



Association *for* Healthcare Foodservice



[#AHFNationalConference](#)

Life Launch: Amplify Engagement and Help Employees Dream Big

Presenters/Moderator

Anthony Baffo, PHD, CDM, CFPP; Randy Davis, NMC Health

Employee Engagement

Relates to the level of an employee's commitment and connection to an organization.

Quantum Workplace – Employee engagement is the strength of the mental and emotional connection employees feel toward their places of work.

Gallup – Engaged employees as those who are involved in, enthusiastic about and committed to their work and workplace.

Willis Towers Watson – Engagement is employees' willingness and ability to contribute to company success.

Aon Hewitt – Employee engagement is "the level of an employee's psychological investment in their organization."



WHY IS EMPLOYEE ENGAGEMENT IMPORTANT?

✓ Increased Performance

✓ Increased Revenue

✓ Higher Employee Retention

✓ Better Customer Experience

✓ Higher Job Satisfaction

✓ Higher Customer Loyalty

30% of American workers are engaged by their jobs.

52% "just showing up"

17% "actively disengaged"

Gallop Polling February 2024

Employee Engagement



Job Satisfaction

Engaged Employees: “Feelings and Behaviors”

- Focused / involved in the work they do
- Enthusiastic / sense of urgency
- Persistent, proactive, adaptive
- Related to job assignments, recognition, trust, and day-to-day communication

Job Satisfaction

- “Personal happiness”
- Content/gratified with work
- Pleasant environment/co-workers
- Related to Pay, benefits, and job security



What Do I Get?

Clear expectations, resources, autonomy, flexibility, good relationship w/ supervisor

What Do I Give?

The employee's individual contributions

Do I Belong?

Based on the company mission and co-workers

How Can We Grow?

Getting feedback about work and opportunities to learn

Employee engagement increases dramatically when the daily experiences of employees include positive relationships with their direct supervisors or managers.

Organizational Drivers

1. The leaders of their organization are committed to making it a great place to work.
2. Trust in the leaders to set the right course.
3. Belief that the organization will be successful in the future.
4. Understanding of how I fit into the organization's future plans.
5. The leaders value people as their most important resource.
6. The organization makes investments to make employees more successful.



Solutions

2. Rethink Employee Selection

- What would you say are your natural abilities?
- What are your skills?
- How would you distinguish between your talents and your skills?
- How do you see yourself using your talents in this role?

3. Individual focused surveys and “check ins”

- Do you get a feeling of personal fulfillment in your role? Why?
- Are you at your personal best when doing your work? Why?
- Are your personal strengths being fully utilized? How?

4. Be a strength seeking manager

- If you quit today, what would you do?
- How does that career option relate to your current role?
- Are you able to use that interest in this role?
- What are your natural abilities and talents?

5. Redesign roles

- Job-crafting can help employees get re-energized and reimagine their work lives



**Not One-Size-Fits-All
Solutions**

1. Hold Managers & Supervisors Accountable

- Rate supervisors on engagement-building behaviors and give them their scores.
 - Monitor whether they build trust.
 - Determine whether they are courageous enough to hire top performers.
 - Encourage them to coach top performers to do even better.
 - Gauge their ability to identify poor performers early, coach them and fire them when necessary.
- Make sure they address employees who disrupt the team.
 - Ask your supervisors to conduct periodic stay interviews with their teams.
 - Ask them to forecast engagement levels for their teams.
 - Monitor employee turnover and inter-company transfers.
 - Be available to two-levels-down employees.

Who We Are

Life Launch

Presenter

Randy Davis

Director of Food & Nutrition Services



FOOD & NUTRITION SERVICES

Luis Thompson

Cecilia Wedel

Kathryn Hall

Luis Thompson



Cecilia Wedel



Kathryn Hall



Hospital Food Service Retention

- Over 5% of hospital food service workers quit with-in one month.

Why?

- Typically offering lower salaries and benefits.
- Food service workers in Kansas median wage is \$27,960 (\$13-\$14 per hour).
 - Nurses earn a median wage of \$65,000 (\$32 per hour).
- Fast paced, stressful, long hours, inconsistent scheduling.
 - Limited opportunities for growth.

