



# **Finlandia Village's Team Workshop Initiative**

## **Improving Staff Satisfaction and Resident Safety**

Ever wonder how to better engage your staff in  
a meaningful way?



# 2015 Staff Satisfaction Survey Results

60% of our staff felt that senior management neglected to act on staff feedback

53% of our staff felt that senior management failed to effectively communicate the organization's goals

46% of our staff felt unappreciated and undervalued

31% of our staff felt as though they did not have enough time to do their job



# 2015 Staff Satisfaction Survey Results

## **More bad news...**

43% of our staff felt as though their coworkers were not team players

33% of staff reported feeling as though they do not belong to a team

28% of staff reported feeling disrespected by their coworkers



# 2015 Resident Safety Survey Results

50% felt their supervisor acknowledges when safety procedures are followed

65% felt that reporting safety incidents was quick and easy

66% reported that, overall Finlandia Village provides very good patient safety

68% of staff felt as though senior management does an adequate job promoting resident safety





# Team Workshop Objectives

1. To promote Finlandia Village's mission and vision
2. To build positive teamwork throughout all departments
3. To promote Finlandia Village as one
4. To engage all Village champions in improving our residents' experience
5. To engage our Finlandia Fish
6. To teach our team how to "HONK"

# Team Workshop Session





# Model for Improvement





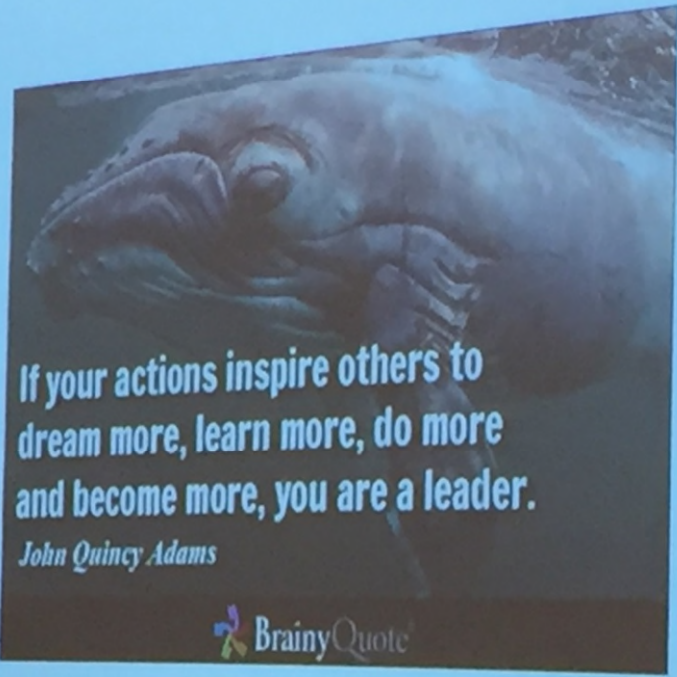
# Paper Plane Exercise



# We are a Village!

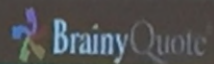




A large, detailed image of a shark swimming underwater, positioned behind the quote text.

**If your actions inspire others to  
dream more, learn more, do more  
and become more, you are a leader.**

*John Quincy Adams*





# What is our Mission and Vision?



# Lessons of Geese

**Breakthrough Tool, Line of one is a team value, a practice, and a set of behaviours, that members of a team can take on to create powerful results.**

**It exists and is present in any successful team.**

**<https://www.youtube.com/watch?v=UdEjL9bVcCM>**



# How can we improve the resident experience?

- 77 suggestions were provided from staff
- Suggestions were then categorized into departments and provided to the appropriate managers
- Many of the ideas provided have already come to life
- Predominate theme centered around life enrichment activities





# FISH Philosophy!

**Improve Teamwork, Customer  
Service and Retention with The  
FISH! Philosophy**

[https://www.youtube.com/watch?v=-  
ZKiJejNRtw](https://www.youtube.com/watch?v=-ZKiJejNRtw)

# Team Workshop Evaluations

## Highlights Ranked by Order of Most Valuable and Beneficial

- Geese video
- Teamwork
- Improving the residents experience
- Seating arrangements with different departments
- Group discussions
- FISH Philosophy
- Activities i.e. airplane exercise
- 2015 staff and resident safety survey results
- Communication techniques
  
- Other comments: humour, honking, fun, learning, well organized, personal energy, excellent, Folk lore story, staff feel valued, staff respect, dynamics of different teams, mission and vision
  
