

306 - Get RESULTS: An Innovative Process for Making New Hires Successful Sooner

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ThedaCare, Inc.

ThedaCare At Home:

- 300 employees
- Offer Skilled Home Care, Hospice, Pediatrics, HME, Respiratory, Infusion, Retail Stores, Hospice Residence (RCAC) Model of Care
- Division of a large integrated health care system – utilizing same EMR platform
- Top 500 Home Care Company, 08, 09 (OCS)
- Service 12 counties in Northeastern Wisconsin

THEDACARE
AT HOME

Learning Objectives:

- **Explore how to obtain buy-in & commitment to a new on-boarding process from the leadership team.**
- **Examine the key components & stages of the TCAH RESULTS On-boarding Process.**
- **Identify methods for achieving sustainability & continuous improvement in the on-boarding process.**

The ThedaCare At Home Journey

Great Urgency For Change

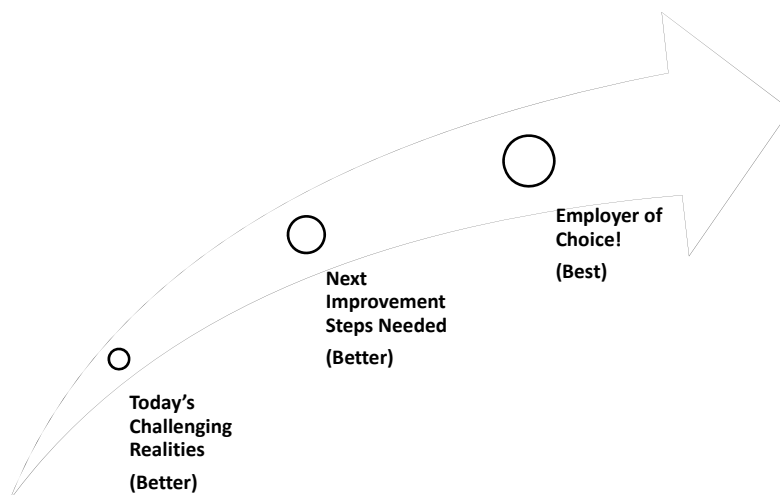
**What's not working & why?
New Process Needed!**

**Plan for Improvement &
Sustainable Success**

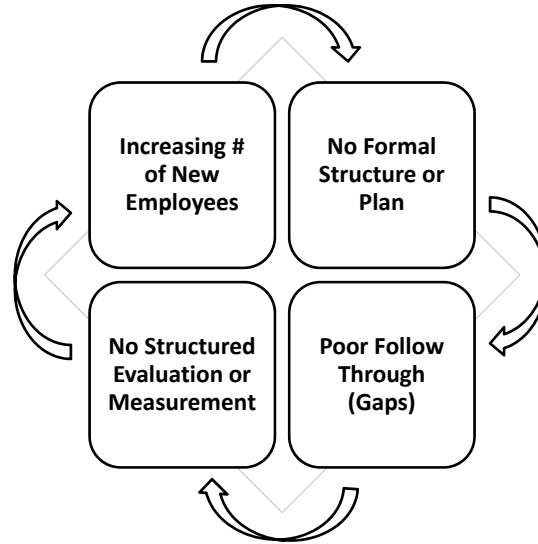
Urgency for Change



Current Vs. Future:

