

Leadership Academy

Class of 2012-2013

Project Summary

Isabelle Eschweiler

Willamette View

The project I chose was to revisit and revise the company policy for apartment calls made by licensed staff working in licensed areas to independent living apartments/residents. The existing policy is dated 7/10/2006 and lists people, positions and phone numbers that are no longer applicable. The process for responding to calls can be disjointed as the policy is not up to date.

Because I have not been involved in this area of operations my knowledge base regarding the process of apartment calls was minimal. I began the project by gathering information from key people that are involved in this process. A meeting was held with the following people: Health Care Services Administrator, Director of Wellness Programs, Grounds and Security Manager (G&S Manager) and a Health Center Resident Care Manager (HC RCM). We reviewed the following: current process used for apartment calls during non-business hours (evenings, nights, weekends and holidays), what works and what doesn't work with the process and changes we would like to see.

During the meeting the current process of responding to apartment calls was identified. Nine positives and negatives were identified with the current process by the G & S Manager and the HC RCM. Twelve ideas for changes were also brought up by the G & S Manager and the HC RCM. A number of the ideas for changes were minor issues that we were able to implement immediately.

Because of the large scope of this project I set up a private meeting with the Interim Health Care Services Administrator and the Interim Terrace Administrator to seek further guidance as to how to proceed. With the recommendations and ideas received I scheduled a meeting to: create a list of recommendations for how to handle apartment calls, explore the cost of these recommendations and recommendations for the next steps in this process. I requested that the following stakeholders be present: Interim Terrace Administrator, Interim Health Care Services Administrator, G & S Manager and Home Care RN.

At this meeting it was decided that due to current staffing issues, upcoming changes in job positions, administrative changes this project would be put on hold. The current system that the Health Center has for assigning RN's, LPN's and CMA's in 4-8 hour blocks to cover apartment calls to independent living will be left in place until other staffing issues and changes are resolved.

Plan: Revisit/revise the current system for apartment calls made to Terrace residents (RCF). This system is also dated and the policy needs to be revised and the program restructured. I have more control in this area to make decisions and implement changes. Possibly revisit/revise apartment calls to independent living apartments at a later date.