

## Storyboard for Cindy Lichtenhan

**Problem:** Don't have enough CNA's daily to reach a 2.5 CNA PPD.

**AIM:** To employee enough CNA's daily to reach a 2.5 CNA PPD.

### **Interventions:**

1. Recruiter to hire on the spot, offer flexible hours minimum of 2 hours up to 12 hour shifts. (worked)
2. We passed out 2000 flyer advertising open CNA positions. (didn't work)
3. \$1000 referral bonus for current staff and a \$1000 sign on bonus for new CNA's. (worked)
4. We call previous CNA's that have resigned in good standing and let them know we have increased wages. (one returned)
5. Continue to be clinical location for outside CNA classes (MJC, Modesto City Schools).
6. Applied to CDPH for NATP class at Vintage. (4 CNA's)
7. Raised starting wage to \$ then to \$. (kept CNA's and had 3 PT go to FT)

**Measures/Indicators:** employee at least 46 (FTE) CNA's at Vintage Faire.

**Results:** We started with 35 and now have 55 CNA's, 43 FT, 6 PT, 6 on call = 48 CNA FTE's employed.

**Lessoned Learned:** We learned we have to be competitive in the market but also create a pleasant work environment that employees want to come to everyday and stay. CNA work is very hard and we encourage our staff to grow in the healthcare industry and feel they have a voice within our facility.

**Next Steps:** We will continue to offer flexible schedules. We will continue to have NATP classes at Vintage. We have a scholarship to help our staff continue to grow – LVN, RN.

We are focusing on staff retention for our next PIP.