

Engaging Employees during a Pandemic



NRC Health Symposium | Understanding in focus | #NRCSymp

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Where to go for inspiration?



We Are Mission Health

OUR PURPOSE | *why we exist*
To enhance the lives of those we serve

OUR MISSION | *how we will deliver on Our Purpose*
Bringing the Mission Experience to life in everything we do

OUR PRIORITIES | *where we focus our efforts*



THE MISSION EXPERIENCE
The Mission Experience is **what** we do and **how** we do it. We make a positive impact in every interaction with those we serve: residents and families; colleagues and spouses; payors and providers; partners and owners; and our surrounding neighborhoods.

CARE We lead the way	OPPORTUNITY We open doors to possibility	VALUE We deliver sustainable results	OUR CARES VALUES GUIDE OUR ACTIONS
<ul style="list-style-type: none"> Outperform the competition in quality and outcomes Set industry-leading service scores Push the boundaries of how and where we provide care Use new technologies to improve service and care Give back to our local neighbors and profession 	<ul style="list-style-type: none"> Unite our communities to work together for shared success Offer ways for team members to connect, grow, and advance Develop strong leaders at all levels who hire, train, inspire, and retain extraordinary team members 	<ul style="list-style-type: none"> Be the first choice for team members, payors, providers, and residents and their families Grow sustainably in ways that best position us to care for our residents and each other Empower team members to make the most beneficial decisions for our long-term success Adapt our business model so we can nimbly and efficiently respond to changes in market dynamics 	<p>CHARACTER We do the right thing for those we serve—especially when no one is looking.</p> <p>ATTITUDE Through our actions, we create an environment where others want to be.</p> <p>RESPECT With the Golden Rule as our guide, we expect the best, honor differences, and include everyone.</p> <p>EXCELLENCE We aim to be accountable by improving ourselves, how we work, and our results.</p> <p>SERVICE We make it pleasant and easy to work with us and stay with us.</p> 

SPRING 2019



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Investing in Employees

- With the emergence of the novel coronavirus, we've had a chance to **put our integrated employee engagement platform to the test.**
- Lead by our values and priorities, we created a strong, transparent **employee safety net**, leveraging the information gathered from **staff satisfaction surveys.**
- The goal: to **increase the reach to our employees** in meaningful and effective ways to support strong outcomes for residents and family members.

The story of how the employee engagement makes a difference when we need it most!



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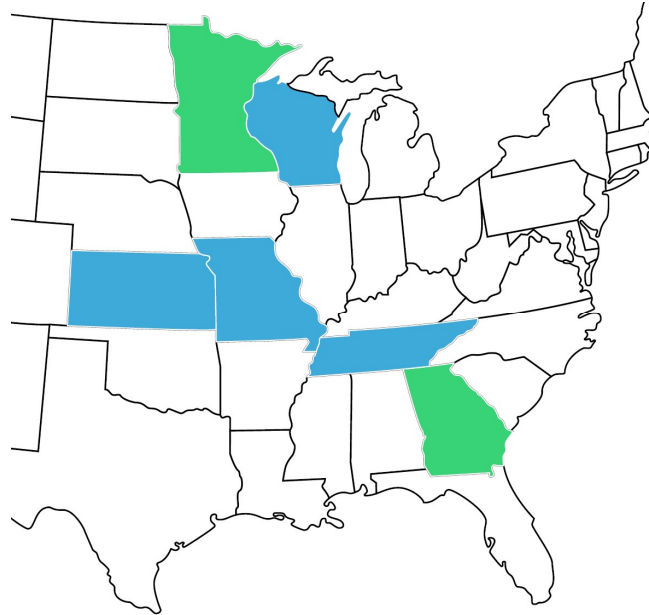
Back to Back Winners



4

Multiple locations

Common opportunities



5



MISSION HEALTH CURBSIDE GROCERIES

**WE ARE ROLLING OUT A FOOD RELIEF
PROGRAM FOR OUR EMPLOYEES!**

→ 4,583 Curbside Participants



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Employee Support Continues



PTO flexibility is our approach at supporting employees during the COVID-19 crisis. Mission Health created more choice, so that employees have more control over which options best meet their individual needs.

