



How to Keep Caregivers Past 90 Days

April 27, 2023

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Mobile Health



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ADP



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Session 1 Recap

How to Successfully Onboard and Retain Caregivers

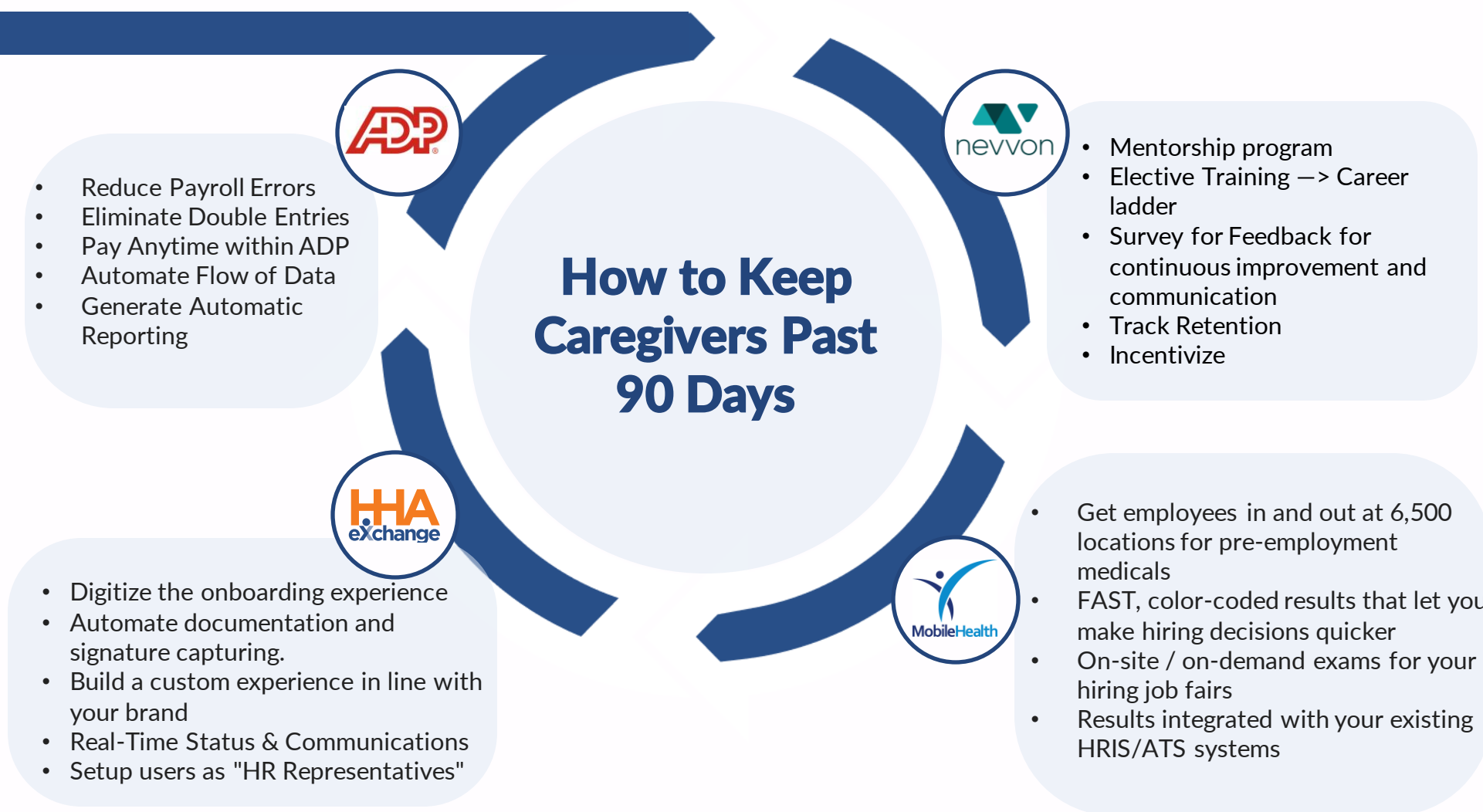
- More than 60% of agencies lose their caregivers in the first 90 days
- Digital onboarding = human element + technology
- Take a look at the overall experience within that 90 days. Are you empowering the caregiver? Giving them technology? Training them?

What Motivates Caregivers?

Survey of 1,400 caregivers



Onboarding the First 60-90 Days





INTRODUCING DIGITAL APPLICANT ONBOARDING

- CUSTOMIZE CAREGIVER EXPERIENCES
- CREATE & MANAGE APPLICANT PROFILES
- COMPLIANCE DRIVEN SIMPLICITY

DIGITAL APPLICANT ONBOARDING

Why do Agencies Need to Enhance their Onboarding Experience?