- Overall Experience of Workshop: 100 percent of the staff marked: “Excellent to good and all would recommend the workshop. “

# STAFF IDEAS COME TO LIFE





# Manty Quiet Room



# Homescaping ideas





# 1<sup>st</sup> Annual Art Show





# Hoivakoti Main Lobby





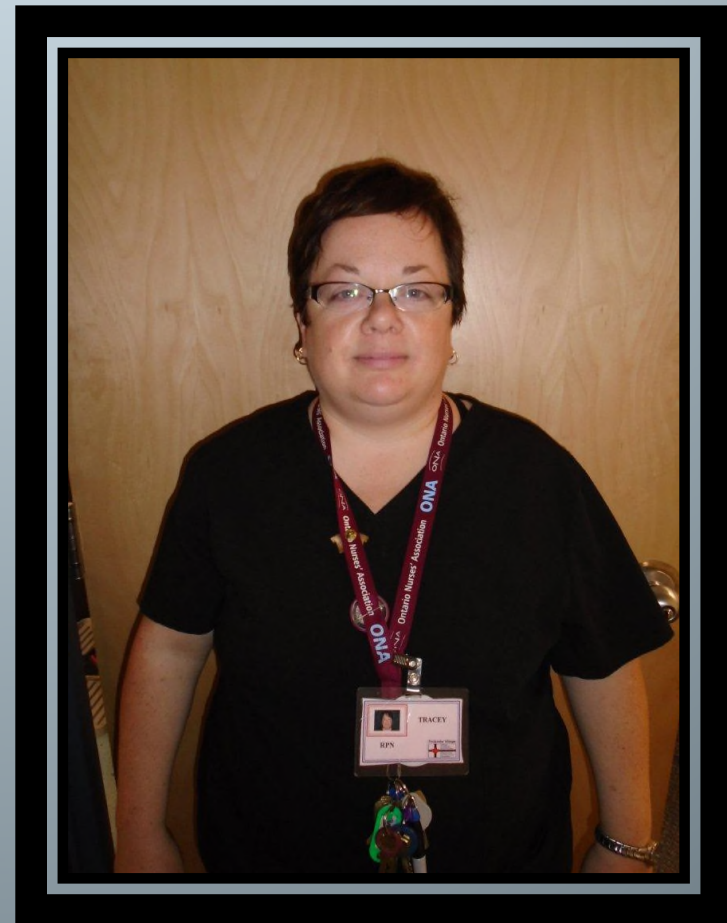
# Hoivakoti Main Lobby



# Meet Tracy

Voted the RPN most likely to inspire you with a Hallmark quote (she's a big fan)

Tracey is our full-time day shift RPN in the Haapa Home Area. She appears cool, calm and collected until you try to take her Pepsi away! She is a hard worker who cares for our residents as though they are her own family...and she absolutely adores her family. She is a Garth Brooks fan and was lucky enough to see him in concert this past March





