



ICONIC VOICE, LLC
730 NORTH CHURCH STREET LL-3
ROCKFORD, ILLINOIS 61103
833-426-6424
CHOOSEHAPPY@LAKHILATELLIS.COM

FACILITY NAME _____

FACILITY ADDRESS _____

PRIMARY CONTACT INFORMATION

NAME _____

PHONE NUMBER _____

EMAIL ADDRESS _____



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TOPIC: STAFFING

Do you have adequate staff to manage your facility?

How do you utilize your staffing? (i.e. Managers, restorative, shower aides, unit clerks, etc.)

What positions are open and how many?

What incentives do you have for employees?

What team building activities do you participate in or use?

Examples:

- Monthly birthday acknowledgements
- Employee of the month
- Daily token or note of a job well done
- Theme day/week



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- Holiday parties

Code A.I.R.

Accountability-Integrity-Responsibility

Begin with the end in mind!

Start with thorough and effective orientation.

- Team new staff with your best workers
- Have a tool to use for orientation to assess skills and evaluate performance
- Set standards and expectations

Evaluations

- Perform quarterly or at least yearly
- Discipline as needed- do not be afraid to reprimand staff for poor performance and bad habits. Otherwise, it gets worse and sometimes spreads.
- Educate as well as discipline
- Staff actually want to be recognized for their performance

In-services

- These are a must!
- State mandated
- Be proactive
- Approach on-going issues and actually fix the issue!
- If you tell your employees you are going to do something, DO IT! Don't lose credibility and respect from your staff.



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Is your documentation system electronic or manual?

How efficient is this for your facility?

What clinical programs do you have difficulty maintaining?

Are there any issues in other non-clinical departments that affect the progress of the nursing department? If yes, how so?

Now for the most important question, what is your vision or desired outcome for the facility?



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Nursing in Confidence package is \$8500 for six weeks of assessment, plan development and initiation. See the schedule breakdown below. Payment plan option includes \$2500 retainer fee and it must be paid in full in 90 days it will cost \$150 per month bill is not paid. No refunds.

Week 1- Review policies and current facility nursing practice (**Observation and Assessment**)

Week 2- Develop plan and discuss with administration and DON (and ADON, if applicable) (**Intervention**)

Week 3- Educating to execution. we will evaluate after 90 days of completion of the 6th week

It is an additional \$275 to assist within a six-month period that is unscheduled AND on-site. We are here to help you improve quality of care, efficacy, and employee morale.

This six-week training course allows us to educate and train a designated staff member. Then, after their training course they will be able to train staff. Our company will do in-services and training with our customized tools for an additional cost. This is an additional cost of \$497 for two trainings.

Who is this training for? nurses, certified nurse assistants, administrators and nurse management teams. If you need additional assistance with other departments, we have resources to assist your need.

I have worked in some of the most prestigious facilities that were always on top of their game. They were organized, clean, beautiful and more but they were struggling in certain areas. I noticed they had similar issues as any other facility such as staffing issue or poor employee morale. I've also worked at facilities that were not the best. But what was the difference between the prestigious, five-star facilities and the not-so-great facilities- it was actually the leadership. Leadership reflects the value of the company, your facility, and the outcome of the service you provide.

What do we offer?

Psychotropic drug management

Psychotropic drug reduction program

Emergency preparedness (code blue)

- Policies
- Developing an emergency response team
- Recognizing an emergency

Infection control and prevention measures

- McGreer's
- Documentation
- Preventative measures
- Tracking and mapping



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- Antibiotic stewardship

Effective communication

- Staff
- Residents (Especially Alzheimer's/Dementia patients/residents)
- Respect, dignity and confidentiality

.....which will lead to:

Reducing

- ❖ Citations/tags
- ❖ Family/resident complaints
- ❖ Disorganization
- ❖ Stress

Increasing

- ❖ Star Rating
- ❖ Employee Morale
- ❖ Employee retention
- ❖ Effective leadership skills
- ❖ Confidence
- ❖ Leadership Skills
- ❖ Effective Systems
- ❖ Teamwork

In this process, you will develop leadership skills. You will learn to lead with your team.

- Stop leading like you do not know what you're doing.
- Stop looking incompetent.
- Lead with a team.
- Time Management
- Prioritizing.
- You will be nursing in confidence!