Today, the process of Caregiver onboarding is manual, time intensive, and prone to error. The end outcome effects patients, the caregivers themselves, and the agency's reputation in delivering and billing for quality

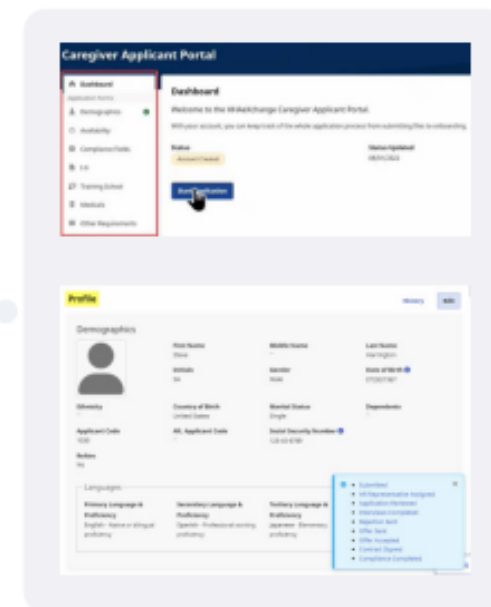
care. Onboarding experiences must incorporate human elements, while embracing technology. Digital onboarding shouldn't be a database, it should be an experience that ties agencies and caregivers together.

What is Digital Applicant Onboarding?

Digital Applicant Onboarding (DAO) is a function within the HHAExchange (HHAX) application that streamlines the conversion of Applicants into actual Caregivers through the Agency-configured Caregiver Applicant Portal. Providers use DAO to access, create, and manage application forms, workflows, and theme-related settings for the Caregiver Applicant Portal.

Agencies will be able to easily...

- Setup Users as "HR Representatives" and Assign them to Applicants.
- Create agency specific onboarding experiences.
- Create and manage applicant profiles & application forms.
- Customize specific workflows to structure the digital onboarding process.
- Provide real-time status updates & communications.
- Configure a visual theme in line with brand for the application.





DIGITAL APPLICANT ONBOARDING

Application Setup

Edit Application Form

General Setup | **Submission Requirements** | Employment Requirements

Demographics

Field Name	Show Field?	Require Field?
First Name	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Last Name	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Date of Birth	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Middle Name	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Country of Birth	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marital Status	<input type="checkbox"/>	<input type="checkbox"/>
Referral Person	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Referral Source	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Employment Type	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Emergency Contact

Field Name	Show Field?	Require Field?
Emergency Contact Name	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Contact Information

Field Name	Show Field?	Require Field?
Address Line 1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Address Line 2	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Zip Code	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
City	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
State	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Primary Phone	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Secondary Phone	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tertiary Phone	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Notification Preferences

Field Name	Show Field?	Require Field?
Preferred Contact Method	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Cancel



DIGITAL APPLICANT ONBOARDING

HR Representative Setup

HR Representatives

Representative ^	Offices
ChrisRepresentative	AT_Technical
Donald Dennis	Donald's Office
Jeanna Flaherty	Long Island City
Jes Friedman	Long Island City
Jon Franqui	Long Island City
Lauren L	Long Island City
Meagan A	Long Island City
SamNE	Long Island City
Sarah Goodpaster	Vasili's Office

Add HR Representative

All fields marked with an asterisk (*) are required.

Username (Login ID) *
Select...

Representative Name *

Offices *
Select one or more

Status
 Active

Cancel Save

Status	Actions
Active	
Active	
Active	
Active	
Active	
Active	
Active	
Active	
Active	
Active	

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DIGITAL APPLICANT ONBOARDING

Applicant Search

Applicants

Applicants List

[View Workflow](#)

[Bulk Actions](#)

Applicant name Offices Language Disciplines

Application Date From Application Date To Assigned HR Representative Show applicants assigned to me only

[Search](#) [Reset](#)

<input type="checkbox"/>	Applied On	Applicant ^	Phone #	Languages	Disciplines	Status	Last Updated	Office	Assigned To	Notes	Actions
<input type="checkbox"/>	03/02/2023	Anna Mary	(111) 122-2222	English	HHA	Application in Progress	03/13/2023	Sunnyside Office	Jon Franqui (Me)		...
<input type="checkbox"/>	01/30/2023	Denise Valasquez	(917) 440-0123	English	HHA	Application in Progress	02/01/2023	Sunnyside Office	Jon Franqui (Me)		...
<input type="checkbox"/>	02/13/2023	Donald Dennis	(516) 342-1785	English	PCA, HHA	Application in Progress	03/17/2023	Donald's Office	Donald Dennis		...
<input type="checkbox"/>	02/14/2023	Rebecca Anderson	(516) 472-7671	English	PCA, HHA	Application Submitted	02/14/2023	Donald's Office	Jon Franqui (Me)	<input type="checkbox"/>	...
<input type="checkbox"/>	03/20/2023	Jacob Silvermen	(973) 111-1111	English	HHA	Converted to Caregiver	03/28/2023	Sunnyside Office	Jon Franqui (Me)	<input type="checkbox"/>	...



