



Fostering Fun and Family...”

Administrator:

Ms. Debbie Stalnaker

Adams Nursing Home

1555 Hillabee Street
Alexander City, Alabama 35010
(256) 329-0847

How many times have you walked through the halls of a nursing home and heard laughter? Our best practice was surrounded by intentionally creating spontaneity and laughter on the job. It was about surprising the staff by creating “fun” and laughter at every opportunity, as well as, recognizing the good things that our staff does.

We decided to focus on how to address the issues that our staff was facing which in turn could eventually impact our residents. We started with these simple concepts that have made big impacts! They are not new to us as an industry, but often we need to dust these ideas off and put a new spin on them:

1. *Acknowledge small wins, not just big ones.*

We started the “shout out” program. These were simple small notes that supervisors could use to recognize someone that has been going above and beyond and then post the “shout out” on a board at the facility front entrance for all to see.

2. *Surprise your employees/Catch them in the act!*

You know it is easy to walk to the hall of our facilities and point out our imperfections, but so many times we see things being done in an “over the top” way and we often don’t take the time to make a big deal about it. Our managers started the “Token program”. If caught going over the top, you are given a token that you can cash in for a free candy bar, chips, coke etc... We also allow our residents to use the token program to reward someone for going “over the top” for them.

3. *Change the Scenery*

How many of us have pictures of our family in our office? We love to show our families off, especially those children and grandchildren. As managers, we post pictures in our office to personalize our work space, but what about your nurses, aides, housekeepers, laundry workers, and dietary. Where can they post pictures and show off their families in their workspace. We have 2 nurse’s stations and have put one board on each end. Residents have also posted pictures that they wanted on the board as well. It has become a FAMILY collage. It has sparked communication between employees and residents as well. It is something that *Changes the Scenery* which everyone can enjoy, makes you laugh and smile, and brings a little of the employees home into our resident’s home.

4. *Make it a Team Effort*

Each week, the management team comes together to write a thank you card and in it we write personalized messages to 3 employees that we feel have put forth 100% effort, that is a great leader, and shows wonderful teamwork. The key to this is “PERSONALIZED”. You must know your employees and be specific in why you feel they are needed on your team and an asset to your facility and residents.

If you laugh-you change; and when you change-the world changes! (S. Shah)

Humor brings insight and tolerance! (A. Replier)

We cannot really love anybody with whom we never laugh! (A. Replier)

Appreciation is a wonderful thing: It makes what is excellent in others belong to us as well!