

The background features abstract, overlapping green geometric shapes, primarily triangles and polygons, in various shades of green, creating a modern and dynamic visual effect.

LEADING WITH LOVE IN **LONG TERM CARE:**

**Effectuating an Accountable Culture, Job
Satisfaction and Better Quality of Care**

What is Love?

(baby don't hurt me)

. The broader question is:

How does it work in our facilities

What it means and how it works

- ▶ Working as a team with good communication
- ▶ Putting others before yourself
- ▶ Focusing on humanity
- ▶ NOT sweeping problems under the rug
- ▶ Support, accountability, trust
- ▶ Willing to listen

WHAT IS THE FACILITY/ WORKPLACE ENVIRONMENT

- ▶ Do team members feel supported
- ▶ Is there a definitive hierarchy
- ▶ Is the environment heavy on politics
- ▶ Is it accurate?

PSYCHOLOGICAL SAFETY

- ▶ Amy Edmonson (Harvard)
- ▶ Medical field research
doc/nurses
- ▶ Comfort level re mistakes
- ▶ Willingness to share
- ▶ Less likely to repeat mistakes

120 DAYS – NO
INJURIES/ACCIDENTS!
KEEP IT UP!

(disaster waiting to happen...)

CREATES A CULTURE OF FEAR

Fear stops us from sharing – who wants to be the one who breaks the chain?

Creates the opposite effect of feeling good about “no mistakes”

Good intentioned but in this culture, the “accident” is the failure



- * Failure to share

- * No opportunity to learn a meaningful lesson

- * Aides tend to get the brunt of the “bad publicity” and as such, without a supportive environment, cover ups occur and lessons aren’t shared

MINDSET IS CONTAGIOUS

Three Essentials Attitudes:


➤ Flyer – you just leave/no skin the game, “I’m out of here”; avoidance

Fighter – distracts and deflects “It’s not me, it’s you!”

Influencer – finds ways to support and teach others; approaches with curiosity rather than conflict

The background features abstract green geometric shapes. On the right side, there are several overlapping triangles and polygons in various shades of green, ranging from light lime to dark forest green. A thin, light gray line extends diagonally from the bottom right towards the center. On the left side, a small portion of a green triangle is visible, pointing towards the center.

INCLUSION

- 
- The background of the slide features abstract, overlapping green geometric shapes, primarily triangles and polygons, in various shades of green, creating a modern and dynamic visual effect.
- ▶ CEO to Janitorial staff
 - ▶ Creates loyalty, innovation, creativity, empathy
 - ▶ Retention

BE AWARE, BE AN ALLY

- ▶ Watch for those who need a voice
- ▶ Acknowledge
- ▶ Listen

JUMP IN THE HOLE

- ▶ Apathetic – “what are you doing in that hole? Get out, there’s work to do!”
- ▶ Sympathetic – “I’m sorry you are in that hole. That’s terrible.”
- ▶ Empathetic – *jumps in the hole*
“Alright, let’s get out of here. How can I help?”

SIGNS OF TRUST

- * team members know that deficiencies won't be used against them
- * quick to resolve disputes/conflicts w/ each other
- * act without concern for protecting themselves

FACILITY BENEFITS

The background features abstract, overlapping green geometric shapes, primarily triangles and polygons, in various shades of green. These shapes are concentrated on the right side of the slide, with some extending towards the left. The overall design is clean and modern, with a focus on the title text.

- * Consistent care
- * Staffing retention
- * Burn-out lowered
- * Fewer claims
- * Staff working with all teams