

Washington's Health Workforce Sentinel Network -- Findings for Long Term Care Facilities

Sentinel employers in Washington provided information to the Washington State Health Workforce Sentinel Network at 5 data collection points between July 2016 and September 2018. This brief summarizes some of the findings for long term care facilities (LTC) (skilled nursing facilities [SNFs], home health care service providers, nursing and personal care facilities, and intermediate care facilities). More detailed findings are available from the Sentinel Network's interactive dashboard at www.wasentinelnetwork.org.

Top occupations with exceptionally long vacancies recently reported by LTC facilities

- Nursing assistants (SNFs, Nursing/personal care)
- Registered nurses (SNFs)
- Licensed practical nurses (LPNs) (SNFs, Nursing/Personal care)
- Home health/home care aides (Nursing/personal care)

Examples of reasons for exceptionally long vacancies*

Skilled Nursing Facilities (SNFs)

- *Not enough qualified applicants. We especially struggle ...for night shift. Patient acuity and staffing guidelines are not matched. Many applicants don't show up for interview (Nursing assistants).*
- *Competition with nearby facility paying higher wages and better benefits. We especially struggle to find qualified applicants for night shift. (LPNs)*
- *Most applicants are new grads. (RNs)*
- *State approval of training classes not forthcoming despite very high need. (Nursing assistants)*
- *Workers can get equivalent wages in other professions with less strenuous work schedules and daily activities, so do not stay in healthcare.*
- *In rural areas, it's hard to find enough local candidates.*

Nursing/Personal Care (not SNF)

- *Not enough qualified applicants - very few are willing to work a full-time position. (Nursing assistants)*
- *Not enough licensed nurses from the area or in the area that are in need of employment. (LPNs)*
- *Not enough people are entering the field of health care. (Home health aide/home care aide)*
- *Lack of qualified applicants; some offers turned down because of pay (can't compete with hospitals).*
- *Challenge to find RNs with FQHC or outpatient experience; need RNs with management/supervisory experience.*
- *...seeking candidates that are bi-lingual in English and Spanish.*

Intermediate care

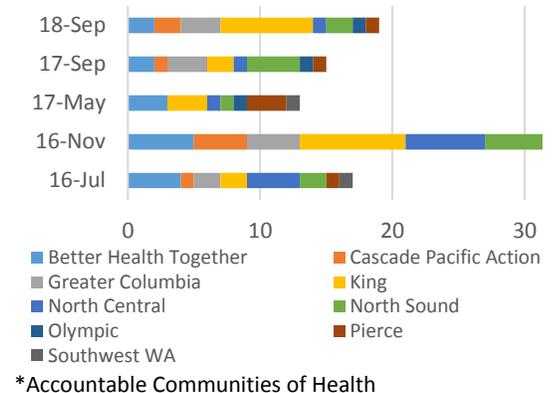
- *Hospitals & SNFs pay more (LPNs, Nursing assistants)*

Home Health

- *We like some of our direct care staff to speak Asian languages to better serve our residents. (Nursing assistants)*
- *inadequate number of qualified workers available (Nursing assistants, LPNs).*
- *Our other largest hurdle is filling "2 hour" shifts - most CNAs are not willing to do these short shifts.*

*Blue indicates from most recent submission period.

