



Empowered Work Teams in Long-Term Care

Dale Yeatts PhD, Cynthia Cready PhD, Linda Noelker PhD

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Creating empowered work teams, a method of involving non-management employees in brainstorming, problem solving, and decision making within an organization, has proven successful in the manufacturing sector and is now being applied to the long-term care field. This practical guide illustrates the far-reaching benefits of empowered work teams in long-term care organizations and explains in everyday terms how to implement the concept.

Embracing the goals of the culture change movement, empowered work teams infuse direct care workers with a sense of efficacy and accountability. These self-directed teams offer input into care practices, facility procedures, and scheduling in ways that improve outcomes for both staff and older adults. This effective management concept can be applied in all long-term care settings, including assisted living facilities, nursing homes, and home health care programs. Staff empowerment offers long-term care administrators multiple advantages, including

- * improved quality of care
- * increased staff morale
- * higher staff retention
- * enhanced communication

Based on years of research, **Empowered Work Teams in Long-Term Care** thoroughly describes the rationale behind empowered works teams and the proven positive effects on staff, management, and older adults. The authors present a fully-validated model for introducing the empowered work team concept to direct care staff, gaining support from the administration, and supervising the teamwork process over time. Hands-on tools include assessment forms, staff training materials, and step-by-step implementation guidelines. Guidance and troubleshooting tips are provided in the resource s final chapter.

Facility and program administrators, directors of nursing, staff supervisors, and team leaders will find this guidebook an invaluable tool for nurturing a more effective and motivated staff and, as a result, an improved care environment.

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