

First Impressions Matter: Enhancing MFI Retention Through Onboarding

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VIRGINIA DEPARTMENT OF HEALTH



Onboarding Overview

Definition: *The action or process of integrating a new employee into an organization*

Importance:

- crucial for a successful integration into the agency
- provides structure and organization
- Allows new hires made to feel welcomed, valued and supported from the very first day
- company may benefit with a positive work environment, increase productivity, and have a positive impact on employee retention



Who are MFIs?

Formal name: Medical Facility Inspectors

- ✓ Investigate consumer complaints regarding the quality of health care services received for those in assisted living facilities, hospitals and laboratories.
- ✓ Health care professionals such as: physicians, registered nurses, dietitians, social workers, laboratory medical technologists
- ✓ Advocate for the quality care of others
- ✓ Operate under the Office of Licensure and Certification (OLC) and U.S. Center for Medicare and Medicaid Services (CMS)



Issue/ Gap Identified

- High turnover rates associated with the MFI position
 - factors include: travel, role dissatisfaction, burnout, etc.
- Limited oversight of medical facilities and protection of patient safety
- OLC currently does not have a physical onboarding booklet or plan



Outputs/ Outcomes

- Investigated the retention issue during OLC and HR meetings and interviews
- Created a universal, onboarding guide for new hires
- Produced an onboarding section detailing basic HR onboarding plan
- Included a separate onboarding section for MFI new hires that are job specific tasks that OLC can incorporate specific to MFI duties
- Provided valuable resources for new hires that are both universal to VDH and specific to OLC/ MFIs
- Included material expressing VDH's appreciation for new hires



Additional Experiences

- Presented project to OLC
- OLC and OHR recruitment meetings
- OHR meetings: Monthly Leaders and HR Net Meetings
- Assisted with the production of a recruitment video for OLC
- Attended the Office of Commissioners Monthly Operational Report meeting
- Created a Canva pages for SMART goals and core leadership competencies

Lessons Learned/ Challenges

Lessons:

- Collaboration is key
- Power of supporting others
- Ask questions
- Skills are transferable

Challenges:

- Time constraints
- Coordinating information
- Limited prior knowledge



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