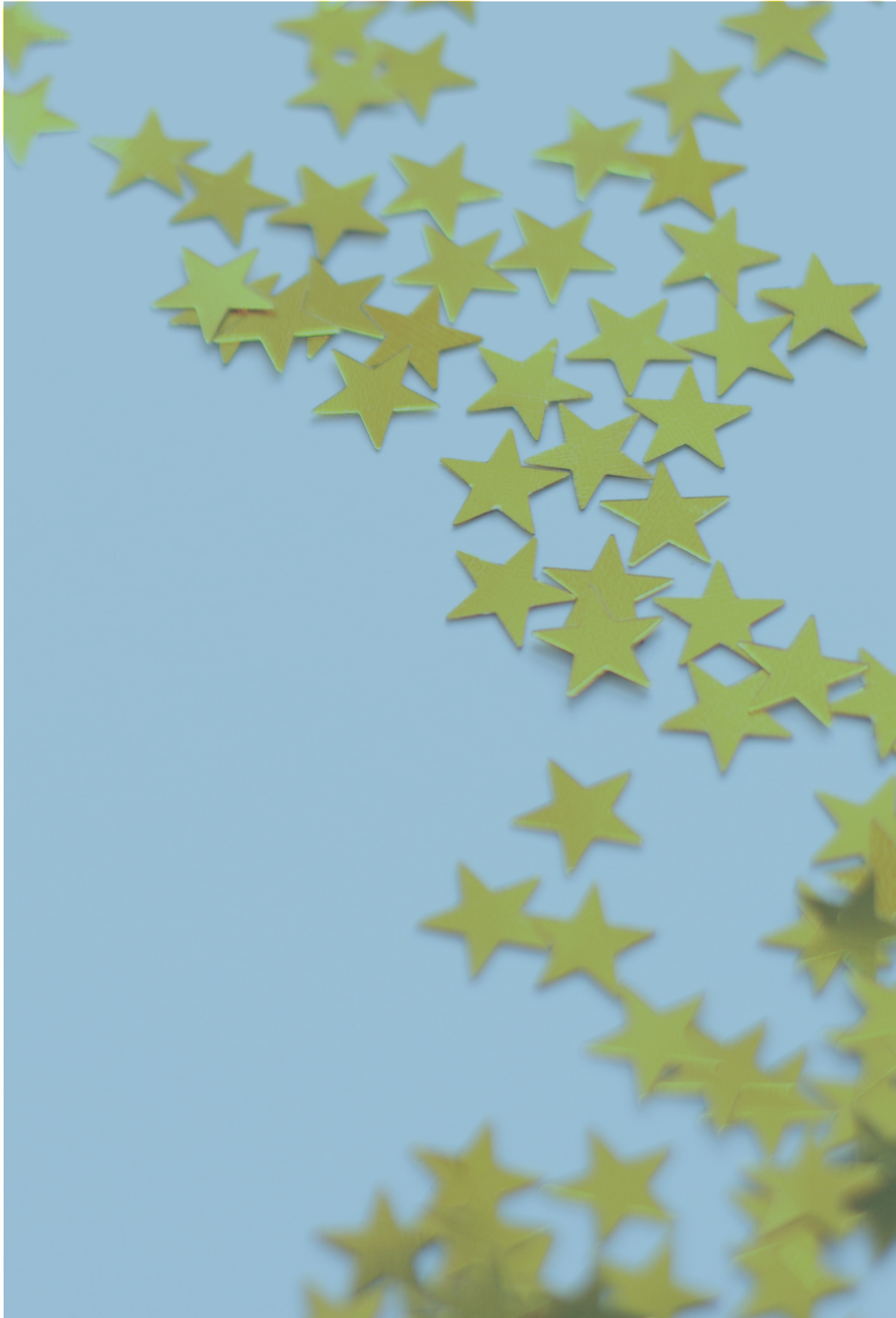
Strict Rules and Regulations

## GOOD WORKPLACE CULTURE

Fosters effort and engagement

Shared values

Appreciation



## CREATING AN EMPLOYEE RECOGNITION PROGRAM

- Think about why you want to start a program
- Talk to employees
- Develop Criteria
- Practice

# RETENTION TOOLKIT

This new Retention Toolkit helps supervisors and managers address retention issues, reduce high turnover rates, and continue providing quality care. The toolkit includes online courses and other resources covering various topics related to leadership, management, and retention. Modules that will launch are Onboarding, Communication, Recognition, and Wellness. Additional modules will be added in the future.

You can access this free leadership tool. Set up a free account and access the toolkit by visiting [www.carelearnwa.com](http://www.carelearnwa.com).

# QUESTIONS?



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Thank you for joining us today!