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Healthcare Business News

Something to talk about

Communication is key at Rivington House

Posted: December 15, 2008 - 5:59 am EDT

Rivington House, a 206-bed skilled-nursing facility in New York for people living with HIV/AIDS, introduced a leadership training institute in 2006 to boost lagging job satisfaction among employees.

To provide an improved environment for workers who handle a patient population rife with mental illness and substance-abuse issues, managers have received classroom training and executive coaching, instruction on goal-setting and a review of best practices.

During the next year, satisfaction scores on the "My Inner View" employee-satisfaction survey jumped from 11 points below Rivington's peer group to two points above, and the number of employees who said they were highly satisfied increased to 19% from 6%. Turnover fell to 12% this year from 18% last year.

For this effort, Rivington House has received the Honorable Mention for Team. "Being able to retain people to focus on that specific kind of work is pretty impressive," said judge George Mikitarian.

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