

While staff retention continues to be a challenge in the senior living and care space, there are specific steps you can take to reduce staff stress and increase retention. By improving operating procedures using technology, you'll make real strides in empowering staff to handle their tasks more efficiently. Relieve their stress and improve their work experience—all with a direct line to increased staff retention rates in your facility.

1.

### **Use EHRs to Replace Routine Tasks and Improve Communication**

A significant portion of a caregiver's day involves repetitive tasks such as cataloging and communicating patient information. EHR technology is a perfect example of an automation that can tackle these types of tasks by providing a single source of truth for all employees and reducing the amount of data "handling" required to share this information with others.

**HOW WE CAN HELP:** The *How's Mom* app and Connections Hub expands on this by connecting and communicating with a community's EHR directly.

2.

### **Simplify Data Access to Reduce Confusion for Agency Staff and New Staff**

Many long-term care facilities are turning to agencies or new hires to replace departed staff members. This means increased time and energy spent on new staff training and a steep learning curve for new employees. You can tackle this specific challenge by simplifying data access and reducing the number of systems or activities that demand time-consuming training.

**HOW WE CAN HELP:** *How's Mom* provides an easy, intuitive way to share data with family members and caregivers with little training required.

3.

### **Automate Access to Patient Data for Residents and Families**

Answering family members' questions about patient health data and care plans is a frequent and time-consuming task long-term caregivers face on a daily basis. Technology can dramatically reduce non-care activities by automating access to the relevant patient data and empowering family members to serve themselves. This has the added benefit of increasing customer satisfaction by reducing friction in communication with their loved-ones' care facilities.

**HOW WE CAN HELP:** *How's Mom* puts key patient data and caregiver contact information in the palms of family members' hands.

By utilizing technology to improve operating procedures you can ease some of the challenges workers face—decreasing their stress, reducing repetitive tasks, maximizing their time, and making their lives easier.

### **How's Mom Can Help...**

The *How's Mom* app and Connections Hub enable organizations to streamline feedback solicitation and communication with residents and family members through a full suite of tools, including chart views, mass notifications, visit planning, family feedback and more. This convenient, easy-to-use software makes communication a powerful – and easily manageable – tool in replacing repetitive tasks for staff, improving customer experiences, and building census.