

STTS: THE STOPLIGHT TRAINING TACKING SYSTEM

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INTERNAL OPERATIONS



Background

Presbyterian Homes of Bloomington is a non-profit skilled nursing facility located in Bloomington, Minnesota. The facility had some opportunity to improve its current system for monitoring and tracking the completion of new-hire training packets. The project involved implementing a new tracking system to help monitor orientation progression through a “stoplight” approach to help reduce the time it takes for training packets to be turned in. Orientation progression tools, as seen in a Methodological study from the Journal of Nursing Administration used to monitor nursing orientee’s progress for new hires, can help improve efficiency of orientation and competency of the new hire.

Goals and Outcomes

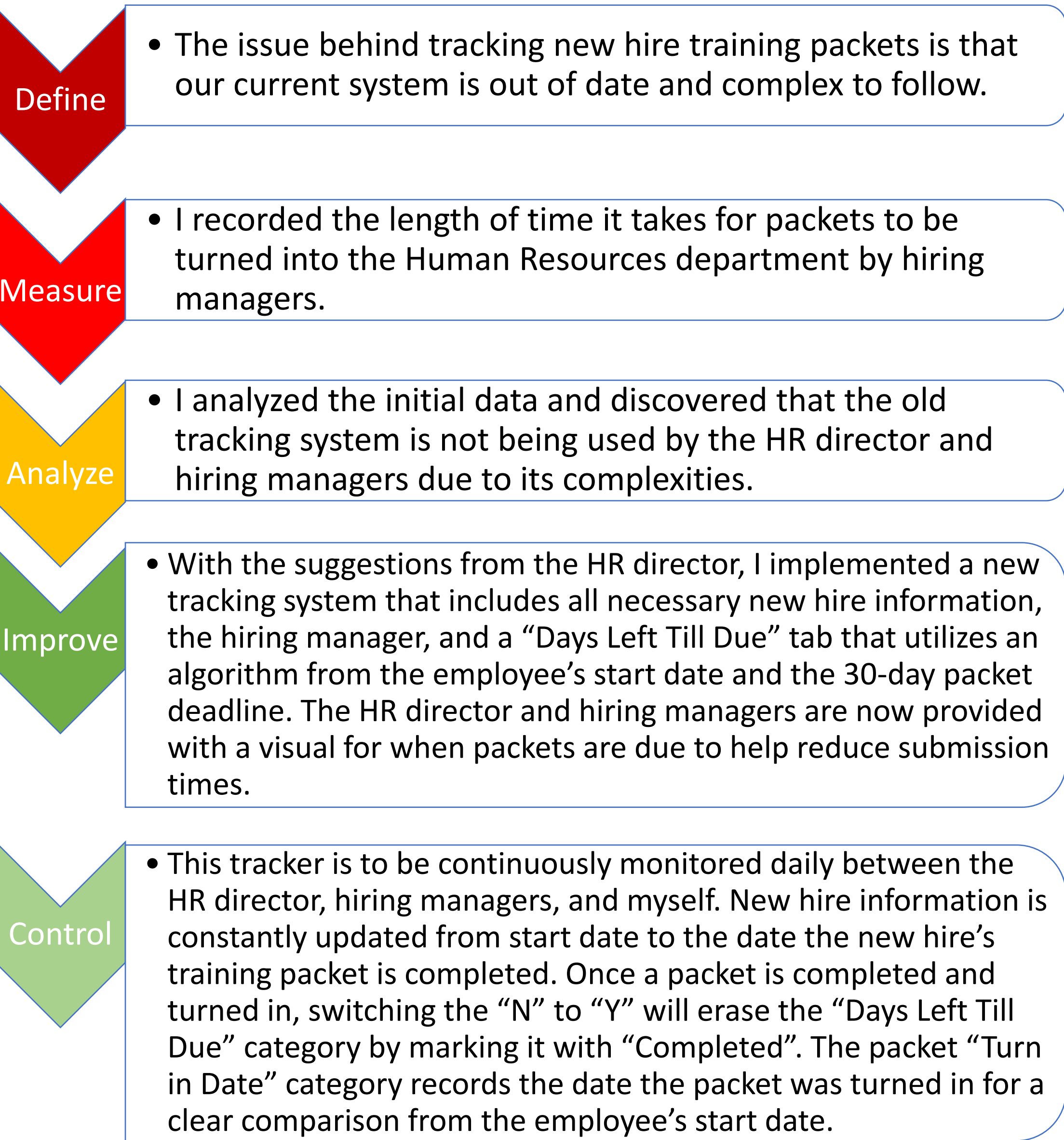
The objective of this project is to improve the training experience received by new hires by ensuring training packets are completed on-time and in full completion. Without a tracking system in place, many packets have become lost and unaccounted for or are turned in far beyond the deadline.

