



Creating an Optimal
Environment for Quality
Healthcare for Individuals,
Families, and Communities

Employee retention and engagement: Our story at Forest Hills of DC



Creating an Optimal
Environment for Quality
Healthcare for Individuals,
Families, and Communities



**Tina Sandri, MHSA,
LNHA, QCP, RYT**
CEO

Forest Hills of DC

SETTING OUR INTENTION TOGETHER

- 1. Attendees will learn ways to communicate that foster person-centered communications
- 2. Attendees will learn of an example of how to engage employees in community building
- 3. Attendees will learn an overview of Certified Nurse Aide career ladders to help with employee retention and engagement

Extra, extra read all about it! New York Times, March 29, 2021



Types of learning styles: how we take in information via sensory systems

- Auditory or listen
- Visual or show
- Tactile or physically do or touch



8 Ways to Communicate – How we push out information

- 1. Email
- 2. Text
- 3. Posters and billboards
- 4. Fliers
- 5. Video
- 6. Meetings/huddles
- 7. One-to-one conversations
- 8. A picture is worth a thousand words
- 9. Return demonstration
- 10. Social media
- 11. Phone calls

Types of thinking preferences – How we process the information

- Relational or relationships driven
- Creative or out-of-the-box driven
- Process or methodology driven
- Analytical or data driven

Employee and Community Engagement via our Longevity Fun Run

- Chief Engagement Officer concept
- Fun Run purpose was to build community amongst staff and residents in a Covid-safe manner
- Celebration of Older American's Month via OPAC declaration
- Worked with a vendor partner's talents
- Invited all skilled nursing and assisted living communities in DC
- Old People Are Cool Themed
- American Health Care Association Program of the Year Awarded in 2022
- Celebration of surviving Covid lockdowns

The Longevity Fun Run:

- [We Survived We're Resilient and We are Back video](#) was created by BBC news
- From frontline to Board of Trustees team connections
- Cross community connections between long term care providers
- Close to 40 miles in a day
- [Longevity Fun Run 2021](#) video was created for the senior living communities to share within their communities



Certified Nurse Aide Apprenticeship Program

Career ladder for existing CNAs

It takes a village

Workforce Investment Council

Department of Employment Services

Suma Prime CNA school

Forest Hills of DC Sponsor

Specialization tracks in education

Peer recommended

For DC residents

Grant funded support in part

Wage progression for CNAs



When we are “engaged” we are connected in

- Mind
 - Body
 - Spirit
 - Purpose or intention
- Start from listening
 - Start from the heart
 - Start with compassion



Creating an Optimal
Environment for Quality
Healthcare for Individuals,
Families, and Communities

In sum...

Questions: contact Tina Sandri at tsandri@foresthillsdc.life. Thank you for all you do for the residents and their caregivers in senior living environments.

What is the one thing you might intentionally do with your energies as a result of this time together?

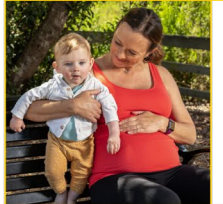


COMMUNITIES

FAMILIES



INDIVIDUALS



RESILIENT



READY