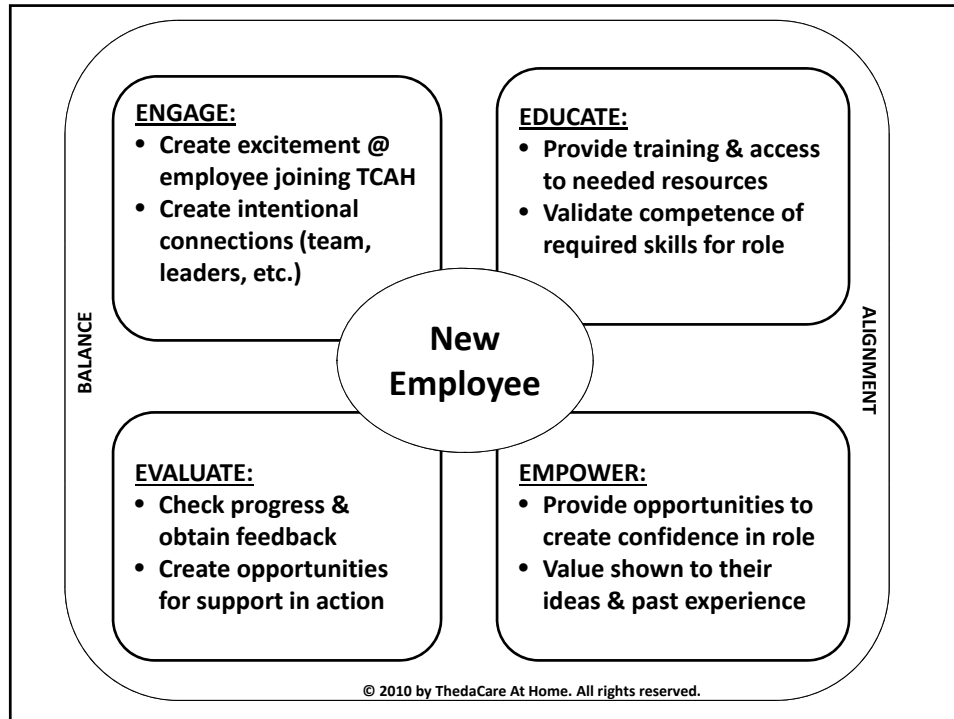


Understanding the Key Barriers:



Business Impact:

- The most current, up-to-date data will be shared at the time of the presentation



What Does “Good” Look Like?

- Information and diagram will be provided at time of presentation

Creating a New Way:

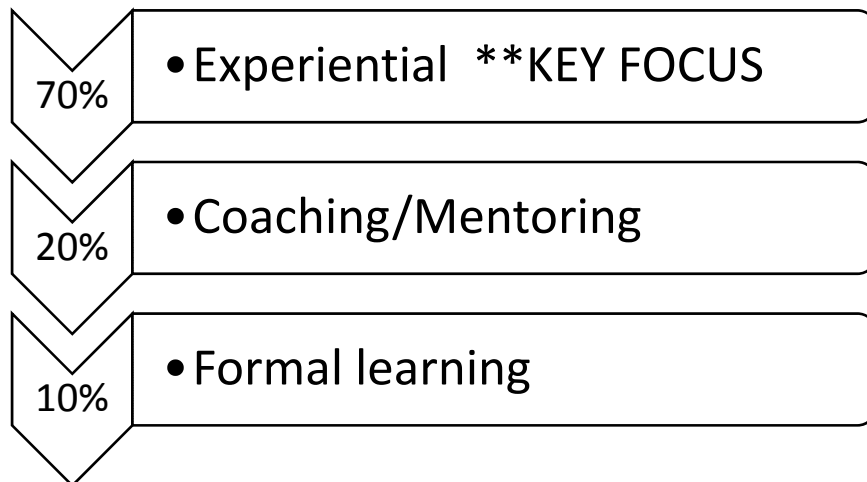
- **Retention focus, before/after hire**
- **Experiential learning (hands on) 70, 20, 10**
- **Shadow Opportunities**
- **Understanding Role & Expectations**
- **Leader Involvement essential**
- **Teamwork focus (strong relationships)**
- **Sustainability - Monitor Progress**

Retention Focus (Before/After) Hire:

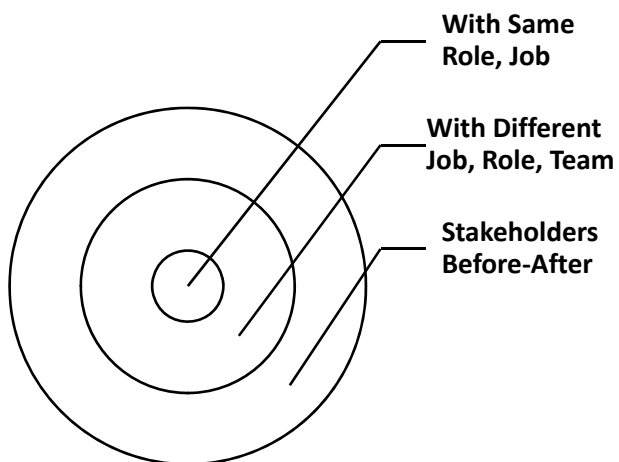
- **Welcome phone call from TCAH .**
- **Welcome letter with first week schedule sent the week prior to start date.**
- **Card signed by all team & leaders – sent to their home after 3 weeks.**



Experiential Learning:



Shadow Opportunities (Wide):



Understanding Role/Expectation:

- Conversations with 1-Up
- Job link to True North Metrics
- Conversations with team members



Understanding Role/Expectation:

- Accountability contracts
- Standard work expectations
- ThedaCare values alive in our work
- Expectation before observation philosophy



Leader Involvement:

- Intentional involvement of leaders in the on-boarding processes
- Vice President of TCAH & their manager meet with them on their first day at TCAH

Teamwork Focus:

- Opportunities set for team to get to know new employee - lunch, small group connections
- Attend core team meetings
- Introduce at all staff mtg
- Utilize technology to connect staff routinely



