

**One Purpose Senior Services**

---

**People First**  
Why you should onboard your agency staff!

1

---

---

---

---


---

---

---

---


**Presenter - Alli Morua**



Alli was born and raised in Fort Wayne, IN. Since 2013, she has worked in the healthcare field ranging from social services, business development and administration. Alli received her Bachelors of Sociology and her Masters of Healthcare Administration from the University of Saint Francis.

In her free time, she spends time with her husband and children at the lake!

**Director of Business Development & Administrator in Training**



2

---

---

---

---

---

---



---

---

**Orientation**

The Good vs. The Bad

- How has a good orientation impacted your overall experience at a company?
- How has a bad orientation impacted your overall experience at a company?

3

---

---

---

---

---

---

---

---

**Shopping & Developing a Relationship with your local Staffing Agencies**

- Creating a Relationship with Staffing Agency before the need!
- How many staffing agencies should you have an agreement with?
- What are your expectations for a staffing agency?
- Do you have non-negotiables for your contract with a staffing agency? Do your core values/mission align with the staffing agency?



4

---

---

---

---

---



---

---

---

**Regulatory Requirements**

- Creating an agreement for how necessary things will be received? Within agency packet that the agreement is signed.



5

---

---

---

---

---



---

---

---

**Billing and Payment Expectations**

- How will the billing be sent?
- How will the payment be processed?



6

---

---

---

---

---

---



---

---

**Agreement on Scheduling**

What does the Staffing Agreement include?

- Cancellation policy
- Pricing for Staffing (Role Specific Cost – CNA, QMA, LPN/RN)
- Regulatory Requirements have been met by each staff member employed by staffing agency
- Training is up to date for all staff members employed by staffing agency
- Time Sheet Sign Off (Before and After Shift)

7

---

---

---

---

---

---

---

---

**Onboarding Agency Staff**

What to include in your onboarding packet for agency staff

- Welcome Letter from Executive Director
- HIPAA Information
- Dementia Training
- Resident Rights Information
- Daily Assignment Sheet
- Role Specific Expectations
- End of Shift Evaluation



What is the importance of Onboarding your agency staff?



8

---

---

---

---

---

---

---

---

**Welcome Letter**

\_\_\_\_\_  
 As a contracted worker for \_\_\_\_\_, we would like to welcome you to our team! We understand that your attention with our content might be scattered. Therefore, you are an important part of our business.  
 Our challenge is committed to our Mission and Core Values. Below, you will find what our Mission and Values are.

\_\_\_\_\_  
 Core Values: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Please be sure to take appropriate safety and health care. Certain safety concerns are listed to help maintain safety and prevent injury. Our residents and staff should be safe and healthy. If you have any questions, please contact your supervisor or the Director of Health and Safety at 800-\_\_\_\_\_  
 We have included in this packet a list of the most critical policies that must be followed while you work at our community. We do hope this information is helpful to you and will help you better manage the job and meet the needs of our residents and staff.

Welcome to our community and we are grateful for your service to our residents!

Warm Regards,  
 \_\_\_\_\_  
 Executive Director




9

---

---

---

---

---



---

---

---

**Information about your community**

- Provide a more detailed view of the core values, mission statement and customer service 101's.
- Information regarding the services offered by your specific community (assisted living, memory care, amenities and features)
- FAQs about your community
- Community Contacts



10

---

---

---

---

---

---



---

---

**HIPAA Information**

Include your policy regarding HIPAA standards and requirements

- Verbal Uses
- Telephone Conversations
- In-person Conversations
- Written PHI
- Office Equipment
- Destruction



11

---

---

---

---

---

---

---

---

**Dementia Training**

Review of acknowledgement that Dementia Training has been completed



12

---

---

---

---

---

---

---

---

**Resident's Rights**

Review of Resident's Rights

- Resident's Rights
- Exercise of Resident's Rights
- Planning and Implementing Care
- Choice of Attending Physician
- Respect and Dignity
- Self-Determination



13

---

---

---

---

---

---


---

---

**Resident's Rights**

Review of Resident's Rights

- Information and Communication
- Privacy and Confidentiality
- Safe Environment
- Grievances
- Transfer and Discharges
- Important Phone Numbers



14

---

---

---

---

---


---

---

---

**Abuse, Neglect, Exploitation and Misappropriation Policy and Procedure**

- Purpose
- Policy
- Definitions
- Components of Abuse, Neglect, Exploitation and Misappropriation for Employees



15

---

---

---

---

---

---

---

---

**Maintaining Residents' Dignity, Individuality and Privacy**

- Review with Nursing staff of how residents are to be treated
- Review of the procedure to ensure this policy is met



16

---

---

---

---

---



---

---

---

**Training Acknowledgement Sign Off**

- To be signed by each agency staff which shows that all policies in the packet have been read, reviewed and understood.
- This form should include a signature, name of agency and date reviewed.



17

---

---

---

---

---



---

---

---

**Daily Assignment Sheet**

- Gather Information
- Determine the Process
- Setting Shift Priorities
- Designated Staff Member to help during the shift



18

---

---

---

---

---

---

---

---

**Role Specific Expectations**

- CNA Expectations
- QMA Expectations
- LPN Expectations




19

---

---

---

---

---

---



---

---

**Role Specific Expectations**

CNA – Qualifications/Requirements

- Complete 105 hour state approved Nursing Aide Training Program
- Successfully complete both written and skills competency evaluation
- No age or education requirement

20

---

---

---

---

---

---



---

---

**Role Specific Expectations**

QMA – Qualifications/Requirements

- Be at least 18 years of age
- Have proof of a high school diploma or equivalent
- Be in good standing as a CNA on the Indiana Aide Registry
- Worked a minimum of 1,000 hours as a CNA within the last 24 months
- Complete the 100 hour QMA Training Program
- Pass a QMA written competency evaluation

21

---

---

---

---

---

---



---

---

**Role Specific Expectations**

LPN – Qualifications/Requirements

- High School Diploma/GED required
- State of Indiana Nursing License (in good standing)
- LPN candidates must pass the NCLEX-PN examination
- Current CPR/First Aid Certification



---

---

---

---

---

---

---



---

22

**End of Shift Evaluation**

Creating an End of Shift Evaluation

- How did the shift go?
- What could be improved?
- Would you work at our community again?



---

---

---

---

---



---

---

---

23

**Questions?**



---

---

---

---

---

---

---

---

24





---

---

---

---

---

---

---

---