Specific goals:

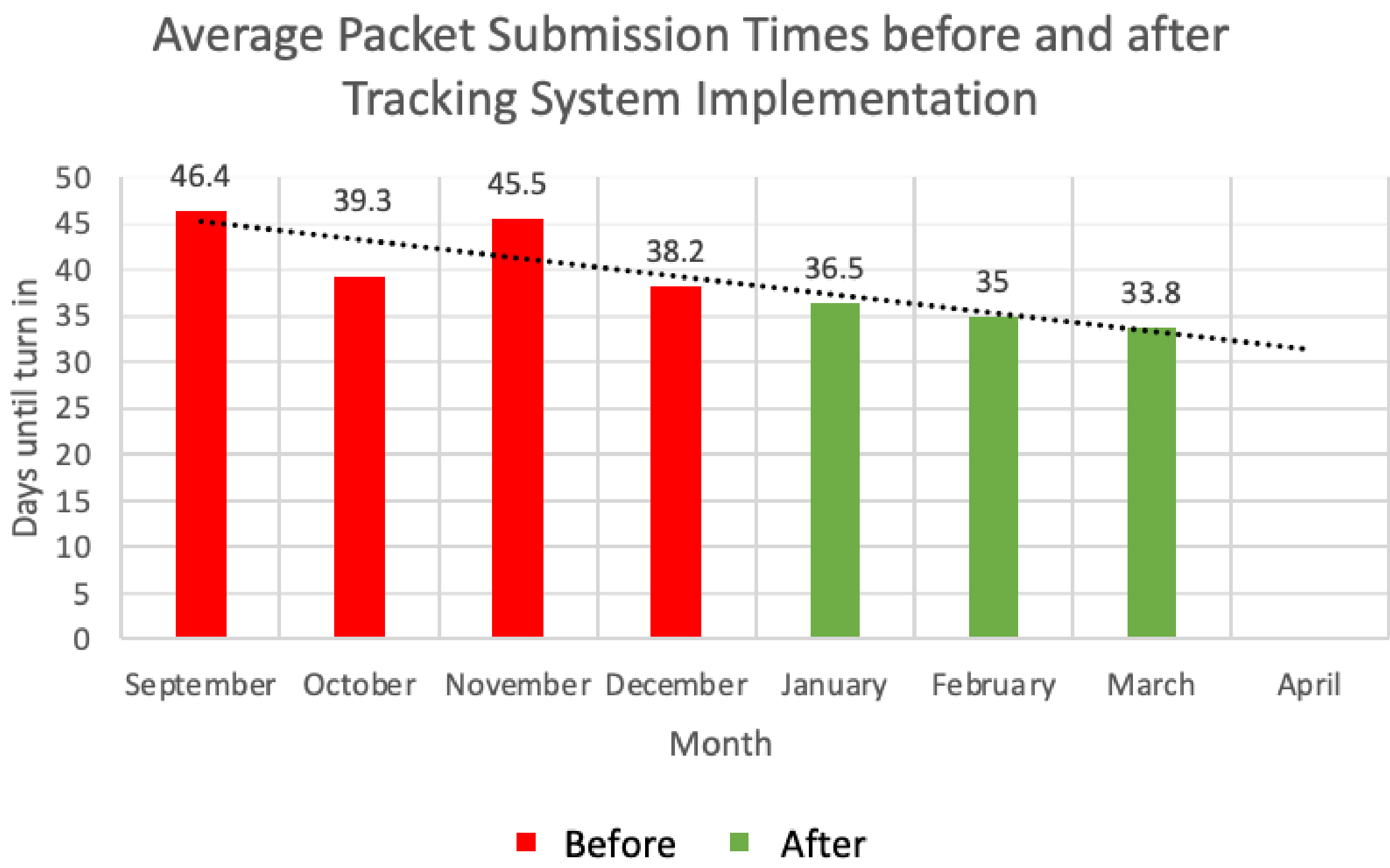
- Improve frequency of training packet submissions
- Increase new hire training satisfaction
- Increase management and HR satisfaction with training

Methodology

- Pre- and post measure data was collected to determine packet submission frequency
- New hire post-training satisfaction surveys were collected
- Hiring manager and HR satisfaction surveys with system were collected

