



Who We Are

Title of Project, Name of Lead Entity, Partner, Counties in Indiana we are impacting.

Tendercare Home Health Services provides personalized, multidimensional in-home care to patients throughout the state of Indiana. Our project is led by Eric Deitchman, Co-Owner and Director of Business Development. The title of our project is "Tendercare Advantage." We currently serve most all the counties throughout the central Indiana (from West Lafayette down to Bloomington- a 200mile radius from our Central Indianapolis office). Our hope is that this project will allow us to enhance our training materials and focus on our recruiting and retention rates. Tendercare leaders believe that doing so will allow us to provide care more care to our patients and to additional counties through the state while staying true to our mission of providing the best quality of care for our patients.

We are grateful and honored to have such an incredible opportunity.

What We Expect if We Achieve our Vision

Expected short-term and long-term outcomes; and positive impacts on individuals if your project successfully carries out these actions.

Short-Term Outcomes:

1. Improved Training Materials
2. Enhanced Mentorship Opportunities
3. Increased Company Reputation/Satisfaction
4. Increase the amount of care provided to our patients (as a result of #3 above)

Long-Term Outcomes:

1. Increase Recruiting Rates
2. Improved Retention Rates
3. Expand our Services - Additional Counties and more hours for those who are in desperate need in our current counties

What We Will Do

Specific actions your agency will take to carry out pilot project.

Tendercare will implement *mandatory* respiratory assessment training programs and increase all training and orientation pay to 100% of the employee's base pay, rather than the 75% of base pay as is currently paid out. We will also raise the mentor nurses base rate by an additional \$5.00/hr to compensate them for their time used to educate our staff. Additionally we will set a base amount of hours for all orienting nurses.

How We Will Do It

Plan and implementation

Tendercare plans to have a videographer assist with developing the respiratory assessment program to include in the materials that new hires complete prior to their hire-on. We plan to implement this video as a reference for field staff to utilize at any point throughout their Tendercare career. Our organization plans to increase the training and orientation pay to 100% of the base pay by informing our payroll department. We also plan to raise the mentor nurses base rate by an additional \$5.00/hr by identifying mentors and enhancing their training - "train the trainers."

Human Resources will survey field staff regarding their training experience and the effectiveness of these changes via Home Care Pulse.

What Will Result

Long-term goals to transform services and/or better support individuals.

Staff will have access to high-quality training materials, which will increase client satisfaction and provide our staff with reference materials and support.

The increase in training and orientation pay will assist with attracting and retaining top talent as employees will feel valued and appreciated for their time and efforts.

Increasing mentor nurses' base rates will incentivize experienced nurses to take on mentorship roles, which will improve the quality of training provided to the new staff.

This ultimately will allow us to provide more services to patients in need. Surveying field staff will provide feedback to help identify areas for further improvement.

What We Want to Avoid

Outcomes that may take away from the vision and will serve as "red flags" to consider course correction.

Tendercare plans to avoid any negative impact on the quality of care provided to our clients. We also want to avoid high turnover rates and difficulty in recruiting and retaining our field staff. We want to avoid any disappointment from patient families and any negative reputation within our community.

We will do all we can to avoid these "red flags" throughout the implementation of this project and beyond!