# Let's have fun!





# TEAM I SUCK AT GOLF



# A Season to Celebrate





# 1<sup>st</sup> Butter Tart Bake Off





# PORKETTA BINGO





# 1<sup>st</sup> Summer Olympics





# ZUMBA Dance Party



# How do we know we made a positive shift in culture?

**The results are in...**

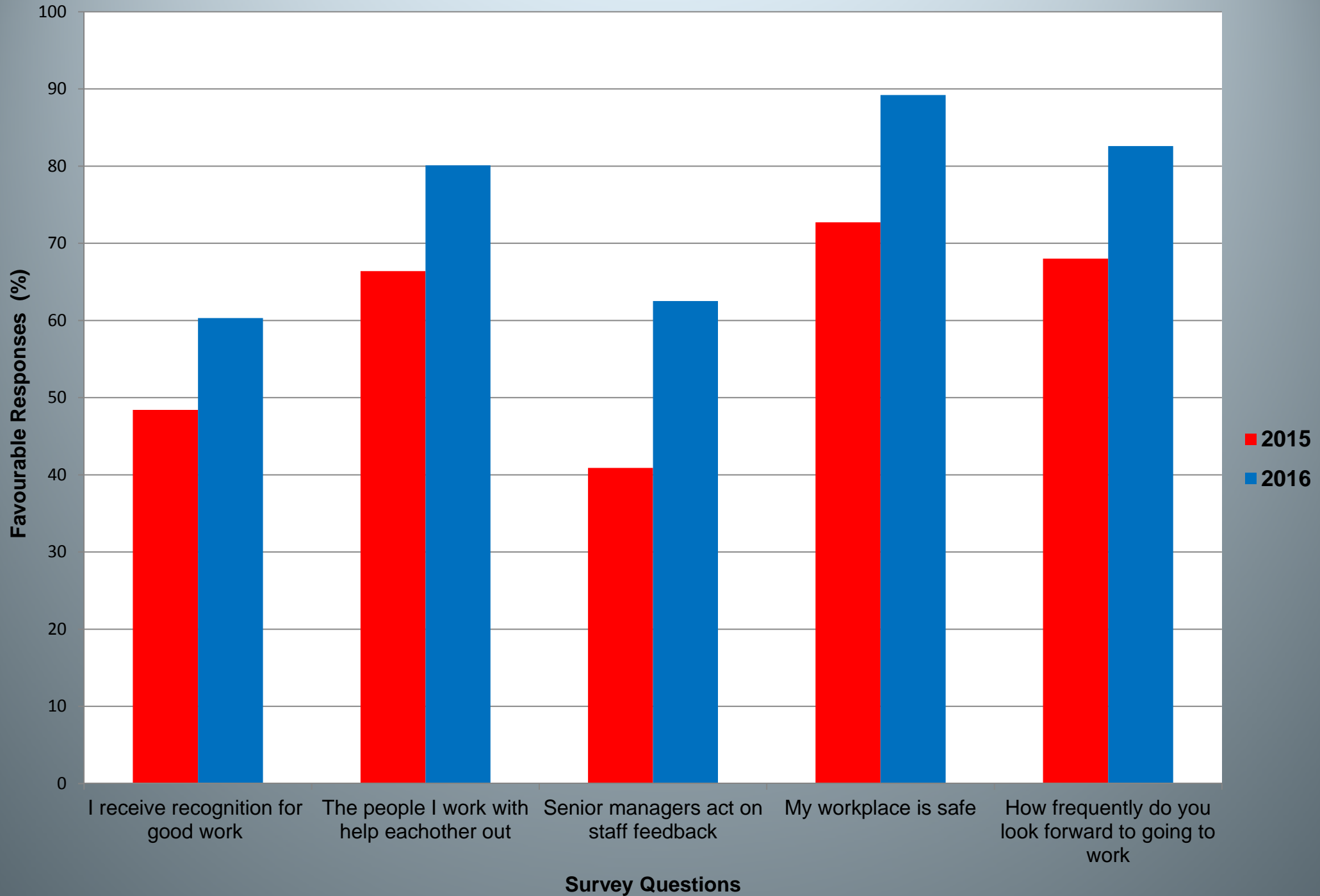
- **91% of staff reported that they would rate Finlandia Village as good or higher as a place to work compared to 81% in 2015**
- **84% of staff feel respected compared to 72% in 2015**
- **65% feel senior managers communicate organizational goals compared to 47% in 2015**



# How do we know we made a positive shift in culture?

- **97% of staff reported that they would recommend Finlandia Village to family and friends who require care compared to 93% in 2015**
- 91% of staff feel their team provides top quality care compared to 84% from 2015
- 77% feel they are committed to providing high-quality care compared to 64% from 2015

