


**PEAK 2.0 SAMPLE ACTION PLAN – RELATIONSHIPS**  
ACTION PLAN

Facility Name:	Provider Number:
Domain: Staff Empowerment	Action Plan Contact:
Core: Relationships	Phone number and/or e-mail:

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

We have defined two separate neighborhoods, Canyon Creek and Country Lane. Each Neighborhood has a maximum of 24 elders. Supplies, linens, and bathing areas are available in each neighborhood. Caregivers are often assigned to the same neighborhoods.

GOAL/SUPPORTING PRACTICE:  
Residents enjoy meaningful relationships with a small group of consistently assigned caregivers.

OBJECTIVE(S)	ACTION STEPS	RESPONSIBLE PERSON(S)	TARGET COMPLETION DATE	COMPLETE 
Further define teams on each neighborhood by 12/1/16.	Schedule planning meetings with direct care staff to discuss staffing needs on each neighborhood.	Josh	8/15/16	
	Based on input from above meeting develop a schedule template for each neighborhood.	Josh- (lead)/ Jenny	9/1/16	
	Review schedule template with direct care staff in All team meeting and make edits as necessary.	Josh- (lead)/ Jenny	9/5/16	
	Lead CNA's will gather staff preferences re: which position on template they wish to hold and report to Josh and Jenny	Emily (lead)/ Jordan	10/5/16	
	Based on preferences and seniority assign each team member a position on the template	Josh with Lead CNA's	11/1/16	
	Meet with each team member to review/discuss staffing template.	Josh with Lead CNA's	11/15/16	
	NH lead CNA's will implement new schedule with consistent staffing in their NH.	Emily/Jordan and teams	12/1/16	

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OBJECTIVE(S)	ACTION STEPS	RESPONSIBLE PERSON(S)	TARGET COMPLETION DATE	COMPLETE ✓
Develop training program for direct care staff to become more versatile to allow them to assist with dietary and housekeeping needs by 3/1/17.	Discuss which areas of dietary/housekeeping direct care staff will receive training on.	Jenny and NH coordinators	9/1/16	
	Determine how training will be conducted	Jenny	9/15/16	
	Determine how many direct care staff need this training	Jenny and NH Coordinators	9/20/16	
	Determine which shift and NH will receive initial training to pilot this program	Jenny and NH Coordinators	9/20/16	
	Review training needs with Dietary Manager and Housekeeping Supervisor	Erin	9/30/16	
	Develop preliminary plan based upon meeting with Dietary Manager and Housekeeping Supervisor	Jenny- (lead) Erin	10/1/16	
	Discuss plans to increase versatility with direct care staff and solicit their recommendations	Erin	10/7/16	
	Finalize program details	Jenny- (lead) Erin	10/15/16	
	Notify town hall of pilot program	Erin	10/30/16	
	Inform direct care staff of details of finalized plan.	Erin	10/30/16	
	Implement training with pilot group and transition them to work on their NH in versatile roles	Jenny and NH Coordinators	11/1/16	
	Develop timeline for remaining shifts and NH's for training and implementation.	Jenny and NH Coordinators	12/1/16	
	Add this training to new employee orientation process for all new employees to complete upon hire	Jenny- (lead) Erin	1/1/17	

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OBJECTIVE(S)	ACTION STEPS	RESPONSIBLE PERSON(S)	TARGET COMPLETION DATE	COMPLETE ✓
Remove agency staff from the schedule by 12/1/16.	Lead CNA's will implement new schedule template in their NH by 12/1/16.	Emily Jordan	12/1/16	
	Determine hiring needs to eliminate agency use	Josh	9/1/16	
	Inform NH teams of goal to eliminate use of agency staff	Josh	10/1/16	
	Develop a procedure for covering open shifts that involves seeking coverage from within the NH before seeking assistance from other NH's.	Josh- (lead) Jenny	10/15/16	
	Train NH staff on steps to take when a shift becomes open	Josh- (lead) Jenny	11/1/16	