DIGITAL APPLICANT ONBOARDING

Applicant Profile

Denise Valasquez

Application in ProgressAssign HR RepresentativeCheck ProgressUpdate Status

Phone
(917) 440-0123

Address
11101, 1 Court Square,
Apartment 1B, New York City,
NY

Languages
English

Office
Sunnyside Office

- Profile** ✓
- Availability ✓
- Compliance ✗
- In-Service ✗

Profile

Demographics

	First Name Denise	Middle Name Mary	Last Name Valasquez
	Date of Birth 12/31/1989	Country of Birth United States	Marital Status --

Employment Information

Application Date 01/30/2023	Employment Type HHA	Referral Source --	Referral Person --
Office Sunnyside Office			

Can employee medicals improve caregiver retention?

Annual Compliance

Does your occ health provider work directly with your caregiver to get their annual compliance done?

Health & Wellness

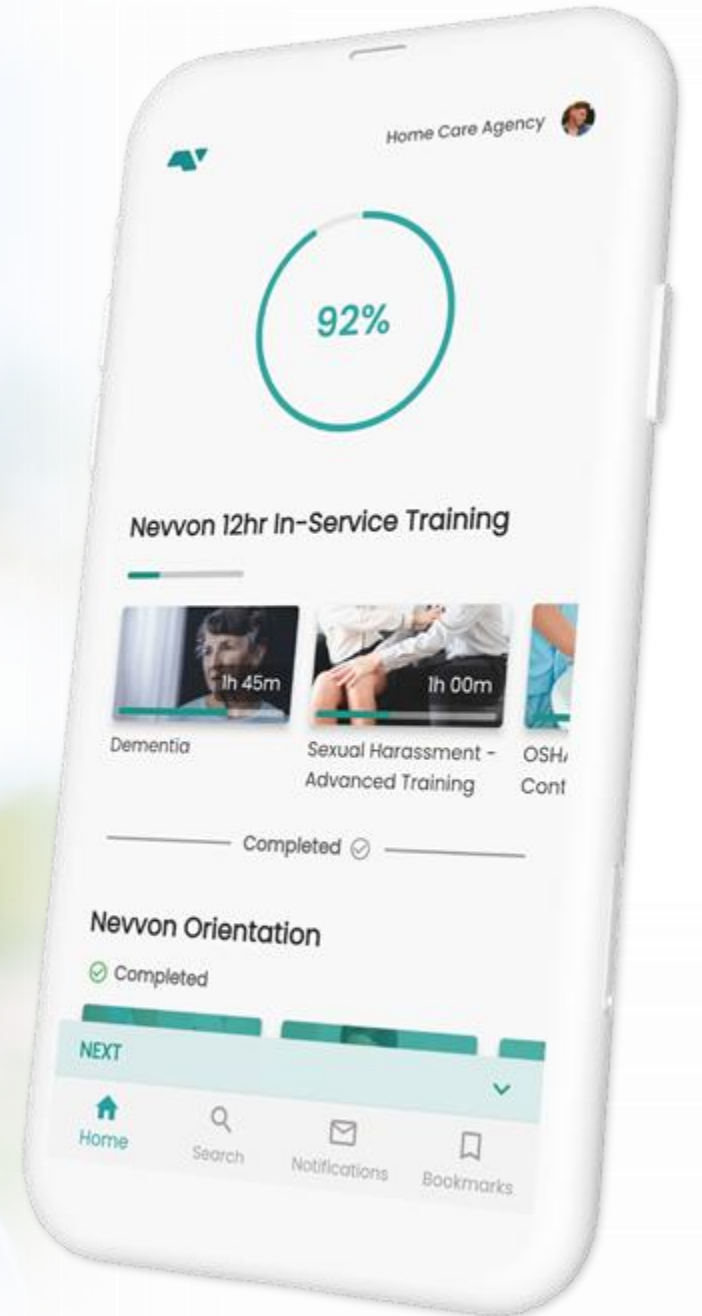
Biometric screenings, flu vaccination, etc.
Healthy employees = a productive workforce.



Employees vs. Customers?

Do you think of your caregivers as your employees, or your customers? Would you make decisions differently in where you send them for service?