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In order to care for the employees asked to return home to self-isolate as a result of high-risk exposure to COVID-19 or instructed by a health care provider to self-isolate, employees can request an advance on their PTO by up to 80 hours. This is inclusive of any hours they have already taken in advance.

Example: An employee who has already taken an advance on PTO by 40 hours for 2020 can only take an additional 40 hours of advance PTO for a total of 80.

This is your PTO, so whether your flexing when you use your hours, or turning them into money for necessities, we're making your PTO fit your needs during COVID-19!

For the duration of our COVID-19 response, employees will be able to "sell" their available accrued PTO hours, as part of our efforts to assist in alleviating unexpected financial stress they may experience. Employee are allowed to sell up to half of their accrued PTO, up to a total of 16 hours. Employees may sell PTO in 8-hour increments only.

Example: An employee makes \$15/hour and wants to trade in 8 hours of their accrued PTO. They would receive \$120 (minus taxes applied at their regular tax rate).

This is your PTO, turned into money for your use! Things like childcare, extra groceries, and other necessities—great ways to make use of this program if needed!

If an employee lives in a Mission Health community and has a regular business, Mission Health will receive the money from the day payroll.



2907 W. Bay to Bay Boulevard, Tampa Florida | missionhealthcommunities.com

MISSION CARES EMPLOYEE RELIEF FUND

All Mission Health, our employees can support each other by donating to the MI CARES Employee Relief Fund, a charity fund designed to help Mission Health employees during unanticipated and unavoidable financial hardships and emergencies.

We are at our best when we apply the Mission Experience, not only to our patients, residents and their families, but to our fellow co-workers as well. By allowing you to see how we care for each other when we need it most, Mission Health colleagues create the safety and needed to do our best work, while decreasing the stress and anxiety from unexpected hardships.

Powered by employee contributions through payroll deductions and matching donations from Mission Health, the MI CARES Employee Relief Fund provides short-term, immediate financial relief for employees who have suffered significant hardship as a result of a natural disaster, family death, medical emergency or other unforeseen designated events.

Assistance will be granted in the sole discretion of the MI CARES Committee and our funds are available for disbursement. Grants approved by the MI CARES Committee can be up to \$3,000 per employee. Employees are eligible to apply for and receive no more than one (1) grant per year (rolling basis).

For more information, to apply or to donate: short-term, immediate financial relief for employees who have suffered significant hardship as a result of a natural disaster, family death, medical emergency or other unforeseen designated events.

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For more information, to apply or to donate: We encourage all employees to support one another with a \$1 per month donation to the MI CARES Employee Relief Fund. Mission Health will match employee contributions to the MI CARES Employee Relief Fund 100%, up to \$100,000 per calendar year. To support your fellow employees by donating to the MI CARES Employee Relief Fund, please speak with your administrator to learn more about this program and payroll deduction options available to you.

If you are interested in applying for assistance through the MI CARES Employee Relief Fund, please contact the MI CARES Committee at MI-CARES@missionhealthcommunities.com.

TYPES OF ASSISTANCE AVAILABLE

The MI CARES Employee Relief Fund can be available to provide assistance to eligible employees in the following instances:

Home Care/Isolation/Natural Disaster Funds needed to establish or re-establish a hardship case such as isolation following natural disaster.

Personal or Medical Emergency Funds needed for funeral or travel expenses for attending a funeral or caring for a terminally ill employee or immediate family member.

Personal or Medical Emergency Funds needed when an employee's earning ability has been interrupted or impaired as a result of an accident or illness of employee and/or immediate family member out-of-pocket health care expenses not covered under the employee's health coverage, care and resources for a critically ill immediate family member, both loss of employment for family member and loss of employment for attending a funeral or caring for a terminally ill employee or immediate family member.

