



### December 2011: Upcoming Webinar Series

Do you know your CNA turnover rate for the last three months? What was your rate last year? Has your turnover improved, gotten worse, or stayed the same in the last three years? If you answered "yes" to those questions, then you are on your way to securing a stable workforce. If you did not, then it might be time for some education. When it comes to retention, ignorance is NOT bliss, it's blindness.

For those of you who have been reading our R-TOP tips over the past year, you may have already taken some action to improve your staff retention, and you know that it deserves continued attention if you are going to make a positive difference. Our next set of tips and our one-hour webinar series (registration via link below) will help you drive retention practices much deeper into the culture of your home.

Make your New Year's resolution to solve this critical issue right now by taking these steps:

1. [Sign up now](#) for our series of webinars starting Jan. 5. The series will cover topics including: discovering your real turnover, attracting and hiring the best, training for success, and scheduling for better results. To register, please email your name and facility to the [long-term-care ombudsman at the Missouri Department of Health and Senior Services](#). Continuing education credit hours for nursing home administrators are pending.
2. Download and skim over the staff [stability toolkit and the compendium of practices](#).
3. Visit the [Advancing Excellence Web site](#) for further information on staff retention. Consider signing up for this national campaign to be counted among the top performing homes in the nation.

Look for other upcoming educational sessions on staff stability and retention, including:

- Hiring and firing: what is in-between
- Leading with respect and accountability: Getting the best from yourself and others

These sessions are offered by the Missouri League for Nursing. [Find out more](#).

For more information, contact a MOLANE Planning Committee Member:

Department of Health & Senior Services, Primaris, State LTC Ombudsman, MC5, Missouri League for Nursing, Missouri Center for Patient Safety, QIPMO, LeadingAge Missouri, Missouri Association of Nursing Home Administrators, Missouri Health Care Association, Missouri Board of Nursing Home Administrators, AMDA, National Association of Health Care Assistants, Missouri Veteran's Commission, Heartland Kidney Network, Missouri Hospice And Palliative Care Association