

15 for Me

**An Employee Engagement Program for Improving
Job Satisfaction and Staff Retention**



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The 15 for Me Program

Overview

The COVID-19 pandemic has brought unprecedented challenges to our healthcare system. We can now quantify the psychological burden of working and living through the pandemic and measure its impact on job performance and retention. The BCAT® Research Center has documented the negative psychological impact of COVID-19 on healthcare providers who work with older adults in residential and clinical settings. As broadcast by numerous professional associations and the popular press, the psychological burden experienced by healthcare providers, as measured by the validated M5 scale, continues to be high. It carries with it a host of associated risk factors. Left unaddressed, the effects will endure long after the pandemic subsides, placing workers at risk for long-term health consequences and the healthcare system on the verge of a turnover crisis. The need to implement a program to improve staff performance, satisfaction, well-being, and retention has never been greater.

Chief among the risks of high psychological burden are poor job satisfaction and accelerated staff turnover. Company operators continue to experience unacceptable and unsustainable staff turnover rates. Without an effective staff retention program, high turnover rates will persist, putting substantial pressure on financial and clinical outcomes.

We have developed an innovative, simple to implement, evidence-based program to reduce psychological burden, improve staff satisfaction, and bolster retention. The 15 for Me program is a 4-week program validated by science. It can be used with minimal workflow interruption and has a strong ROI. It is recommended to implement for a minimum of 4 weeks to experience full benefits, but it can be extended beyond that if so desired. The program focuses on reducing psychological burden, improving job satisfaction, and improving staff retention through an evidenced-based approach. 15 for Me has key advantages: it can be confidential, requires only 15 minutes of work time per day, and all components have been empirically validated.

15 for Me involves the following simple steps:

1. The organization choose the program.
2. The organization announces the availability of the program at no cost to staff.
3. Participating staff receive a personalized record book to record M5 scores and the daily exercises they choose to complete.
4. Participating staff complete the 1-minute M5 psychological burden scale. Scores of 3 or higher are indicative of higher burden and higher turnover risk.
5. Participating staff choose which category type (cardio or cognitive) and specific exercises they want to complete on a given day and record them.
6. After 4 weeks, staff complete the M5 again.
7. Staff go online and complete a confidential survey which the BCAT® Research Center will use to track program success.

Getting Started

Organizations who implement *15 for Me* will receive an action plan with all necessary materials. Staff from any department can participate in the program. The program can be initiated in one of two ways. The organization can announce the availability of the program, and staff can initiate their participation if they choose. Alternatively, *15 for Me* can be recommended during a supervisor-staff conversation. Research clearly demonstrates that an important factor in retention is how staff experience the support they receive from supervisors. We recommend that you consider implementing structured, supervisor-initiated check-in meetings with staff. One method that has received high marks is called the Art of the Supportive Check-in. We provide guidance for implementing this method below.

