

**ARGENTUM CAPSTONE  
PROJECT:  
VIP ONBOARDING  
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# WHY IMPROVE ONBOARDING?

- The average cost to replace a frontline healthcare worker (CNA, caregiver, etc.) in senior living is estimated between **\$3,500 and \$5,000**, considering recruiting, onboarding, training, and lost productivity.

*Source: Argentum & Institute for Senior Living Workforce Studies*

- Employees who feel connected and supported from Day 1 are **4x more likely to feel engaged.**

*Source: Gallup*

- **69% of employees are more likely to stay for three years if they experience great onboarding.**

*Source: SHRM (Society for Human Resource Management)*

- **Up to 20% of turnover happens within the first 45 days.**

*Source: SHRM*

- In senior living, employee engagement is **directly linked to resident satisfaction**, quality of care, and fewer safety incidents.

*Source: National Investment Center for Seniors Housing & Care (NIC)*

# PROBLEM STATEMENT

Lack of structured onboarding leads to:

- Low caregiver engagement
- High turnover of nursing staff
- Inconsistent care standards

*Goal: To develop a compassionate, efficient onboarding process that allows new hires to feel connected to the home campus*

# PROJECT OBJECTIVES

- Create a consistent onboarding process for new staff
- Improve employee engagement and retention
- Ensure high standards of resident care from Day 1



**PREBOARDING:  
MAKING OUR STAFF  
FEEL SEEN, HEARD,  
AND VALUED BEFORE  
DAY 1 BEGINS**

# PREBOARDING QUESTIONNAIRE

- Fun facts about you
- How you like to be appreciated
- Bucket list or travel goal
- Favorites
  - Snacks
  - Candy
  - inspirational quote
  - Hobbies
  - Activities to unwind
  - Beverage

# VIP DAY 1 EXPERIENCE

- Each new team member will receive a personalized welcome bag, including a notebook in their preferred color, favorite snacks, company-branded items, and a keepsake featuring their favorite inspirational quote.
- A large poster or dry erase board announcing new hires will be prominently displayed in a visible area for both residents and staff to see.
- A new hire introduction questionnaire, including a photo, will be posted in a common area accessible to both residents and staff to foster connection and familiarity.
- The scheduler or department leader will review the new hire's work schedule and outline their post-onboarding training assignments.
- Onboarding leader (employee experience manager) will assign a "staffing concierge" - a member of leadership team - who will check in with the new hire daily during their first two weeks of employment, either via text message or in-person, excluding the concierge's scheduled days off.

## VIP DAY 1 EXPERIENCE CONT.

- Each new hire will participate in a 15 min coffee break with the supervisor to review key information, set clear expectations, and build rapport.
- New Hires will be introduced during the leadership stand up meeting, which will include a fun icebreaker question to help foster connection.
- New team members will be announced through the internal messaging app, sharing a few fun facts to help staff and families get to know them.
- The new hire questionnaire, including a photo, will be displayed in the designated common area to further support introductions and engagement.

## VIP DAY 1-3

- The Employee Experience Manager, Onboarding Manager, and department leaders will review all any essential company policies and procedures, including service standards, compliance requirements, and key organizational information.
- All critical topics require prior to beginning floor training will be covered during this structured three-day orientation period.
- New team members will have the opportunity to meet additional staff during shift crossover times to encourage connection across departments.
- Feature articles introducing new team members will be created for the monthly resident newsletter to help foster a welcoming, inclusive community.

## **WEEK 1-2 HANDS ON SHADOWING**

- New Hires paired with experienced preceptor/mentor including role specific training and cross-departmental training

# ONBOARDING HANDS ON CROSS TRAINING

- All new hires will participate in scheduled interdepartmental cross-training to build awareness and collaboration across teams.
- Each new team member will complete a minimum of three hands-on training sessions, lasting 30 minutes to 1 hour, in various departments.
- During these sessions, department leaders will share common challenges their teams face and provide guidance on how other departments can support effective teamwork and foster a culture of collaboration.

