



August 2018

Dear MWC Families,

Can you believe the summer is almost over? Our younger residents have been on a school hiatus this past few weeks and are now beginning to head back to school. Our summer was very busy with fun activities and outings and it is sad to see it come to an end.

Here is what is happening....

### **Retention – Selection – Recruitment Project**

The majority of our funding here at MWC is from Medicaid. The rate at which we are paid is set by the State. We cannot negotiate our reimbursement rate and our funding does not take into account wage rates in competing occupations, administrative costs, the need for competitive benefits and other such factors. With our current funding level, we struggle to recruit and retain a caring, qualified workforce because wages are not commensurate to the amount of responsibility required. This results in high turnover rates which in turn, affects continuity of care and quality of services. The entire country and social service sector is affected by these challenges. Marklund is not standing idly by....

We officially kicked-off our first 12 Week Retention Plan on August 10<sup>th</sup>. Our *Patsy's Angels* Super Team has been busy creating and implementing an action plan designed to reduce early turnover. The focus of the first three weeks are:

- Making it a big deal for our new hires by rolling out the red carpet and truly making them feel a part of the team.
- Making sure our new hires are trained in their permanently assigned resident group and not "floated" to another group for at least 90 days.
- Reducing our employee call-ins through strict adherence to our attendance policy.
- Creating a fun scoreboard to track our progress.

Next time you are in to visit, check out our *Patsy's Angels in the Outfield* Scoreboard located in the hall just outside of the dining room. We hold a weekly pep rally around our scoreboard to celebrate our successes and remind staff that it is everyone's responsibility to support each other in addition to our new hires.

Our overall objective is to reduce the turnover of our direct care staff or PSPs (Personal Support Professionals).

Here is our official starting point for our organizational turnover goal for FY19. **OUR** goal is to improve this number for our PSP/Para turnover from the current 81% to 50% by June 30, 2019.

## Turnover – July 1, 2018

| Overall                                  | Turnover<br>NO IHR |
|--|--------------------|
| Organization-wide (all positions)        | 47%                |
| PSP & Paraprofessionals (all facilities) | 81%                |

You would be interested to know that Marklund works hard to take care of its employees, especially PSPs. Wages for PSPs have increased significantly over the past two years due to annual raises and state budget enhancements earmarked specifically for direct care staff. The Marklund benefit package is highly competitive and has had no out of pocket premium increases for health insurance over the past two years.

### **Brighter Smiles Campaign**

We have made a lot of progress this past month to make the renovations to our dental office a reality. We just accepted a proposal from Henry Schein Dental Company for all of the equipment needed. Our representative from Henry Schein will meet with our general contractor next week to firm up the electrical and plumbing needs to get the project done.

Again, my personal thanks to all of our family and friends who contributed to make this dream a reality ☺.

### **Physical Therapy Update**

Our Physical Therapist position has not yet been filled ☹. The two other PTs in the organization, Gunjan Patel and Jalpa Pandya are working overtime to cover our needs. Marie Loiacono, Director of Talent Management & Talent Acquisition, is also working hard to recruit qualified candidates. We have had two applicants to date, neither of which accepted the position.

### **Annual Licensure Survey and Life Safety Code Survey**

The Illinois Department of Public Health completed our annual licensure survey on 07/26/2018. We were cited with two standard level deficiencies resulting in a plan of correction addressing educating staff on providing assistance as needed to residents to promote personal appearance and hygiene and the importance of following each residents plan of care.

The state architect conducted our annual life safety code survey on 8/13/2018. It is interesting that after inspecting our building year after year they seem to come up with new issues to address, as well as new requirements. We were cited for several, very minor issues including:

- Magnetic lock on employee entrance/exit door did not deactivate upon activation of the fire alarm.
- Mechanical room double doors did not have a coordinator.

- Commercial cooking hood was not inspected semi-annually to determine need for cleaning (current practice was to do this annually).
- GFI missing from outlet in close proximity of sink at Northside nurses station.
- Fire doors did not undergo annual maintenance, inspection & testing (this is a new requirement).
- Non-hospital grade outlets in Northside resident rooms did not undergo annual testing (this is a new requirement).
- One of twelve generator run load test reports was missing amperage readings.

### **Upcoming Events**

#### ➤ ***Light Up the Night***

This is a resident/family/employee social event scheduled for **Friday, October 12<sup>th</sup>**. We'll have a bonfire in the DT parking lot complete with s'mores, a few games and hopefully a sing-a-long. Invitations forthcoming!

#### ➤ ***Women of Wasmond***

Our annual women's gathering will take place off-site this year at Aspen Lane Winery in Aurora. **Date to be determined.**

#### ➤ ***Run, Walk & Roll – Geneva***

Scheduled for **October 21<sup>st</sup>**, The *Run, Walk & Roll-Geneva* always welcomes runners, walkers and those in wheelchairs and other adaptive devices to participate in either the 1-mile walk or the 5K run/walk, both of which start at the Marklund Hyde Center in Geneva, and wind through the adjacent South Mill Creek neighborhood. Many of our neighbors cheer on the participants from their homes, driveways and street corners, sending out a lot of positive energy

Net proceeds raised from entry fees and runners' individual fundraising efforts all help make *everyday life* possible for individuals with profound disabilities through the care and services provided at Marklund

For more information or to register, go to:

<https://www.marklund.org/series/runwalkroll-geneva/>

Never hesitate to call me or stop in for a visit if you have any questions of concerns. Our entire Marklund Wasmond Center Leadership Team is committed to making everyday life possible for your children.

Sincerely,

*Shelley*