Background
- Research has shown that Certified Nursing Assistants, who are the primary caregivers in a nursing home setting, have experienced high levels of job-related stress and turnover rates are higher for this group than any other.
- Nursing homes experiencing high turnover rates for Certified Nursing Assistants have largely been attributed to demanding work and not enough staff to complete it.
- Nursing homes have needed to come up with creative ideas to work around the nursing shortage.

Importance
The hospitality aide program aims to create a role that allows another individual (aside from the nurses and CNAs) to perform non-direct cares for the residents.

The hospitality aide program creates the following benefits:
- CNA and nurse work load is decreased therefore decreasing staff burnout.
- CNA turnover is decreased due to lower levels of work related stress.
- Residents are receiving a higher quality of care because CNAs and nurses are able to perform more direct cares.
- Staff are able to address resident needs at a faster pace because more help will be available on the units.
- Hospitality aides are able to follow an easy transition into a CNA certification if they wish to.

A hospitality aide program is innovative because it aims to provide a higher quality of care for residents and puts emphasis on a resident-centered focus.

Methodology

Objectives
The objective of implementing a hospitality aide program is to provide more care for residents at a prompt pace and to increase the level of quality they receive. The overall goal of creating a hospitality aide program is to create the opportunity for CNAs to perform more direct cares for the residents without creating staff burnout.

Measures

Quantitative Methods
- Gathering staffing schedules for the months prior to the implementation of the hospitality aide program and after its implementation to compare CNA turnover.
- Gather data on CNAs hired in the months prior to program implementation compared to the number after implementation.
- Gather data on the number of hospitality aides that either completed or enrolled in a CNA course.

Qualitative Methods
- Survey hospitality aide aides.
- Open-ended questions and Likert scale questions (very satisfied, satisfied, neutral, dissatisfied, very dissatisfied).
- Staff interviews.
- Staff surveys for hospitality aides that leave.

Results

Before Implementation
- Manageable Workload
- Staff members felt like their workload was hard to manage at times.
- The program has made a difference for nursing outcomes.

After Implementation
- Manageable Workload
- Staff members felt like their workload was reduced after the hospitality program was implemented.
- Satisfaction of the Program
- Majority of staff agreed the hospitality program made a difference in the clinical outcomes for the residents.

Conclusions
- Hospitality aide programs can prove highly beneficial when staffing shortages occur.
- Along with CNAs, nurses viewed the hospitality aides as an asset to them in diminishing the time spent of non-direct care for residents.
- Residents enjoyed having more one-on-one time with the hospitality aides around and felt like their care level increased.
- The program produced nine new CNAs that were previously hospitality aides.
- Improvements among staff morale, staff satisfaction, resident satisfaction, and tasks completion increased with the implementation of a hospitality aide program. This program also increased satisfaction among other departments as well because hospitality aides were able to help with bringing residents down for activities or therapy, performing nail care, and helping with meal and snack distribution, as well as cleaning common areas of the resident units.

Recommendations
Hospitality aide programs would be beneficial to implement in times of staffing shortages in any nursing home to increase overall quality of care and staff/resident satisfaction.
- Alden should continue to implement the following:
  - Continuous data collection on this type of program.
  - Increase or decrease needed hospitality aide hours that would most benefit the specific needs of the program.
  - Continuous collection of feedback from all departments of staffing, residents, and family members.
  - Address staff recommendations for continuous improvement and development.
  - Encourage all members or the organization to have a stakeholder perspective in the program.
  - Evaluation of data and continuous updates and changes to the program through the use of PDCA.