



# Staffing Round Table: Real World Solutions

QIN-QIO Regional Support and Sharing Call

December 15, 2022



Quality  
Insights

QIN-QIO  
Quality Innovation Network -  
Quality Improvement Organizations  
CENTERS FOR MEDICARE & MEDICAID SERVICES  
QUALITY IMPROVEMENT & INNOVATION GROUP

# Continuing Education



- To complete the course, the learner must:
  - Watch the 60-minute webinar (live or recorded)
  - Complete evaluation with reflective questions
- 1.25 contact hours approved for Nursing
  - Quality Insights is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation
- Quality Insights & panelists have no further disclosures.

# Learning Outcomes

- After this course, the learner will:
  - Identify best practices to mitigate understaffing
  - Demonstrate increased understanding of strategies for staffing recruitment or retention
  - Discuss ways to implement best practices at their organization



# Overview

- Hear from 3 expert presenters:
  - Pattie Wagner, Vice President / Human Resources LIFE-NWPA / One Senior Care, LLC
  - Lura Potts, Director of Nursing / Crawford County Care Center
  - Lisa Cirignano, Nursing Home Administrator / Westminster Woods, a Presbyterian Senior Living community
- Q&A
- Open discussion of additional strategies and barriers



Pattie Wagner, Vice President Human Resources  
One Senior Care, LLC / LIFE-NWPA



Lura Potts, Director of Nursing  
Crawford County Care Center



Lisa Cirignano, Nursing Home Administrator  
Westminster Woods, a Presbyterian Senior Living community



# Q&A

- What questions do you have?
- Use the Q&A function to type your questions or use the raise hand function to verbally state your question.





# Discussion

- Use the chat function to type a response or raise hand to verbally give response.
- We want to hear from you!
  - Have you implemented any strategies that have been successful?
  - What are your barriers?
  - What do you need to support efforts towards mitigating these barriers?



# Discussion

- Maximize patient care time and decrease administrative tasks
- Culture of empowerment through shared decision making
- Foster leadership skills
- Mentoring to build relationships



# Discussion

- Competitive compensation through wages, benefits
- Flexible scheduling
- Consider extras such as child care, gift cards for groceries
- Education and support of roles



# Discussion

- Survey staff for input
- Embrace technology for more virtual education
- Work with schools for training opportunities
- Offer in house classes for your staff and others



# Evaluation & Certificate

- Staffing Round Table: Real-World Solutions
  - **Evaluation:**  
<https://www.surveymonkey.com/r/PLPJ39P>



## QR Code

Activate the camera on your smart phone and scan this QR code to link to the **evaluation**



# Contact Information



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