

To: Dr. Erika Paterson, ENGL 301 Instructor
From: Amy Vergouwen, ENGL 301 Student
Date: November 14, 2019
Subject: Progress Report Memo for Formal Report

Audience

The person most appropriate to be the audience of my formal report would be Heather Owens, the director of resident programs at Glenmore Lodge Care Community. She is the head of therapeutic recreation at the care facility and is involved with staffing.

Purpose

The purpose of this report is to address the staffing shortages at the Glenmore Lodge Care Community. There is a significant lack of healthcare staff currently at the care facility, specifically nurses and care aides, so I hope to address this issue, investigate the reasons behind it, and try to find a solution.

Significance

The investigation into the lack of healthcare staff at the Glenmore Lodge Care Community is of great significance due to the fact that the wellbeing of the residents and other employees of the care facility could be greatly improved if a solution is determined. The report was not created in an attempt to solve all issues surrounding the staffing shortages at the care facility, but simply to provide suggestions that could be implemented in order to alleviate some of the issues currently being dealt with.

Research plan

- Determine what the proper minimum number of healthcare staff is for long-term care facilities (specifically dementia care) within the literature
- Determine when the decline in staff started at the care facility so research on the “why” of the staffing decline can start to come together
- Determine the pay for nurses and healthcare aides at the care facility and research if other health settings (hospitals, mental health, etc.) pay more than long-term care
- Distribute surveys to nurses, healthcare aides and recreation therapy staff
- Have interview meeting with the director of resident programs to discuss her thoughts on the staffing shortage
- Create graphs, visuals and excel sheets on the correlations between the staffing decline and the factors contributing to it (pay, difficulty of job, etc.)
- Research solutions that are available in the literature for solving staffing shortages in healthcare (specifically senior’s facilities)
- Compile all survey and interview data from care facility staff

Writing schedule

Writing surveys and interview questions: I will be writing the survey questions and the interview questions from November 11-12, as I plan on submitting this assignment on November 14

Literature review: I will start reviewing the literature from November 10-15 by using Google Scholar and the UBC Okanagan Library Summon function

Writing aspects that don't require survey & interview data: From November 13-15 I will write the introduction and the remainder of the draft that does not require any literature review

Performing interviews and surveys: On November 18 & November 20 I will be spending a few hours at the care facility, reaching out to my manager and coworkers and asking questions and administering the surveys

Visuals (graphs, pictures, etc.): From November 21-30 I will be creating the visuals, while I am not working on the writing aspect of the report

Writing first draft: I plan to begin writing the first draft on November 22 and then by the 29, I will be finishing up

Peer review: I plan to perform the peer review of my partner's report on December 2

Reworking draft: From December 2-15 I will be reworking my draft by using the comments from the peer review, in between the final exams I have

Final draft: I plan to complete the final draft and hand it on by December 17 or 18

Survey Questions

- 1) In your opinion, is there a staffing shortage at the Glenmore Lodge Care Community?

Yes

No

- 2) Have you ever felt overworked due to the lack of staff? (If you responded yes to the first question)

Yes

No

- 3) If you believe there is a staffing shortage, what are a few reasons you believe are contributing to the shortage?

- 4) Have you noticed the management trying to find a solution or trying to implement any changes to help alleviate the staffing issue?

- 5) What changes would you like to see regarding staffing at the care facility? Please list all changes.

- 6) Summing up your thoughts on the lack of healthcare staff at the Glenmore Lodge Care Community (if you agree that there is a staffing shortage)... Please pick one main reason for the staffing shortage and please circle the answer below.

Pay	Lack of proper training
Difficulty of job	Better healthcare jobs elsewhere (hospitals, etc.)
Hours	Not putting learned skills to use/feeling overqualified for the job
Challenging patients (violence, negativity, etc.)	Care needs of patients are too complex/difficult

Please write any additional comments you have below.

Interview Questions

- 1) In previous discussions at the care facility, it has been stated that there is a lack of healthcare staff at the care facility. In your opinion, are you in agreeance with this? If yes, which department is lacking in staff the most?
- 2) Going off of the above answer, why do you think this department is the least full, staff-wise?
- 3) When did you start to notice this decline in healthcare staff?
- 4) Please state 2-3 reasons you believe the care facility is having a difficult time with staffing.
- 5) Do you know of any changes that have been made at the care facility in order to try and alleviate the staffing shortage?
- 6) Do you think that working at a long-term care facility with seniors with dementia and other complex needs is more difficult than working at a hospital (or another common location nurses and care aides may choose to work at)?
- 7) Are you aware of this issue being prevalent in other long-term care facilities as well? Or is this problem only apparent at Glenmore lodge?
- 8) What are the effects and consequences you have noticed at the care facility due to the staffing shortage?
- 9) Please state what you think would be the best short-term solutions that are fairly easy to implement.
- 10) In your opinion, are there aspects of recreation, food/snacks, or other areas at the care facility that could be decreased in order to increase the funds to hire more staff? Would this be at all possible, or would cutting these programs put the mental health and wellbeing of the residents at risk?
- 11) Please state what you think are the best long-term solutions that the care facility should implement.

Additional comments: