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Introduction

In the current job market, there are various factors that have to be checked when trying to evaluate the proposed solutions in any organizations especially when the initial programs that were used were not effective. Additionally, there are many factors that cause high turnover in organizations. The varied nature of the different causes of high turnover rates in the industry is an issue for concern. This paper proposes a new method of a staffing matrix that is intended to reduce the nurse turnover, improve nursing satisfaction for staff and the method should also have a positive impact on the overall delivery of care at the nursing care homes.

Methods used to evaluate effectiveness of the proposed solution

According to Lane (2010), one of the main methods in this proposed solution is the survey of staff attitudes and contributors to job satisfaction after initiating the change and before the change is initiated. The best method to conduct a survey is through creating employee exit interviews. The employee exit interviews are vital in that it helps an organization to comprehend why certain employees left the organization and gave insight to what has to be changed in order to prevent future employee losses. It should be comprehended that some of the avoidable employee's losses are as a result of poor management practices, job dissatisfaction, personal harassment and sometimes the lack of advancement opportunities. The other method to evaluate the effectiveness of the proposed solution is obtaining the employee turnover rates before and after initiating the proposed solution. The employee turnover rates can be found in the human

resource department. According to Brief (1998), before the proposed solution is initiated, it is expected that there is a high turnover rate. After the proposed solution is initiated, the turnover rates should be less. This is because the proposed solution has catered for the supposed problems that the employees faced such as job dissatisfaction and lack of advancement opportunities. This can be done in a period of every six months so as to enable organization to make changes and to implement the revised solutions. (Terry and Jimmieson, 2003).

Comparisons of the patient discharge surveys before and after initiating the proposed solution

Finally, the other method of evaluation is the making of comparisons of the patient discharge surveys before and after initiating the proposed solution. The patient discharge surveys give an insight on the employees who are working efficiently and effectively. The patient discharge surveys can also give an insight of the service that the employees had. Koh and Goh (1995) in their book ' An analysis of the factors affecting the turnover intention of non-managerial clerical staff' note that if the employees feel that the service that they received was satisfactory, then the employees of the nurses can conclude that the services that the nurses are providing are being done properly. If the survey depicts that the service that they received was unsatisfactory, then the employers should find the cause of the problem.

Variables to be assessed on the proposed solution

Staff attitudes and perceptions

In assessing the method to be used in the proposed solution, there are various variables to be assessed. These variables include; staff perceptions

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and attitudes, patient attitudes and perceptions and rate of nursing staff turnover. Meaghan and Nick (2002), reveal that the staff attitudes can be thought of as the neural state or mental readiness that is organized through experience that exerts pressure on the individual's response to a situation that is related to the individual. On the other hand, the perceptions of the individuals can be termed as what they think of a particular situation. The thinking that an individual can have is sometimes prejudiced. Griffin and Patterson (2001) note that in terms of the nursing turnover, the perception that the nurses may have may include the thinking that the money that they are being paid is lower when compared to the other jobs that they are qualified to do, the perception that the nursing industry does not give them enough opportunities in their career advancements. Staffing attitudes can be positive or negative. Some of the negative attitudes may arise due to mistreatment in the nursing sector.

Patient attitudes and perceptions

In terms of patient attitudes and perceptions, high turnover rates may be as a result of the patients disliking the service that they are being offered and thus communicate with the nurses in a manner that is demoralizing.

Ellickson and Logsdon (2002) argue that some patients may be rude as they feel that they have to be treated exceptionally because they paid for the services. In terms of the patient's perceptions, the nurses may decide to quit their jobs because the patients have the perception that some of the nurses serving them are not qualified and may mistreat the nurses.

Rate of nursing staff turnover

The rate of staff turnover is another variable that has to be considered.

According to Wedell et al. (1987), if the proposed solution does not solve the high turnover rates, then it is a sign that the solution is not working, and another method should be considered. Virtanen, (2000), notes that “ low turnover rates depict that the proposed solution is effective, and thus it should be implemented in its entirety”. The time limits for the implementation of the calculation of the turnover rates should be decided by the board of directors.

Tools necessary to educate project participants and to evaluate project outcomes

According to Barnes-Farrell and Ratz (1997), “ the tools that can be used in the education of the participants in the project include the use of PowerPoint slides, the use of employee exit surveys and questionnaires”. The PowerPoint slides should be captivating through the use of enhanced PowerPoint capabilities such as the inclusion of images. The questionnaires should cover a whole range of different questions and should be open-ended so that the real issues can be identified as each employee has different questions.

Conclusion

In this paper, the various methods of assessing the effectiveness of a proposed solution is discussed. The various methods may include the surveying of staff attitudes and the contributors to job dissatisfaction and satisfaction after initiating and before initiating the change, obtaining the turnover rates and making the various comparisons in the patient discharge surveys. The paper also discusses the variables used in the assessment of

the effectiveness of the proposed solution. Finally, this paper develops the tools that are required to educate project participants while evaluating the outcomes of the projects.

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