Train & Motivate your Caregivers



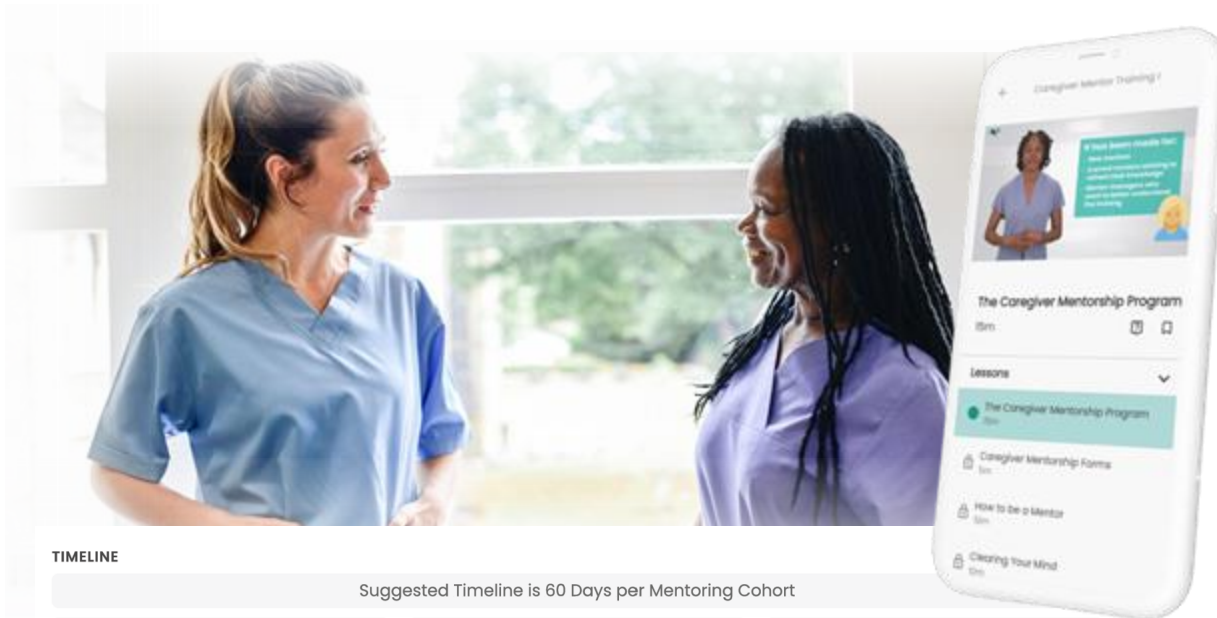


Agencies using a **mentorship program** for new hires have a **89% retention rate** in the first 60 days of employment, a 27% improvement over agencies without a mentorship program.



Boost caregiver confidence and satisfaction

Mentorship Program



TIMELINE

Suggested Timeline is 60 Days per Mentoring Cohort

Preparation	Ongoing	Conclusion
<p>Mentor Manager completes Agency Training and Train The Trainer.</p> <p>Mentor completes Caregiver Mentor Program Training.</p> <p>The Tool Kit provides documents and resources for the program.</p>	<p>Mentor Manager supports the Mentor and assigns between 3-5 Mentees to each Mentor.</p> <p>Mentor conducts weekly meetings with their Mentees for the first 60 days of the mentees' employment.</p> <p>Mentor Manager meets weekly with each Mentor to provide guidance, support and feedback.</p> <p>Mentor completes the Communication Skills module.</p>	<p>Facilitated group session with Mentor and Mentees presented by the Mentor Manager who completed the Train The Trainer Module.</p> <p>Followed by a certificate presentation ceremony.</p>

