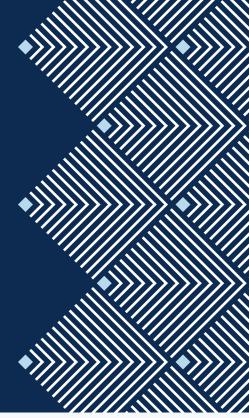


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Facility Executive
Atrium Health Lincoln

Situation Analysis

Atrium Health Cabburrus had an 18.4% turnover rate for certified nurse aids (CNAs) with an average time-to-fill rate of 71 days. The hospital was paying a significant amount in overtime and premium pay to keep the positions filled. To increase opportunities for career advancement and fill critical CNA vacancies, Atrium Health Cabarrus developed a program to offer free education and training during an employee's regular work shift.



Project Goals



Identify qualified candidates to fill CNA positions.



Offer education and training at no cost and allow participants to attend classes during their regular work shift.



Develop a model that can be replicated and scaled for investing in educational programming for other roles and at other health system facilities.

Actions Taken

- Partnered with Rowan-Cabarrus Community College to offer four-hour CNA classes four times a week for two months, with a new cohort starting every month.
- Garner buy-in from health system leaders to support the program, boost a vision of upward mobility for employees, and provide effective onboarding and orientation to retain and support employees in their new roles.

Positive Outcomes

- Enrolled 25 employees in first cohort; five teammates completed the class.
- Provided hope for career advancement for employees across departments.
- Is sparking more innovative ideas about workforce development.