# Staff Satisfaction Survey Results 2015 vs 2016

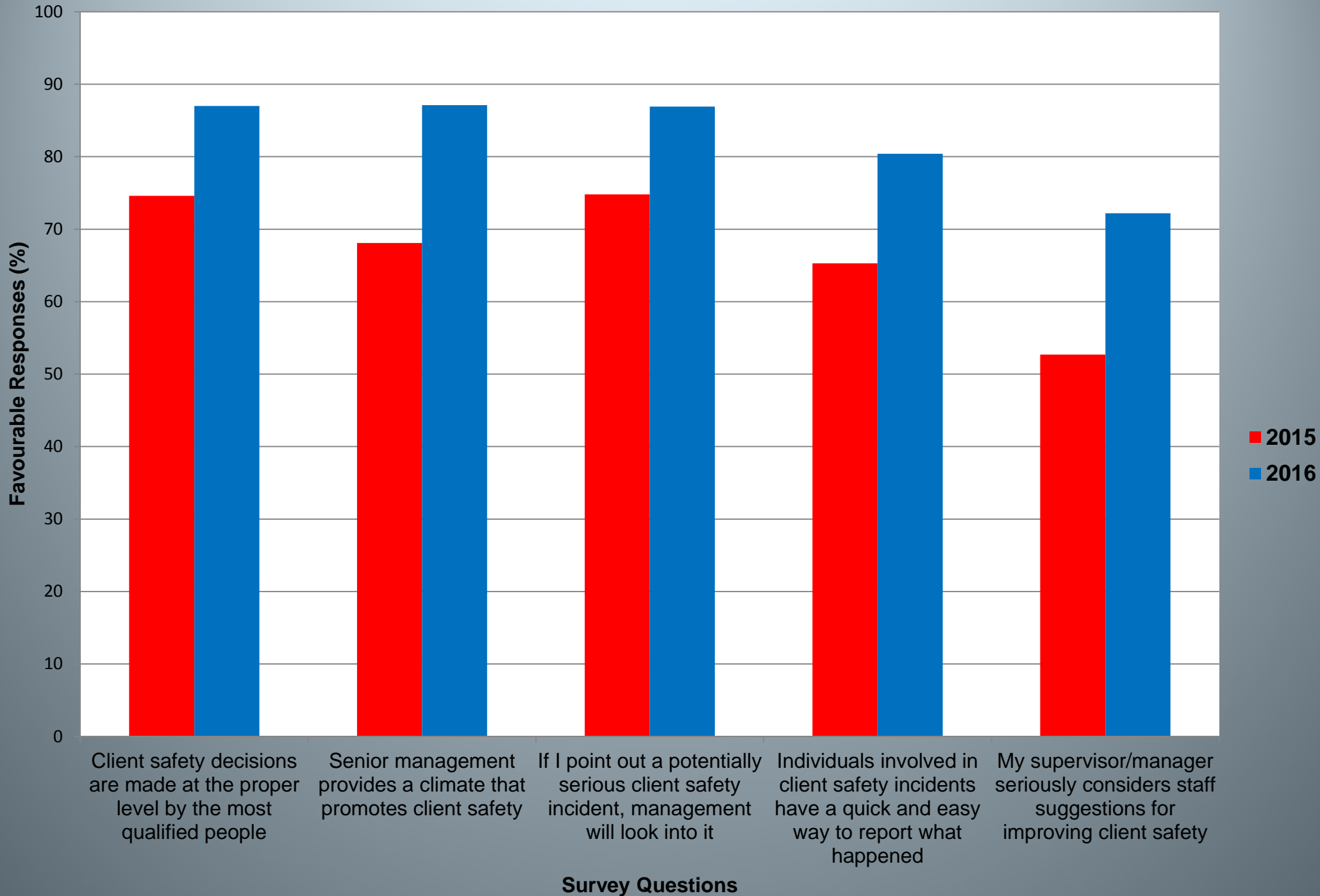




# Resident Safety Results

- **99% rate Finlandia Village as providing acceptable to excellent resident safety compared to 94% in 2015**
- 80% feel senior managers have a clear picture of resident risk compared to 66% from 2015

# Resident Safety Survey Results 2015 vs 2016





# Keeping the Spirit Alive

- Lessons of Geese and FISH! Philosophy are incorporated into our monthly general orientation day for all new staff and volunteers
- Invites to join committees, working groups or staff needing help begin with “HONKING”
- Humour in the workplace is seen in meetings, jokes are sent through report week and laughter is heard in the halls and resident rooms throughout the Village both by staff and residents.



# Accreditation Exemplary Status





# Lessons Learned

- Active and involved social and wellness committee
- Celebrate the successes of the organizations
- Interactive and fun learning for key organizational goals
- Top leaders engaged with front line staff



# Lessons Learned

- Senior leaders acting on staff feedback
- Senior leaders recognizing and showing appreciation to all staff
- Have fun at work





# Contact Information

Angela Harvey,  
Administrator  
Finlandia Nursing Home  
233 Fourth Avenue  
Sudbury, ON P3B 4C3  
705-524-3137 ext. 266  
[aharvey@finlandiavillage.ca](mailto:aharvey@finlandiavillage.ca)

David Munch,  
Chief Executive Officer  
Finlandia Village  
233 Fourth Avenue  
Sudbury, ON P3B 4C3  
705-524-3137 ext. 212  
[dmunch@finlandiavillage.ca](mailto:dmunch@finlandiavillage.ca)

Thank you  
Kiitos

Questions?