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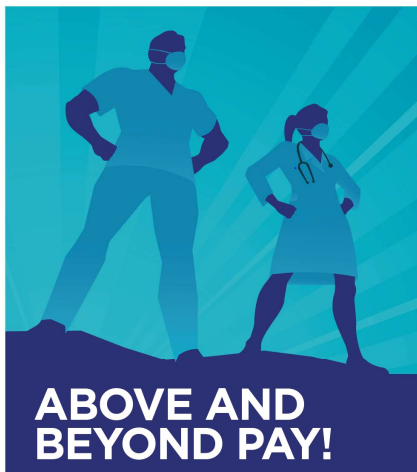


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UPDATE 06/29/20

Because of your **incredible dedication and courage** to provide care and services throughout the tenacious COVID-19 outbreak North Ridge was able to flatten the virus curve for its residents and tend to many others from surrounding neighborhoods who found themselves ill. It is due to your consistent efforts and outstanding outcomes that the virus has now been isolated to less than a handful of rooms.

Your tireless approach has proven not only to be courageous, but also awe-inspiring!

With that said, as of July 4, 2020, we will be retiring the Above and Beyond Pay Program as the virus has shrunk to a level that it is no longer considered to be wide-spread.

Should the critical need arise again, we will be able to re-activate the program. *Isolation unit direct care staff will continue to receive the additional pay of \$10/hour added to base wage until otherwise notified.*

Thank you, again!



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Managing Masks, with Mission Health



For your safety and the safety of residents, patients, and co-workers, wearing masks is essential right now. However, we know this can cause physical, as well as emotional reactions, that may feel difficult to manage. Here are a few tips for how to keep your skin healthy and your mind calm while wearing a mask.

If the mental stress is getting to you, try techniques such as going to a closed-door office and taking a few deep breaths (while remembering proper steps for safely transitioning in and out of a mask). Utilizing scents such as essential oils that bring you comfort may also be a good trick. Try applying a little to your inner arm, or carrying it with you to bring some calm when you're in a closed door environment. These methods can help remind your brain that while the mask may be uncomfortable, hot, and frankly no fun, it is not causing physical harm. In fact, it's keeping you safe!

Calming/grounding music: www.youtube.com/watch?v=JLqUipWRWk

5 senses coping technique: www.youtube.com/watch?v=7o-0qjILAOs

Square breathing coping technique: www.youtube.com/watch?v=HALTJscAuy8

For those experiencing skin issues, try these best practices to prevent or alleviate discomfort!

How to Avoid Skin Problems when Wearing a Mask

1. Wash your face before applying mask
2. Apply moisturizer
3. Use makeup only in eye area not covered by mask
4. Reapply moisturizer when you safely can after removing mask

More info: www.refinery29.com/en-us/2020/04/9657212/face-mask-skin-care-acne-rash-coronavirus

Preventing Rashes from Wearing Face Masks

1. Keep your skin clean, dry and free of sweat.
2. Use moisturizer and barrier creams such as zinc ointment
3. Relieve the pressure from the mask every two hours
4. If you feel the mask rubbing, take it off as soon as you safely can.

More info: dralanvrau.com/2020/04/05/preventing-rashes-from-wearing-face-masks/



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Support on Demand

TAKE A BREAK WITH CHELSEA AND ROSIE

Through a new series focused on spotlighting resources Mission Health has to offer, we are helping our employees feel better prepared to manage stress, balance, and more!

We help support your life

Stressed? Anxious? Upset? Talk to us

- Easy-to-use, friendly, confidential help 24/7
- Live chat, phone, or video support
- Large network of licensed professionals

Get resources to make life easier. We're on the support.

- Local, national, and international resources
- Personalized help for your unique situation
- Free support tools for managing your stress and emotional health

Struggling to cope everyday? Call us today!

- Daily tips to manage challenges, feel more in control of your life
- Help you to quickly find the help you need

Easily connect to us 24/7

- Available 24/7 on our website, app, or phone
- Access your support resources anytime, anywhere
- Support for all ages, languages, and needs

West | **HealthAdvocate**



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I Just Need to Relax

TAKE A BREAK WITH ROSIE AND CHELSEA!

