

## **Staff Retention – Let’s Start at the Very Beginning**

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Staff retention is a critical component for any organization. There are many advantages to retaining staff. From increased employee morale and engagement, financial rewards, to providing better quality care, the advantages to staff retention are almost endless.

I worked closely with our human resources director to begin focusing on staff retention from the very beginning. Creating a warm welcome was our goal. When a new employee walks in the door, one of the first things they see is a welcome sign welcoming them by name and department. A Welcome to the Team bulletin board is also posted outside the human resources office where their picture is posted at the end of their first day. This has helped foster a sense of team. Our staff and residents find this very beneficial as it allows them to welcome new team members when they see them out and about in our community.

We also focused on our orientation program. To help ensure new employees are receiving the necessary information to understand our mission and expectations, we have developed and implemented a more structured onboarding process.

Staff recognition became a central focus as we began looking at ways to retain staff once they were through the onboarding process. Our Care Committee, which focuses on employee morale and recognition, was reestablished to help promote a positive work environment. By starting with a warm welcome, continuing with a strong orientation program, followed by continuous efforts to boost morale through recognition we are seeing tremendous gains in staff retention.