Team Retention

- The national hospital turnover rate sits at 20.7%, with registered nurse turnover at 18.4%.
 - The average tenure for a hospital food service worker is around 2 years.

Strategies to Improve Retention

- Offering competitive wages, healthcare benefits, daily meal, and opportunities for overtime/differential pay.
 - Improved work environment (Culture).
 - Career development opportunities.
 - Second chance rehires.

What's Worked for Us

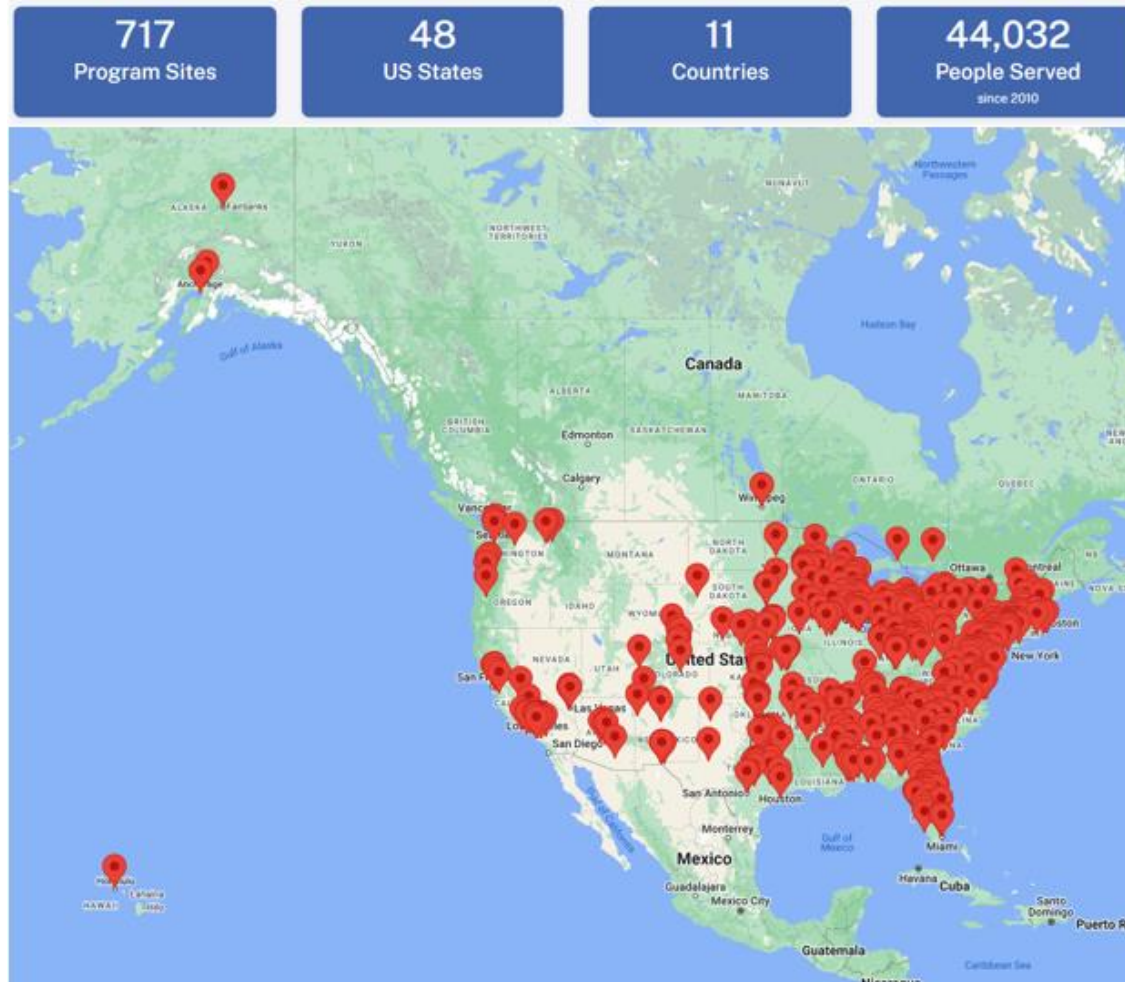
- Addressing food service worker turnover is essential but sometimes if you embrace the reality of the situation you can replace the inevitable “Launched” Team Member with a higher quality candidate because of your reputation of “Culture”
 - Let's be friends
 - Let's remain friends

