

RIGHT HERE, RIGHT NOW

Engaging Employees in Senior Care



High turnover, poor communication, employees feeling undervalued. Sound familiar? Don't let these issues bring your organization to a halt.

Focus on your greatest asset — your people — to create a better workplace, with an engaged workforce, to drive success like you've never seen before.

OUTPERFORM YOUR COMPETITORS

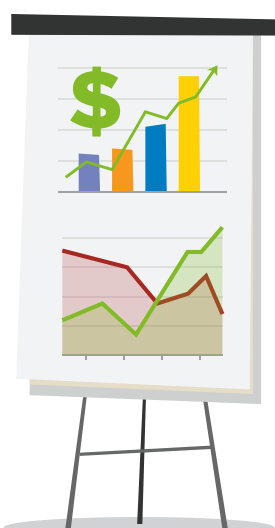
Organizations with engaged employees experience better financial results.

147%

higher earnings
per shareⁱ

26%

increase in
annual revenueⁱⁱ



STRENGTHEN YOUR WORKFORCE



Higher engagement
improves stability in
your workforce.

37%

lower absenteeismⁱ

25%

lower turnoverⁱ



SEE SATISFACTION SKYROCKET

Happy employees make everyone
around them happier, too.

233%
greater
customer
loyaltyⁱⁱ

Assisted living communities with higher
staff satisfaction achieve higher resident
and family satisfaction.ⁱⁱⁱ

Skilled nursing providers with high
employee satisfaction correlates with
higher CMS Five-Star Ratings and fewer
survey deficiencies.ⁱⁱⁱ



Many Employees are Disengaged

Employee engagement needs some work!

49.5%

of employees are
not engaged^{iv}

16.5%

of employees are
actively disengaged^{iv}

55%

of millennials are
not engagedⁱ

5 TIPS To Drive Employee Engagement

Don't worry, you can get there.
Make an impact with these steps
to increase engagement.

- 1 GET IT RIGHT FROM THE START** – The first 90 days are a tipping point for employees. Allocate time and resources to new hires such as mentoring, formal orientation and training programs. Track their progress during that crucial time.
- 2 CHECK THEIR PULSE** – Ask employees how they feel — fast and frequently. Regularly send out quick surveys to measure satisfaction. Act quickly to implement change.
- 3 COMMUNICATE MORE** – Consistent communication between managers and employees helps build relationships, which are a key component of staff engagement. It also provides employees the chance to openly offer feedback.
- 4 RECOGNIZE SHINING STARS** – Take time to reward employees who go the extra mile, and consistently reinforce positive behaviors with a well thought out employee reward program.
- 5 COACH MANAGERS** – Helping managers be their best will have a trickle-down effect on your entire staff. Managers set the tone at your organization so offer feedback, training and resources to support their efforts to improve.



ANNOUNCING!

ONSHIFT® ENGAGE™

OnShift Engage fuels a happy workforce that goes above and beyond. Our easy-to-use engagement software boosts your organization's culture by strengthening staff and management relationships. Quick hit pulse surveys, staff recognition, continuous communication and employee performance insights help build a fulfilling environment. The bottom line? An engaged workforce that drives your organization's success.

[Preview Our New Software](#)

OnShift

i State of the American Workplace, Gallup, 2013

ii Employee Engagement: Paving the Way to Happy Customers, Aberdeen Group, 2015

iii Empowering Customer-Centric Healthcare for Post-Acute Providers, National Research Corp., 2014

iv How Millennials Want to Work and Live, Gallup, 2016