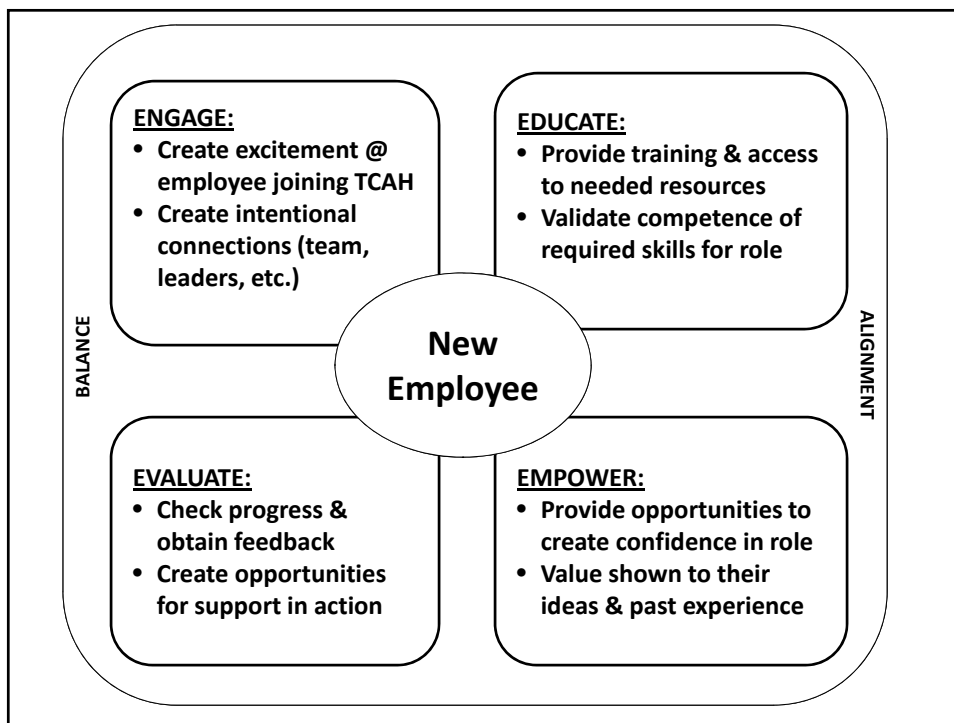
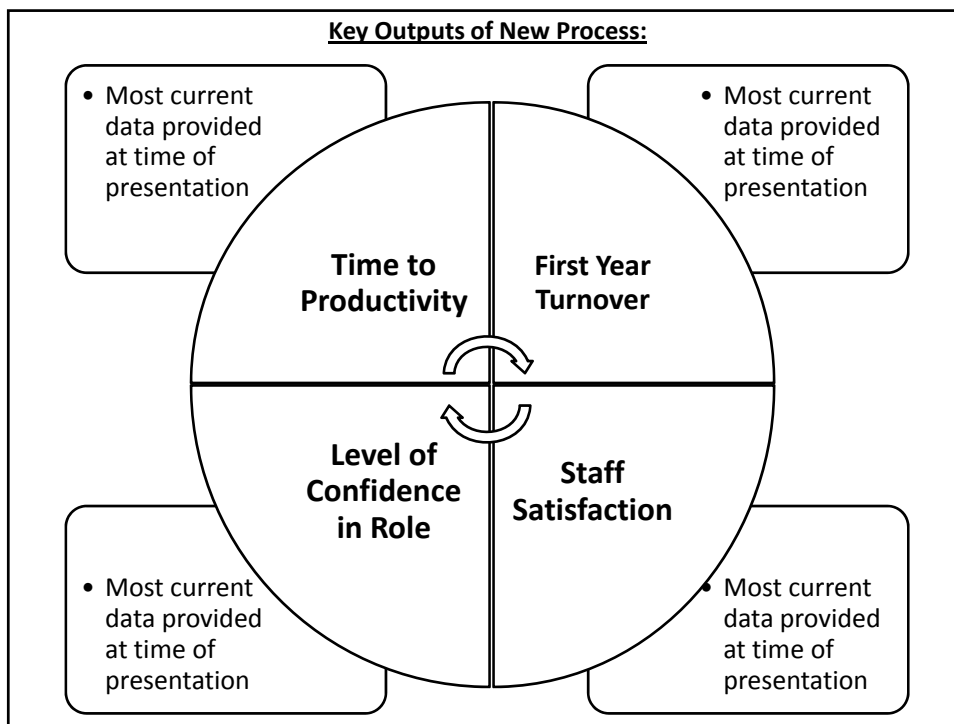
Sustainability (Progress):

- **Week in Review worksheet**
- **30, 60, 90 day evaluations**
- **Satisfaction levels**
- **Linked in weekly – phone call or email from leader**
- **Track all new employees**



RESULTS Process Flow:

- Information will be provided at the presentation
- A hard copy of flow diagram will be provided for each participant (8.5x14")





**Thank you for the opportunity
to share our improvement story.**

ANY QUESTIONS?

Presenter Contact Information

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