- There are resources available to anyone who needs to clear their mind through meditation
- Headspace
 - Articles on meditation, sleep, stress, anxiety, healthy living, etc.
 - Free trial for 30 days, and for one year to anyone unemployed



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Supporting Families, Take a Break with Anne and Rosie

- An innovative way to connect our family members during this time
- Education and camaraderie opportunities created just for our caregiver spouses – lead by Anne Lindeman
- When in doubt, Mission Health is here for you!

A collage of images. On the left, a blue paper airplane is shown against a red background. In the center, a video player shows a man in a suit speaking, with a URL above it: <https://video.foxnews.com/v/6158870951001#sp=show-clips>. Below the video, text reads: 'VIDEO FOXNEWS.COM Head of the nation's largest association of long term care providers on protecting the elderly from...'. To the right, there is a recipe card for 'Cream cheese frosting' with ingredients and instructions. The recipe includes: 4 ounces cream cheese room temperature, 2 tablespoons unsalted butter room temperature, 1 heaping cup powdered sugar (plus more, if needed), and 2 tablespoons freshly squeezed lemon juice (plus more, if needed). The instructions are: 1. Mix the cream cheese in the case before it butter and let thick. 2. Thoroughly and generously grease a bundt pan - do not skip on this. 3. Butter into the prepared pan and line the top. Bake for 30 to 40 minutes, to the color halfway through the bake. 4. Bake until a long top/peck inserted in center comes out. 5. Use cake pan and a wire rack to cool it.

Mission Health Family
PUBLIC GROUP - 152 MEMBERS



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Support Communities through Good Food!

- Through fun programs and community participation, we're facilitating new experiences for our residents (and employees).
- Round 2 of our Secret Ingredient Cooking Challenge featured the mighty potato. Here's a look at just one of the many creations chosen, whipped up, and tasted tested by our employees and residents
- (potato pancakes from Dickson)



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Enhancing Engagement Across Platforms

- We've been able to reach a wide audience of employees, residents, family members, volunteers, and more through our various social media platforms.
- This has been particularly important in helping our employees, and family members of residents, feel connected

Mission Health Communities

Followers

Today's spotlight is on two of our Kansas communities: Lansing at <https://fbkd.in/etf9rk> and El Dorado Care and Rehab, n/agZ_nalW where they are excited to interview potential n...see more



Mission Health Communities

Published by Rosie Cronin 171 · April 23 at 10:14 AM

leading out for that essential errand? Use this helpful mask effectiveness hart from Mission Health to choose the best option for protecting yourself nd others! #spreadfactsnotgerms #missionCARES missionhealthcommunities



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MISSION HEALTH

Do you know someone in need of temporary employment?

WE'RE HIRING!

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CNA fast track – team awesome!

- Our sincerest thanks and congratulations to **Robin Jones**, who has officially graduated her

50TH CNA!!!

- through the waiver program that is helping us provide quality care during COVID-19.
- There are so many members of team Mission who we have been able to welcome thanks to Robin (featured bottom, center) – we look forward to those to come!



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Retention Rates (Q2)

State	Clinical Apps	Hires	Retention Rate
Georgia	688	92	64%
Tennessee	150	40	68%
Kansas	686	254	72%
Minnesota/WI	196	93	53%
Cumulative	1720	479	67%

→ Making great strides to support our current teams with a safety net that they need to care for our residents.