Number of Skilled Nursing Facilities (SNFs) reporting over time, by ACH*



Changes in onboarding and training priorities – examples of comments

From SNFs

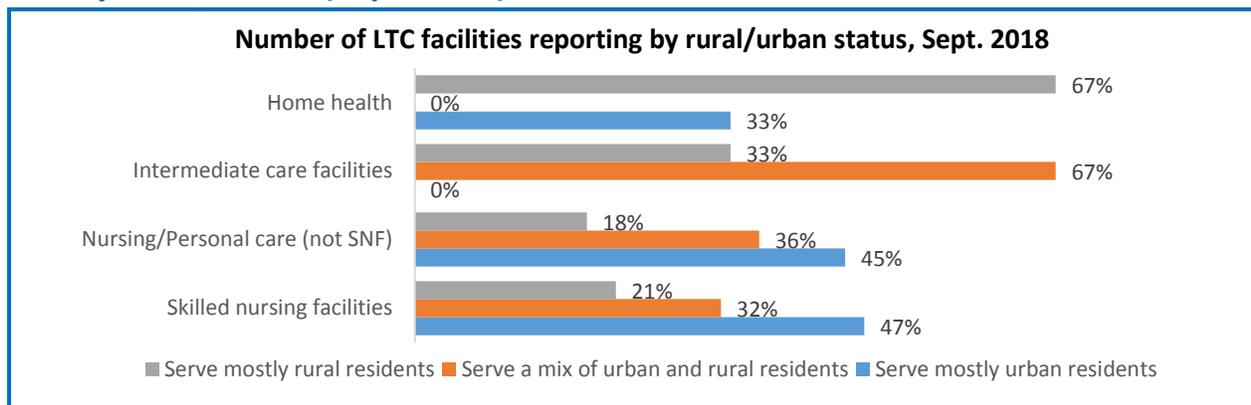
- We've needed to add and conduct a significant amount of new and ongoing training, in order to keep up with all of the changing regulations and expectations. (Nursing Assistants)
- New Medicare conditions of participation reg.s (LPNs)
- We added a significantly increased new hire orientation process, in order to help new hires adjust and to help with retention. (RNs)
- Improving communication (Medical Records/ Health Information Technicians)
- Much more in depth orientation process to try to limit turnover (LPNs)

From Nursing & Personal Care Facilities

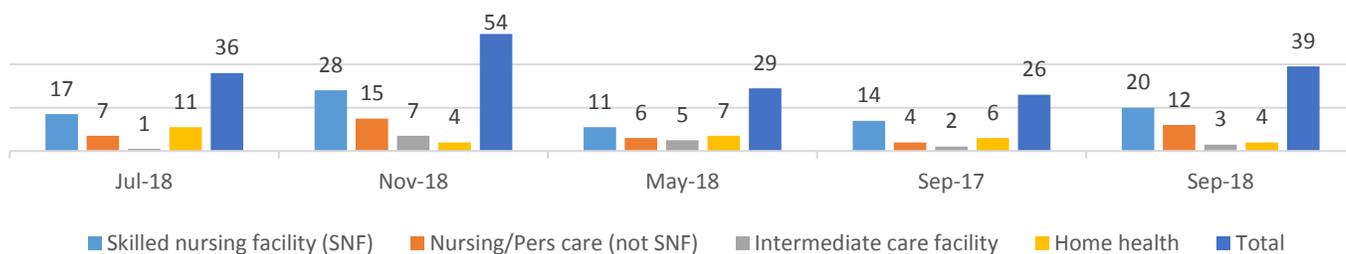
- Significantly longer orientation process for new hires. (Nursing Assistants)
- More time devoted and more follow-up after initial orientation/training to limit turnover.
- Mentorship, preceptor or residency programs.
- A lot of time spent on recent and upcoming regulatory changes so employees are aware of these requirements.
- Increased need for in-depth orientation due to hires with little prior experience.
- Focus on specific topics such as electronic medical records, new equipment, behavior training, dementia/mental health or other minimum required competencies.

*Blue indicates from most recent submission period.

Sentinels by Rural/Urban (Sept. 2018)



Number of LTC Facilities Submitting Data to the Sentinel Network by Facility Type and Date



About the Washington Health Workforce Sentinel Network

The Sentinel Network links the healthcare sector with policymakers, workforce planners and educators to identify and respond to changing demand for healthcare workers, with a focus is on identifying newly emerging skills and roles required by employers.

The Sentinel Network is an initiative of Washington's Health Workforce Council, conducted collaboratively by Washington's Workforce Board and the University of Washington's Center for Health Workforce Studies. Funding to initiate the Sentinel Network came from the Healthier Washington initiative, with ongoing support from Governor Inslee's office.

View findings or become a Sentinel at www.wasentinelnetwork.org.

As a Sentinel, you can

- Communicate your workforce needs and ensure that the state is prepared to respond to the transforming healthcare environment.
- Compare your organization's experience and emerging workforce demand trends with similar employer groups.

Contact: healthworkforce@wasentinelnetwork.org. Phone (206)616-9797