Improving Retention Rates & Job Satisfaction

Accelerated Rate of Retention

Base Rate of Change



Offer **growth opportunities** for top caregivers



Create a culture of **accountability**

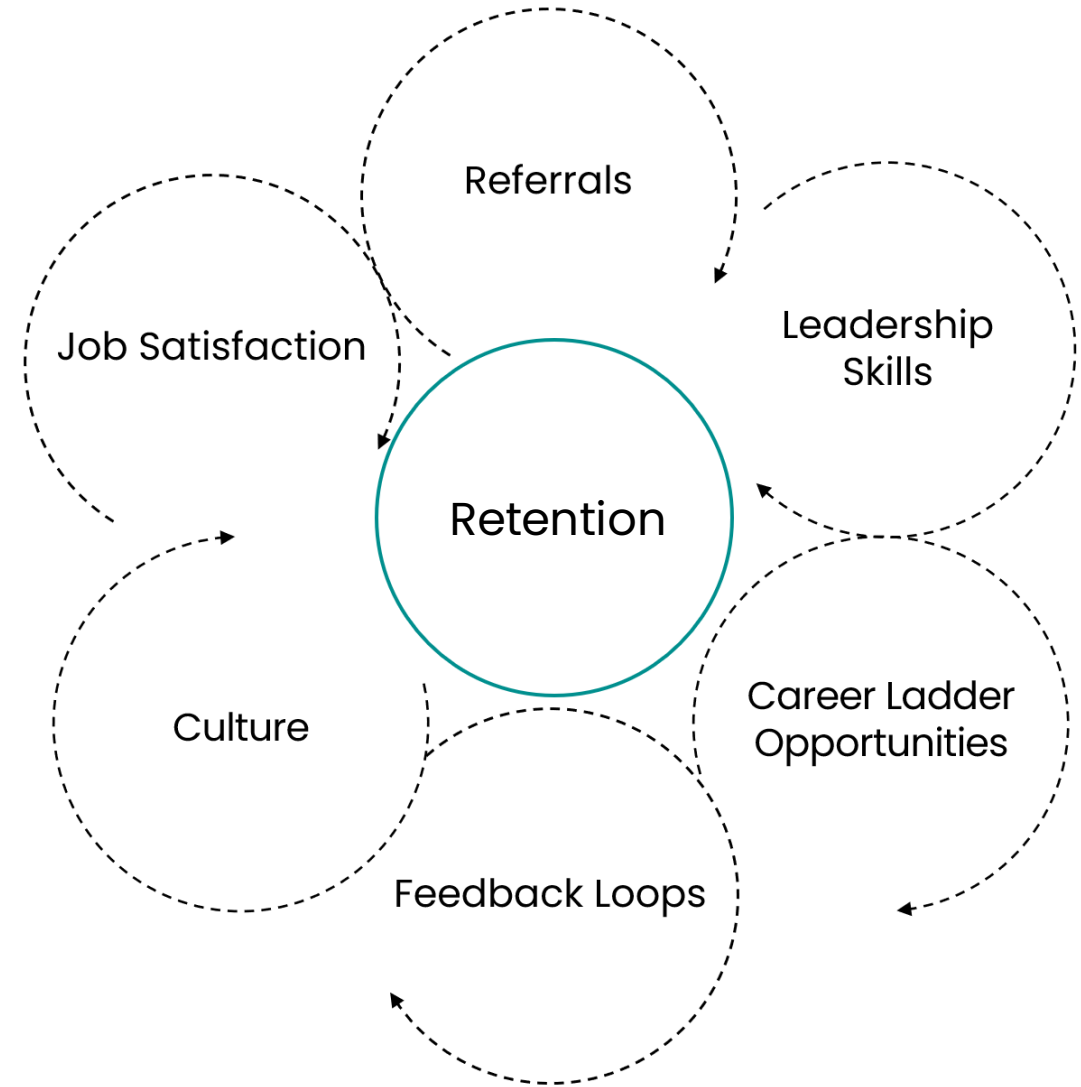


Create a **positive, team-centered** culture

Legacy of Care[®] Mentorship Program

Tips For Success

- Set baseline caregiver satisfaction
- Track turnover rates/retention
- Survey mentors and mentees regularly to measure success of the program
- Compare mentee results to non-mentored results
- Compare baseline metrics to mentorship program results
- Make the final get together fun and a celebration
- Celebrate success i.e. Certificate ceremony
- Continuously provide feedback and performance reviews to Mentors
- Over time allow mentees to become mentors
- Have an open mind to change



Current Approach

Hire 100 Caregivers every year

60% Retention Rate

\$2500 = cost to replace a caregiver

Total cost of doing nothing

\$100,000

*replacing 40 caregivers x \$2500/caregiver annually

Legacy of Care[®] Mentorship

Hire 100 Caregivers

Improve Retention Rate to 80%

\$2500 = Cost To Replace A Caregiver

ROI \$ 50,000

The Legacy of Care[®] Program costs a fraction of the savings generated

*replacing 20 caregivers x \$2500/caregiver annually



Learning as a Tool for Retention

94% of employees believe they would stay longer with a firm in they were in involved with their L&D.

