



Center for Health Care Quality (CHCQ)

Transformation and Remediation Goal Completion Report

Recommendation	Targeted Goal (considered complete when)	Team Leader	Team Members
13. Improve HFEN Onboarding and Initial Training	Improvement to new-hire onboarding and initial training will be measured using a periodic employee satisfaction survey.	Andy Barbusca	Maria Gutierrez, Melinda Cargile, Jean Chiang, Mary Kay Sogge Kathy Nystrom
Date Completed			
2/1/2019			
Executive Summary			
Executive Summary	<p>CHCQ developed the Onboarding Guide for new staff in the HFEN classification which includes supervisors' responsibilities that begins prior to the new hire's arrival, continues through the first day on the job and extends through the probationary period. A needs assessment framed the initial approach to the onboarding strategy and focus groups improved the draft documents developed in conjunction with the Human Resources Branch. CHCQ received assistance from Mission Consulting Group to field test the documents and to tabulate the satisfaction survey results. CHCQ received 302 responses to the initial survey in 2016, which provided baseline data for 17 items deemed important to new HFENs. CHCQ received 465 responses to the follow-up survey in 2018. The results for the HFEN classification showed a three percent improvement in overall satisfaction from 2016 to 2018. We assessed the HFEN training academy materials and modified the curriculum to ensure critical elements were included for the new long-term-care survey process so new surveyors were well equipped to join the survey team.</p>		
Achievements Deliverables	<ol style="list-style-type: none"> 1. Completed CHCQ HFEN staff survey 2. Provided survey results to staff 3. Used feedback to improve onboarding documents 4. Modified HFEN training academy curriculum 		
Status	<ul style="list-style-type: none"> • The Workforce Steering Committee continues to meet twice a month to discuss on-going CHCQ personnel topics and to monitor the on-going feedback received from headquarters staff and field offices during periodic regional meetings and quarterly district manager meetings. • CHCQ will conduct periodic HFEN surveys to obtain ongoing feedback from tenured staff and new staff • CHCQ will add and delete survey questions in the future to reflect CHCQ quality improvement goals. 		
Planned Follow Up	<p>The Workforce Steering Committee is CHCQ's management team for ongoing staffing support and educational intervention activities; the leadership reports progress to CHCQ Deputies at weekly staff meetings as needed.</p>		