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Engaging Strong Leaders

The collage features three main elements:

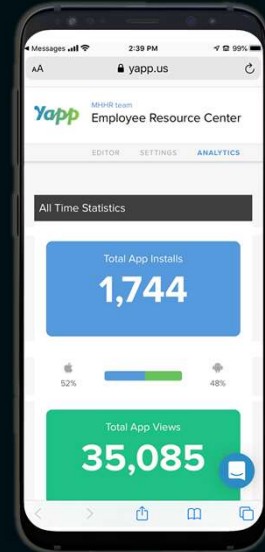
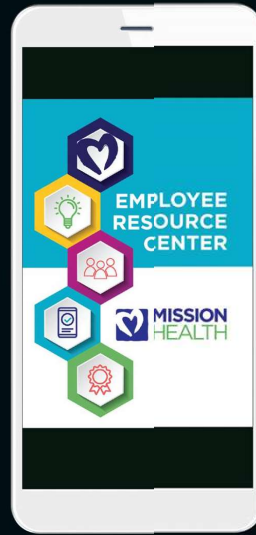
- Left Document:** A letter titled "Important news from Mission Health" addressed to "Residents and Family Members". It discusses COVID-19 updates, safety protocols, and encourages community support.
- Center Image:** A screenshot of a Zoom meeting with a grid of approximately 20 participants, showing an active virtual session.
- Right Document:** A document from Meadowbrook detailing COVID-19 testing procedures, safety measures, and contact information for residents.



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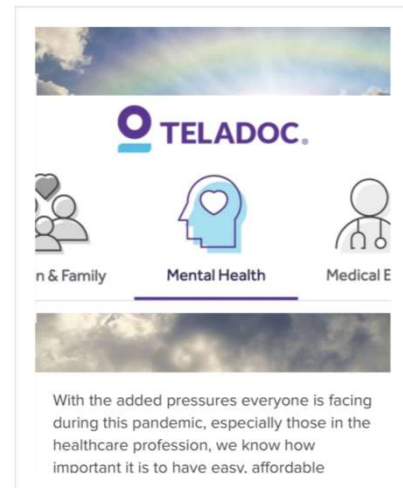
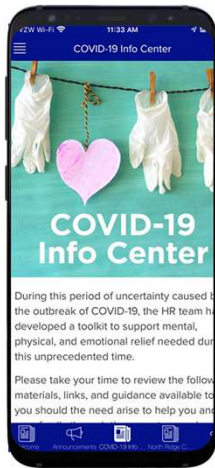
MH Employee Resource App

Resources at your fingertips
WELCOME



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MH Employee Resource App



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Partnership with NRC Health



Employee engagement



Real-time customer feedback



Third party monitoring



Star ratings and reviews



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Online Reputation Matters

- Let's Google it!
- Over the past two years, we have invested meaningful time and effort into elevating our online reputation, with a specific focus on Google
- Through targeted programs, how-to-guides, and incentives with our Business Developments teams, administrators, and community champions,
- We have been able to raise our overall rating across communities by **48%** and increase our total number of reviews by over **600%**



Average Rating

4.65

+48% vs. previous 2 years



Total Reviews

1,211

+604% vs. previous 2 years



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Looking to the Future of Customer Intimacy: Real Time

Rethinking Voice of Consumer Programs		
	TODAY	TOMORROW
Program Focus	Obtaining a score to measure the Satisfaction	Uncovering insights to improve the experience
Feedback Sources	Mailed Paper Survey	Integration of survey, operational and CRM data
Focus of Analysis	Survey Responses	Drivers of loyalty (and disloyalty) across continuum + data sources
Survey Design	Detailed multiple-choice questions	Targeted open-ended questions
Action Items	Reactive, based on what happened	Proactive, based on anticipating what will happen

- In 2020 we launched a new program for collecting dynamic feedback from our residents, patients, and family members
- Real Time through NRC Health allows us to reach out through phone and email surveys, on a rolling basis, to begin our journey of live feedback!



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Real time feedback from Residents and Families



Shift from paper long surveys to short phone calls or email



Immediate results on an ongoing basis vs once a year



Identified patient/resident data

- Move to a service recovery program



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HEROES WORK HERE.

Thank you!

MISSION HEALTH
Enhancing the quality of life for those we serve

HEROES work here.

Thank you!

North Ridge Health and Rehab
A MISSION HEALTH Partner Community

nrc HEALTH | MISSION HEALTH

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