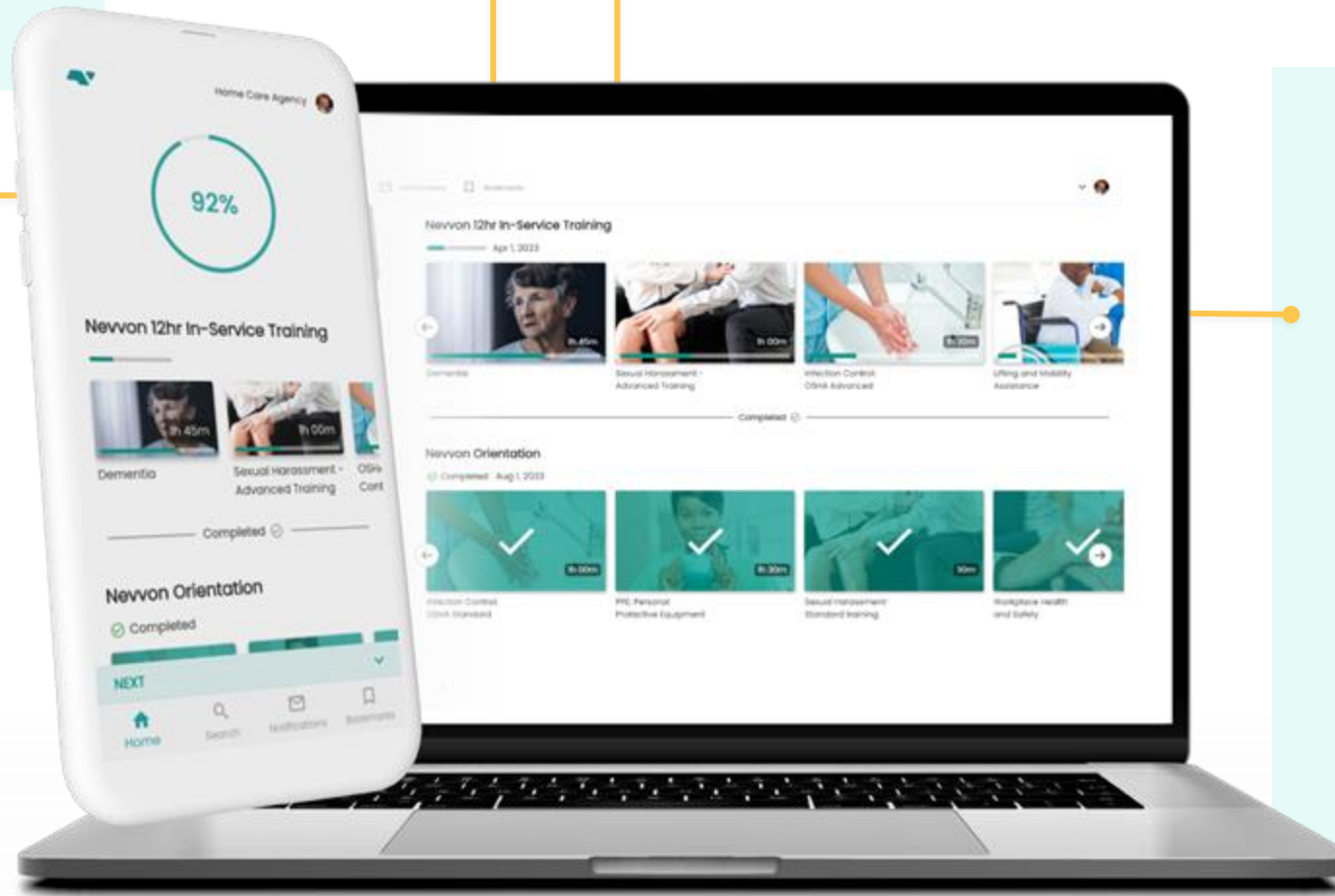


Train in native languages ~ **available in 9 languages**



Make it **simple to use, efficient & incentivize.**

Nevvon through HHAeXchange reduces administrative burden & operational overhead.



Skill development leads to better care, higher retention & increased job satisfaction

Value Based

Mentorship

Dementia

End of Life

Communication



Elective Training / Upskilling Communication Training Samples

30 Minute Communication Module

- Verbal Communication
- Body Language
- Managing Your Emotions
- Management
- Using Technology
- Augmented and Alternative Communication

100's of hours of training translated into 9 different languages – [view the course library here](#)

180 Minute Communication Module

Introduction to Communication Skills

- *Impact of Effective Communication in Health and Home Care | D.I.P.P.S. (Dignity, Independence, Preferences, Privacy, and Safety)*

Dealing with Conflict

- *Resolving Conflict in the Workplace*

Communication Tips

- *The Volume and Tone of Your Voice | Active Listening | Paraphrasing | Empathetic Listening | Closed Questions vs. Open-ended Questions | Confidence and Assertive Communication*

Factors and Challenges Affecting Communication

- *Barriers to Communication | Language Barriers | Environmental Factors | Electronic and Social Media | Beliefs and Cultural Influences | Health Challenges*

