

PEAK 2.0 SAMPLE ACTION PLAN – DECISION MAKING-STAFF WORK

ACTION PLAN

Facility Name:	Provider Number:
Domain: #2 Staff Empowerment	Action Plan Contact:
Core: #3 Decision-Making: Staff Work	Phone number and/or e-mail:

WHAT HAS BEEN WORKED ON IN THIS CORE AREA SINCE STARTING THE PEAK 2.0 PROCESS?

A work group developed the following action plan and will meet every other Tuesday at 1:30pm beginning May 13, 2013.

Team leader: Maria-Administrative Assistant
Jerry-Neighborhood Coordinator/SSD/LE
Paula- CMA
Tiffany- Neighborhood Coordinator/CMA
Julia- CMA

Supporting Practice 1- The direct care staff were directly involved last year in dividing the home into 3 neighborhoods and creating staffing templates for each. The home negotiated with all team members to create neighborhood teams and schedules. Currently direct care staff are involved informally with arranging coverage for their time off and participation varies in each neighborhood.

Supporting Practice 2- As neighborhoods opened in July 2013, neighborhood leadership teams began conducting their own interviews and making their own hiring selections. Recently direct care team members have begun to participate in the interview process and orientation of new employees but to date there is no formal system in place for this. A general orientation checklist is near completion as well as a revised employee handbook to be used during orientation of each new employee.

Supporting Practice 3- When our home opened neighborhoods in July 2013 we transitioned our department head meeting into the neighborhood council. The neighborhood council includes members from various service areas in the home as well as representatives from each neighborhood. Direct care staff are active members of the neighborhood council which is considered the central decision making body in our home.

Each neighborhood is served by a clinical coordinator (nurse) and a neighborhood coordinator. Two of these coordinators work as CNAs as well as coordinators in their neighborhoods and the other also serves as the SSD/LE coordinator. Each neighborhood also has a leadership team that includes CNAs, nurses, and homemakers from that neighborhood. These leadership teams serve the neighborhood and make day to day decisions with residents in the neighborhood. Each of the PEAK work groups consist of a cross section of staff. Various team members from throughout the home including the dining team, homemaker team, laundry staff, maintenance staff, administrative staff and household teams serve on work groups. These work groups have addressed a variety of subjects. We have worked hard to create self-led teams in our neighborhoods as well as in our various service areas and decisions are made as a team. We are confident that we currently meet the KDADS criteria for this supporting practice.

GOAL/SUPPORTING PRACTICE: The traditional "top down" hierarchy is replaced with self-led teams making decisions that affect their work.

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OBJECTIVE(S)	ACTION STEPS	RESPONSIBLE PERSON(S)	TARGET COMPLETION DATE	COMPLETE ✓
Develop/implement a formalized staff scheduling policy that provides each neighborhood with the option to more actively involve direct care staff in the scheduling process OR to participate in self-scheduling by August 1, 2016.	Invite neighborhood coordinators from each house to meet with work team on 5/27/16.	Tiffany	5/16/16	
	Meet with neighborhood coordinators to talk about their current practices and discuss what is working in their neighborhoods.	Maria/Team	5/27/16	
	Review training on self-scheduling with the work group.	Abby	5/27/16	
	Create formal expectations/procedure for direct care staff to arrange time off. Address: <ul style="list-style-type: none"> •Planned and unplanned time off •Expectations around staff coordinating coverage with other neighborhoods •PRN expectations for coverage 	Maria/Team	6/10/16	
	Create formal steps for neighborhoods to take when they identify a need to change staffing templates based on acuity or changes in their work load.	Maria/Team	6/24/16	
	Create formal expectations/procedure for self-scheduling. Address: <ul style="list-style-type: none"> •Responsibility of the coordinators to fill template slots •Responsibility of the coordinators to establish scheduling parameters for each team •Establish a date each month the team is to complete schedule •Establish a date the coordinator will review the schedule for compliance with parameters and post the schedule. 	Maria/Team	6/24/16	

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	Take draft to Neighborhood Council for approval	Maria	7/2/16	
	Representative from work team will take these options to each of the Neighborhoods at their regular meeting to discuss their options.	Maria to delegate	7/5/16	
	Neighborhood teams will select which option they wish to implement in their neighborhood.	Neighborhood teams	7/5/16	
	Work team will write a policy based on the decision made in the neighborhoods.	Maria/team	7/8/16	
	Format policy	Abby	7/22/16	
	Team review/edit policy	Maria/Team	7/22/16	
	Implement new staff scheduling policy	Neighborhood teams	8/1/16	
Implement a refined interview/selection process that involves direct caregivers in the hiring process by October 1, 2016.	Brainstorm ways to be more welcoming to applicants	Maria/Team	8/5/16	
	Re-work interview questions currently being used	Maria/Team	8/19/16	
	Create an interview/hiring procedure that includes direct care staff in ALL interviews/selections	Maria/Team	9/2/16	
	Take procedure to the Neighborhood council	Maria	9/10/16	
	Offer the training that coordinators completed previously on hiring/interviewing to the neighborhood staff	Abby	9/30/16	
	Implement interview/hiring procedure	Neighborhood teams	10/1/16	
Create orientation guide positions to be held by direct care staff by November 1, 2016.	Review the draft orientation program that is currently being developed with the work group	Abby	5/13/16	

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OBJECTIVE(S)	ACTION STEPS	RESPONSIBLE PERSON(S)	TARGET COMPLETION DATE	COMPLETE ✓
	Revise and formalize an orientation plan	Maria/Team	5/13/16	
	Create eligibility requirements for the orientation guide positions.	Maria/Team	9/16/16	
	Develop expectations (job description) for the role.	Maria/Team	9/30/16	
	Determine process to select guides	Maria/Team	10/7/16	
	Develop an action plan to complete selections	Maria/Team	10/7/16	
	Present idea to Neighborhood council	Maria	10/8/16	
	Select guides	Maria/ Neighborhood teams	10/21/16	
	Schedule training for the orientation guides	Maria/Team	10/31/16	
	Implement orientation guides with each new hire.	Neighborhood teams	11/1/16	
Create orientation checklists for each position to use with the General orientation lists already developed.	Coordinate brainstorming activity with all team to complete orientation checklists for each position to be used with the new general orientation	Abby	6/15/16	
	Format check lists	Abby	7/1/16	