# 30 DAY CHECK IN

- 30 Day electronic survey is distributed to new team members to assess their onboarding experience and overall satisfaction.
- The survey includes questions such as:
  - How would you describe your relationship with your supervisor?
  - Do you feel like you have received adequate training to be successful in your role?
  - Would you recommend this organization as a great place to work?
  - Do you have the necessary tools and resources to perform your job effectively?
  - Do you intend to remain with the organization for the next 12 months to 3 years?
- A one-on-one check-in lunch is scheduled with the Executive Director to promote open dialogue and relationship-building.
- New hires are formally introduced at the next scheduled Town Hall meeting to foster connection and recognition within the broader team.

# 60 DAY CHECK IN

- A 60 day electronic survey is distributed to new team members, reinforcing feedback opportunities and including the same key questions from the 30 day survey.
- A one-on-one meeting is scheduled with the new hire's department leader to review progress, address concerns, and ensure continued support.
- Research shows that most new employees make their long-term employment decision within the first 60 to 90 days.
- A structured, positive onboarding experience is essential in reducing early burnout and improving long-term retention.

# 90 DAY CHECK IN

- 90 Day survey sent out electronically
- Includes same questions as 30 day.
- 1 on 1 meeting scheduled with department leader.
- Check on training completion.
- Announce and celebrate 90 day graduations during monthly staff party which also celebrates employee of the month, and other campus achievements.

# BENEFITS OF THE IMPROVED PROCESS

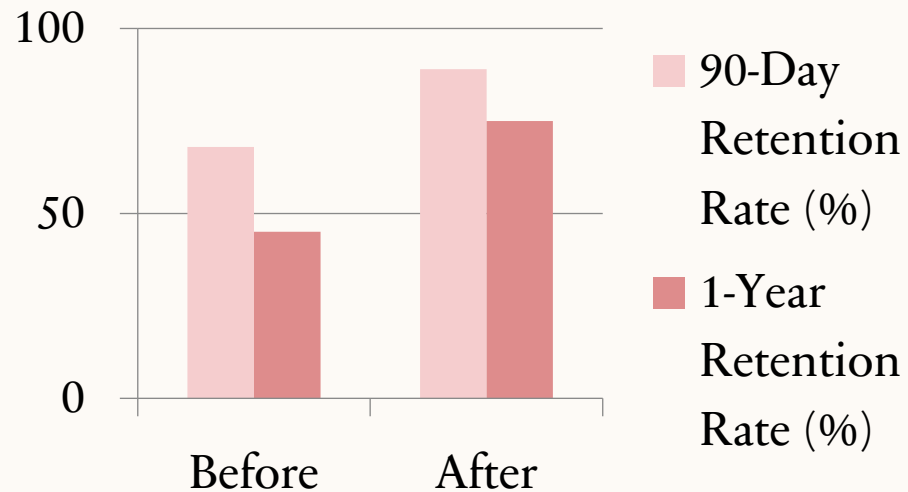
More confident and competent staff

Improved resident care quality

Reduced turnover and training costs

Better regulatory compliance

Retention Rate Improvement



# MEASURING SUCCESS

90 day retention rates of New Hires

Staff Satisfaction surveys post onboarding

Manager feedback

Resident satisfaction and incident reports

# FINAL TIPS

- Consistent rehearsal, Strengthen your familiarity
- Refine delivery style, Pacing, tone, and emphasis
- Timing and transitions, Aim for seamless, professional delivery
- Practice audience, Enlist colleagues to listen & provide feedback

- Seek feedback
- Reflect on performance
- Explore new techniques
- Set personal goals
- Iterate and adapt

# & TAKEAWAYS

- Onboarding is critical to quality care in the Assisted living & LTC setting
- Structured process supports staff and resident wellbeing
- Implementation Ensures a sustainable workforce

# Q & A

Questions and feedback are welcome!!

THANK YOU !!