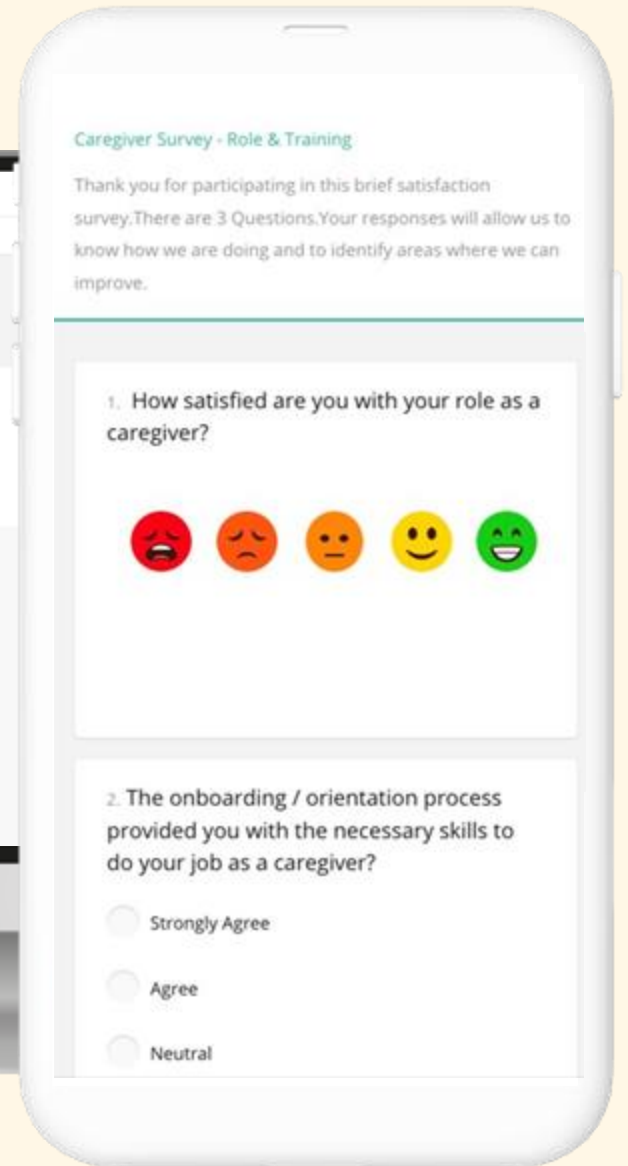
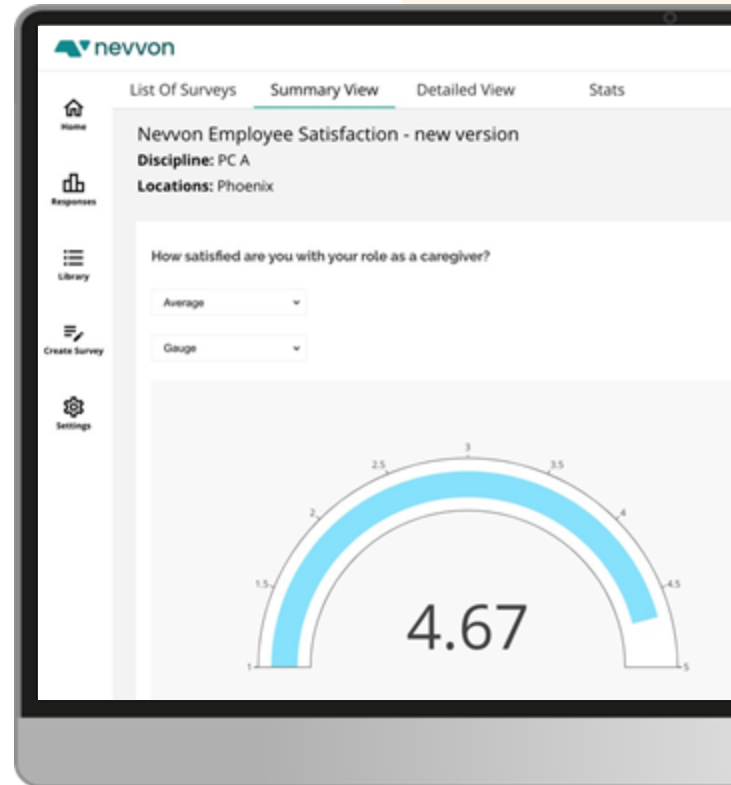


Surveying

Unified view of survey data in one convenient panel will allow you to influence employee satisfaction and retention across your organization.

Continuous Improvement, Communication & Input;

- New Hire
- Training Satisfaction
- Employee Morale
- Opinions
- General Employee Satisfaction
- Training Needs
- Pre Mentorship
- Evaluations
- Exit Survey