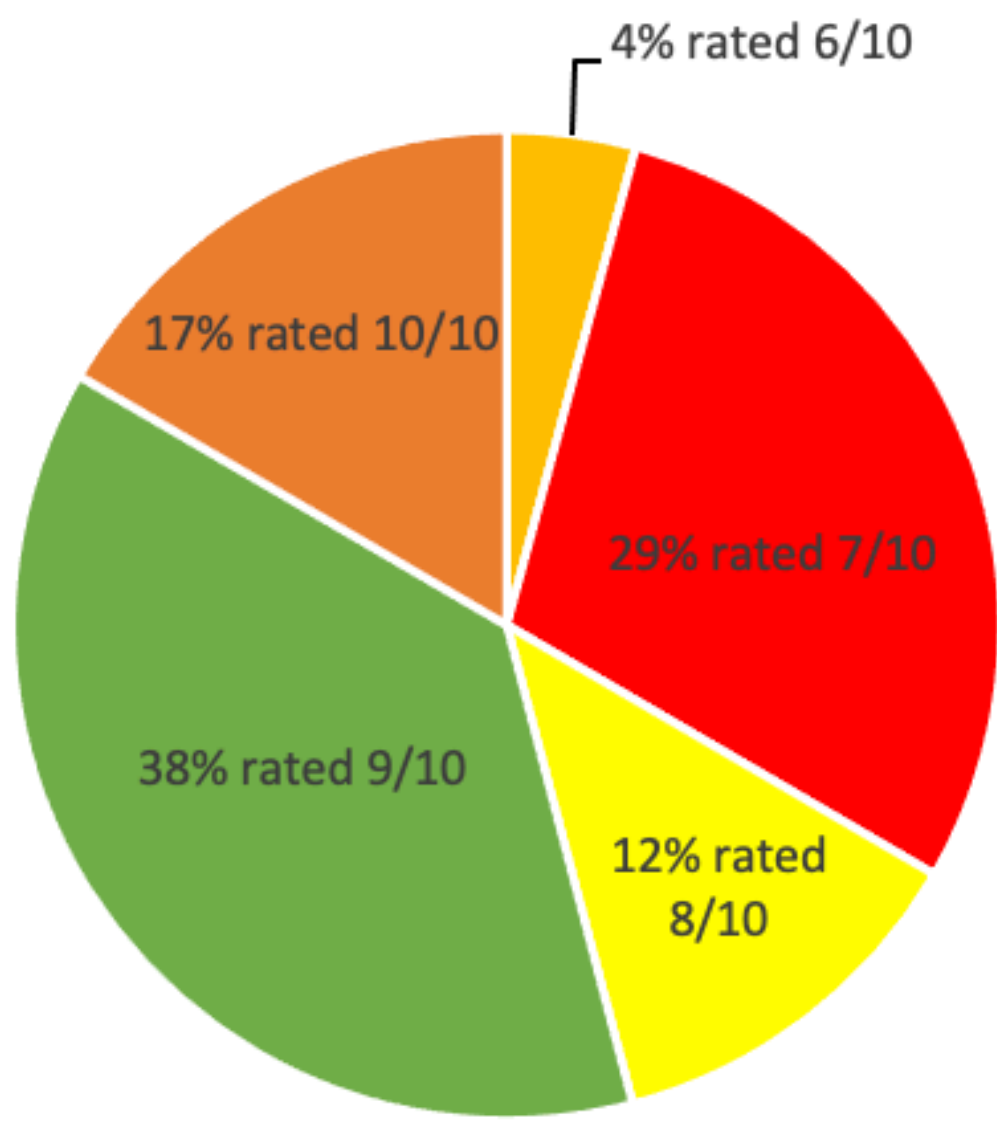


Results



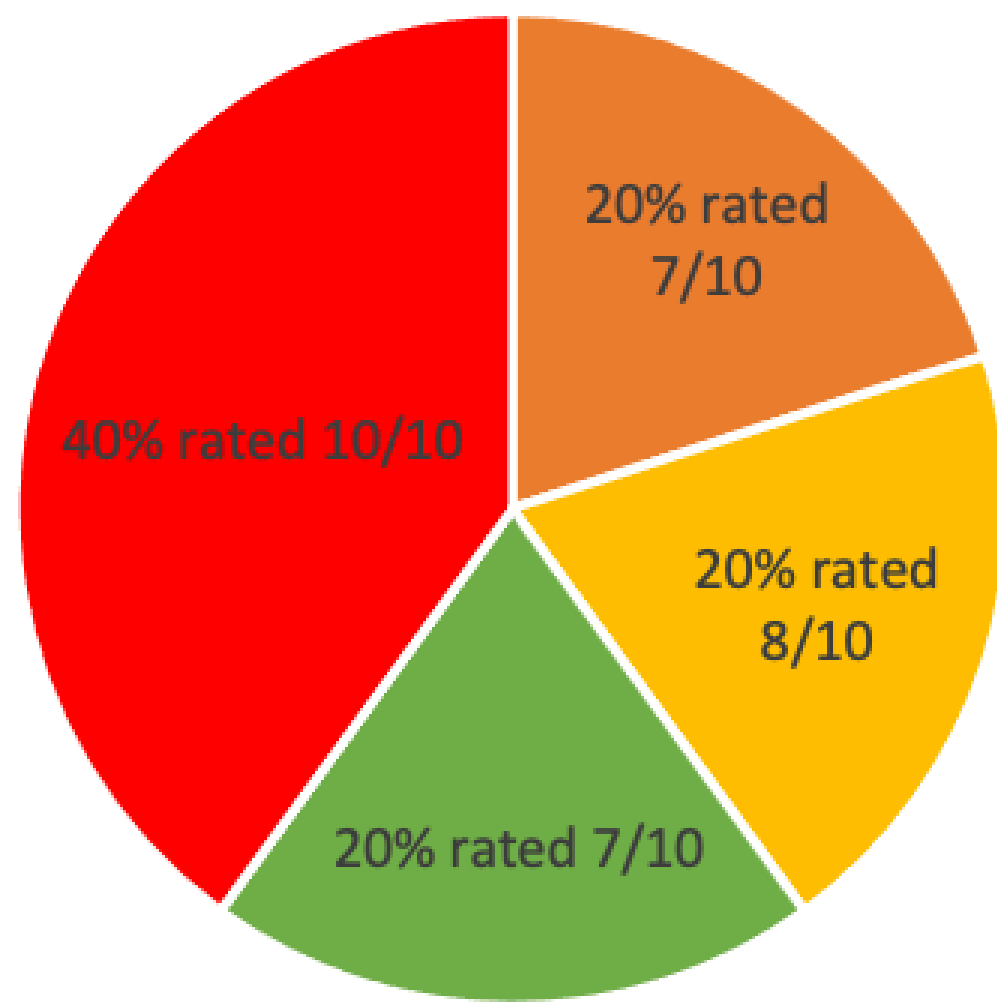
Average training packet submission times were calculated before and after system implementation. I started obtaining submission times in September, before the system was created. From September to March, we have seen steady reduction in submission times by approximately 13 days.

Employee Satisfaction with Training on a scale of 1/10



24 Employees were asked: “how satisfied were you with your training on a scale of 1-10” after the training packet tracker was implemented.

Hiring Manager and HR Satisfaction with Tracker on a scale of 1/10



4 hiring managers and our HR director were asked: “how satisfied are you with the tracker on a scale of 1-10” after the training packet tracker was implemented.

Analysis of Results

I am very happy with the outcome of this project. After system implementation we have seen:

- An approximate reduction in training packet submission times by **13 days** since September
- **38%** of employees reporting **9/10 satisfaction** with training
- **40%** of hiring managers and HR reporting **10/10 satisfaction** with tracking system

Creating a tracking spreadsheet that provides a visual outline of submission due dates and overdue submissions has allowed hiring managers and HR to keep track of the onboarding process for new hires, allowing for consistent training amongst all new employees. To account for outliers, the HR manager and I created a comment section for hiring managers that were taking longer to get certain new hire packets submitted. We discovered that there are many outside factors preventing hiring managers turning in packets within 30 days such as delayed training due to part time status and employee illness. Another outlier we experienced were training packet submissions in the month of April. The HR manager was unexpectedly out for 3 weeks, resulting in delayed packet tracking. Overall, the HR manager stated that she is extremely happy with this tracking system and feels a lot more organized with tracking new hire status.

I ended up surveying employee satisfaction with their training after system implementation and discovered that the highest satisfaction rates were in direct correlation with packet submission times. Those that reported less satisfaction with their training had delayed submission times and reported this dissatisfaction in the recommendation section of the survey.

Having this tracking system has been extremely helpful in keeping organized amongst departments and reducing training packet submission times. As hiring managers and HR become more comfortable with the system, I am confident that there will be further consistency with turning new hire packets in within the 30-day deadline along with improved satisfaction amongst managers.

Recommendations

Turnover with managers will likely impact the frequency of training packet submissions along with utilization of the tracking system. I recommend incorporating utilization of this system as part of hiring manager training to provide education and improve comfortability with the system. Additionally, as trends are seen through delayed training packet submission times from hiring managers, I propose that HR set meetings with those hiring managers to pinpoint the reasoning behind delayed submissions. Doing this will help identify the root cause of the issue, so we can continuously improve both our system and problem-solve outside factors that may be delaying submission times.

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