Our Organization

- 34 adults with intellectual/developmental disabilities in 8 different medical and personal care needs (ICF/DD) at Clinton Manor.
- 51 adults with intellectual/developmental disabilities with high
- 33 seniors in skilled care home at Clinton Manor (SNF)

Today we support:

- For intellectually/developmentally disabled adults (ICF/DD)
- 1980's - Dual licensed home as Senior Skilled Nursing Home and a special unit adults with mental health and intellectually/developmentally disabled needs
- 1989 - Established as Shelter Care Home for Local Seniors 8

many different roles

- 45 of my 50 years in long term care have been spent at Clinton Manor.
Embodying residents when you can. Gives them a purpose and helps staff see the value they can bring.

- Engaging and welcoming resident family involvement is key to person-centered care.
- Leaders lead from their WHY and invest in their team.
- Person-centered care will not happen or have a lasting impact unless the organization and its WHY are clearly defined and understood.
Our mission is to passionately support each person in living a meaningful and satisfying life.

Because we engaged our team at all levels in the development of our mission, we continue to have buy-in from the majority of our team and needs.

Because of resident/family involvement, the mission focused on how we could support their wants.

Supported and their family members to explore and clarify our individual and organizational WHY.

Gathered our team (DSP, CNA's, HK/L, Dietary, Nursing, Admin/DON), some of the individuals we needed to drive our decisions every day and support our WHY.

Looked at our organizational purpose in 1988 when we took over the operations at Clinton Manor.

Purpose, Mission & Culture
Leadership skills development

Our org. uses

- Learning organization: Train, Train, Train
- StrengthsFinder 2.0 by Don Clifton: Use with administrative & Nursing teams
- Coaching approach to supervision / Cover’s 7 Habits: “Win-Win”
- Suggestions/wants/needs
  - Understand Employee Engagement, Satisfaction, taking action on employee
    - Seek first to understand then to be understood Habits of Highly Effective People: “Start with Why, How great leaders inspire everyone to take action” by Simon Sinek

Person Centered Care Training by a Resident.

Listening, Core Competencies, Leadership Skills. Onboarding, DSP, CNA, Nursing, On-line training, Culture change, Coaching approach.
Our Core Competencies

- Attention to Communication (Conveys clear and concise information)
- Customer Orientation (Finds out what they want and how satisfied they are)
- Building Collaborative Relationships (Shows interest and acknowledges others' ideas)
- Customer Teamwork (Listens and responds to team members' ideas)
- Stress Management (Controls their response when criticized, attacked or provoked)
- Interpersonal Awareness (Notices and accurately interprets what others are feeling)
- Business in Initiative (Doing what needs to be done before being asked)
- Personal Responsibility (Takes responsibility for own actions)
- Business in Thoroughness (Checks accuracy of own and others' work)
Supporting Our Team / Employee Engagement

Other Perks:
- Credit Union Savings Account
- Large Number of Rechargeable Credits
- Free WiFi in the Cafeteria
- Membership for 10% on 10%
- Quick Access with a Financial Advisor

Extra Perks:
- Weekly Wellness Days & Resources
- Access to Employee Health Resources
- Free Rechargeable Membership
- Annual Wellness Climb for $1,000 Grand Prize

Wellbeing:
- Job Specific Wellness Curriculums & Activities
- C.E.D. Learning & Development
- Continuing Education Program
- Paid Day Off Education & Training

Additional Education & Education Assistance:
- Mobility Company Mentorship
- Education Committee
- Access to professional development
- Career Resources Program
- C.V.O. Class Enrollment & Access to on-site classes

Recognition:
- Win Buy (a) your desk is what you value the difference!
- Entertaining
- Family nights
- School attendance from your reception time

Paid Time Benefits:
- Your own health insurance coverage as well as plans
- C.E.D. Insurance Program & Preferences
- Social Security Disability Insurance
- Free Life Insurance Plans
- Dental & Vision

Employee Benefits:
- We pay the premium for medical insurance premium

Insurance:
Overall Staff Satisfaction
2022 = 89%
2021 = 80%
2020 = 85%

Coordinator, Traumatic Infection Control
Admin/Reference Nursing
Several promoted to Training/Licensure
16 staff supported since 2016. 12 have remained
LPN and RNs;
Continued Ed
DS/PS/CNAS supported

Longevity
21% of staff here 15+ years
8% of staff here 20+ years
HR Director - 8 years
Social Serv/Activity Dir - 20 years
ADON - 12 years
DON - 23 years
Admin - 23 years

Quarter 2 = 6%
Quarter 1 = 16%
For CMS 2023

Positive Team Outcomes
Turnover
Challenges of being an Independent Long Term Care Operator

- Funding/Capital Improvements/Expanding Services
- Moving to single bedrooms for all residents.
- Secession planning for a small organization.
- The CMS proposed Minimum Staffing Standards for Long Term Care, 24 Hour RN and Jack of LpNs.
- Competes with urban-large hospitals and other Nursing Homes.
- Finding enough team members and especially highly skilled RN's in a rural community that
- The cost of recruiting & maintaining a strong mission driven and talented team.