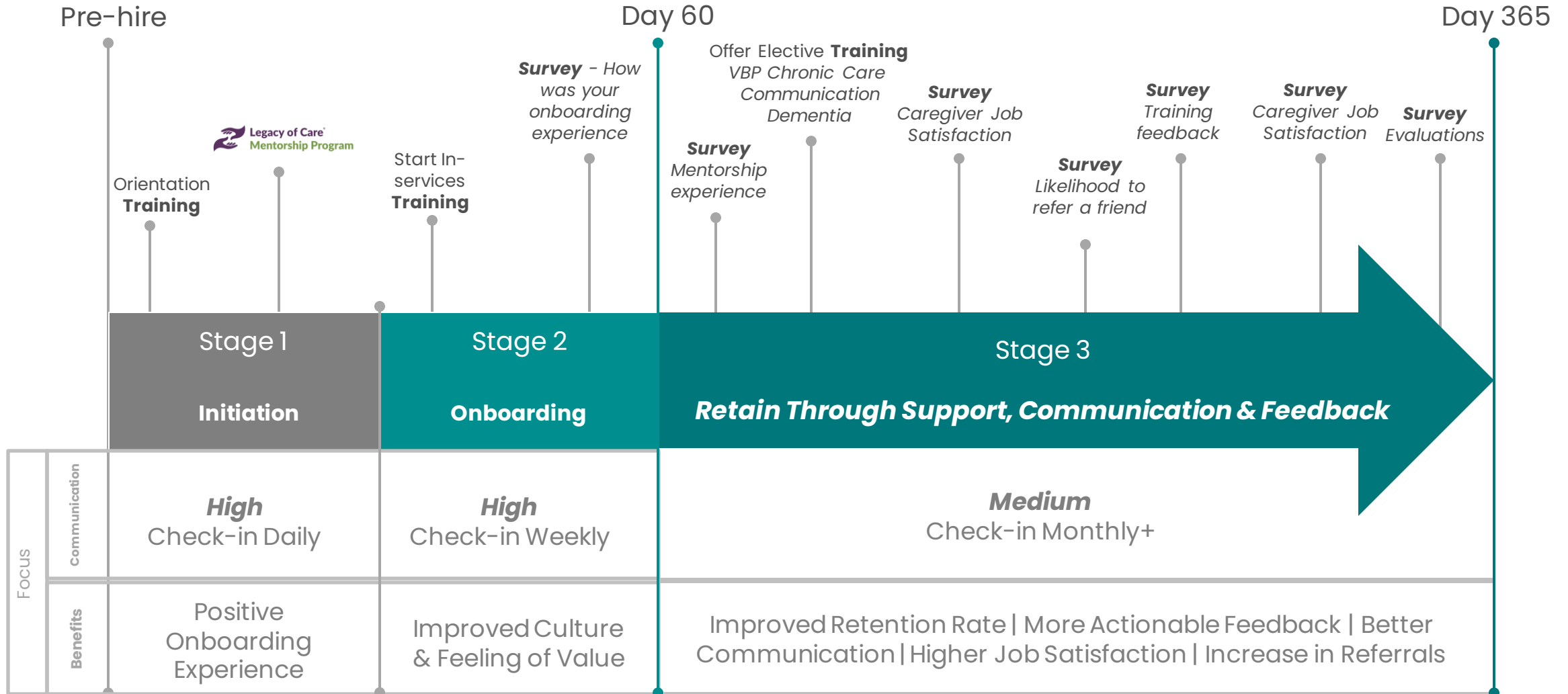


The screenshot shows a mobile survey interface for "Caregiver Survey - Role & Training". The survey starts with a thank you message: "Thank you for participating in this brief satisfaction survey. There are 3 Questions. Your responses will allow us to know how we are doing and to identify areas where we can improve." The first question is: "1. How satisfied are you with your role as a caregiver?". Below the question are five emoji-based response options: a red sad face, an orange sad face, a yellow neutral face, a yellow happy face, and a green happy face. The second question is: "2. The onboarding / orientation process provided you with the necessary skills to do your job as a caregiver?". Below the question are three radio button options: "Strongly Agree", "Agree", and "Neutral".



New Hire Experience Over 365 Days

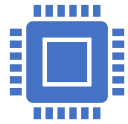
Automated Through Nevvon





Streamline Caregiver Onboarding via Payroll & HR

ADP



Built-In Error Detection,
alerts and calculations



Automate File Transfer –
eliminating costly steps
and double key entry



Mirror Caregiver Code +
Employee File Numbers



Allow Caregivers direct
access to their data via
mobile app



Upload Direct Deposit
information via mobile
app (up to 10 Accounts
per EE)

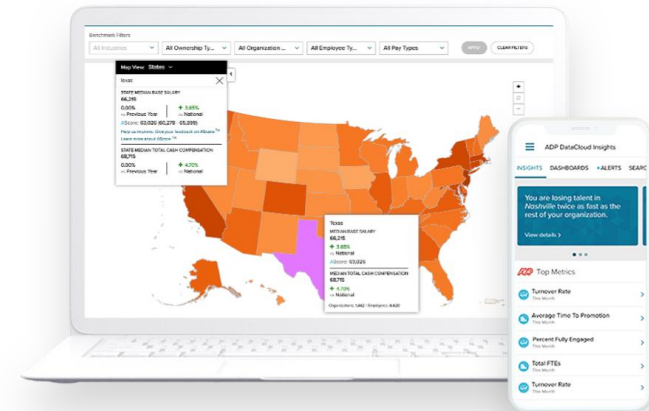
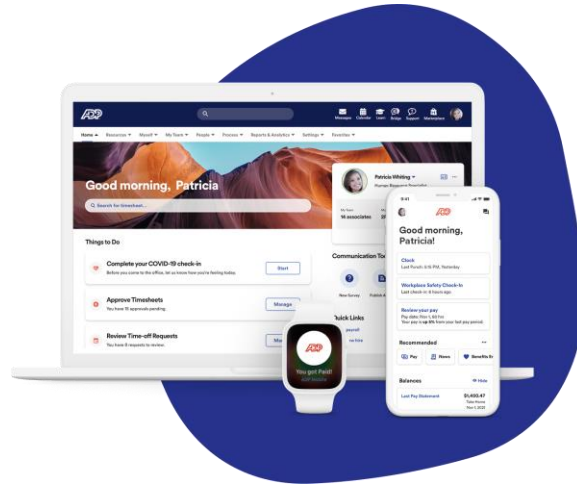
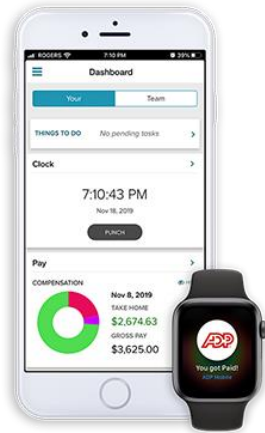


Providing caregivers
access to
their information creates
efficiencies within HR



Streamline Caregiver Onboarding via Payroll & HR

ADP





Q&A