Life Launch

- We hear frequently that the youth today are just awful.
- Well....we choose to hold them to OUR standards.
 - We try to accommodate as many scheduling requests as we possibly can.
 - What makes them tick.
 - Partnering and Launching them.
 - Where have they gone?

<https://www.kha-net.org/AboutKHA/KHAAwards/workforce-strategies-award/>

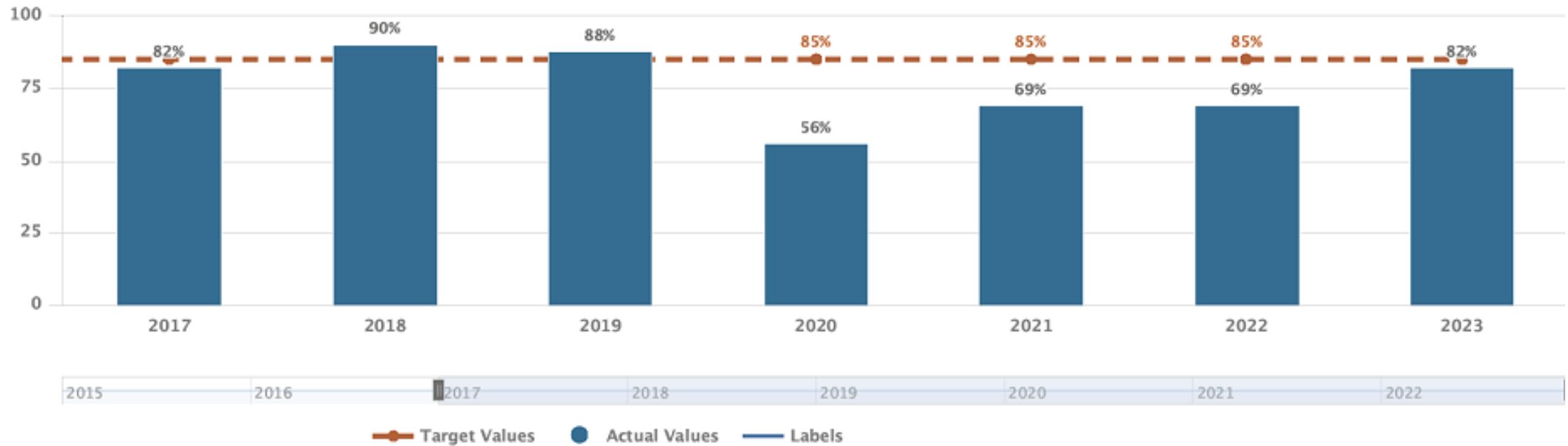
Project Search is partnered in 717 locations in 48 states,
11 countries and continuously growing !!!



<https://youtu.be/8juNYG6nP1U>

Employment Rate of Project Search Student Interns at the Time of Graduation

Data Source: Project SEARCH report



Project Search of Harvey County

- Project Search is an international program that started at Cincinnati Children’s Hospital in Ohio.
- Isaiah & Noah are just two of the many Project Search graduates we have employed at NMC Health



Isaiah

	Healthcare	Total
Courtesy Clerk (bagger/carts/greeter)	3	3
Dishwasher	5	5
Environmental/Domestic/Housekeeping/Custodial	4	4
Food Preparation	1	1
Food Service (server, host)	2	2
Stocking/Materials Management	2	2
Totals	17	17



Noah

How to Contact Project Search

projectsearch@cchmc.org

Get Involved

If you're interested in attending a Project SEARCH program, enrolling your young adult child, or in helping young people with disabilities gain the skills they need to get meaningful jobs, there are many ways to get involved with Project SEARCH.



Project | SEARCH[®]

THANK YOU
FOR ATTENTION

