



EMPLOYER/EMPLOYEE SURVEY IN HOME CARE AGENCIES & NURSING HOMES

Onondaga County Department of Long-Term Care

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Letter From Director of LTC Planning

The Onondaga County Department of Long Term Care undertook this study in response to the staff shortage crisis. Statistical data clearly indicate that the number of workers currently in, or likely to enter the field, is totally inadequate given the number of actual and potential consumers. Those consumers include a growing number of chronically ill or disabled infants, children and younger adults as well as the elderly. Thus the current staffing crisis in nursing homes and home care agencies is likely to worsen in the coming years.

The purpose of this survey was to gain a better understanding of the profiles of staff, their attitudes towards the work, their assessment of the workplace, and their willingness and ability to undertake training which would expand their skills as well as lead to a career ladder. The survey was equally interested in discovering how employers viewed the problem, what steps they were taking or could take to improve the situation, and what, in fact, were current management practices and constraints.

While this survey was undertaken in one upstate New York county (which includes the city of Syracuse), the results are very likely to be more generalizeable. Long term care programs, which serve our most vulnerable citizens across all ages and income brackets, are struggling throughout the country. Knowing more about the employees and employers will help us develop solutions that are most likely to be successful.

We are very indebted to the Consortium For Worker Education for providing the funding that made this survey possible. Their generous grant ensured that the survey would be comprehensive and professional. We are particularly grateful to Robert Norris, Deputy Executive Director of the Consortium, for his support, interest and insights. We would also like to thank Dr. Rita Reicher and Jason Premo of Knowledge Systems & Research, Inc. for their work in this effort.

It is our hope that the Onondaga County Department of Long Term Care Employer/Employee Survey will stimulate discussion and action among all the stakeholders.



Paula Freedman
Director of LTC Planning
Onondaga County Department of Long Term Care

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TAB 1:
Executive Summary

- Objectives & Methodology
- Executive Summary
- Employer/Employee Comparative Findings

Objectives & Methodology

Objectives

- To better understand some of the underlying factors affecting staffing shortages in the health care industry in Onondaga County, particularly in nursing homes and home health care agencies.
- To develop profiles (demographic and attitudinal) of Personal Care Assistants (PCA), Home Health Care Attendants (HHA), Certified Nurse Aides (CNA), Licensed Practical Nurses (LPN) and Registered Nurses (RN).
- To assess potential strategies for reducing staffing shortages.

Methodology

- Respondent agency contact names were provided by the Onondaga County Department of Long-Term Care Services and the Long Term Care Executive Council.
- 205 employer and 1,032 employee surveys were distributed to 27 long term care agencies (13 Nursing Homes, 14 Home Health Care agencies) between April 2nd and May 11th, 2001. Agencies were asked to distribute surveys as follows:
 - Employer surveys to the CEO, Director of Human Resources and to Direct Care Supervisors.
 - Employee surveys to a portion of their direct line staff. Staff proportions varied by agency size:
 - ☑ <50 direct line positions: 50%
 - ☑ 50-99 positions: 30%
 - ☑ 100+ positions: 20%
- Employees filled out surveys on-site during staff meetings, training sessions and other regular gatherings.
- Reminder mailings were sent on June 1st to encourage participation.
- 76 employer surveys were returned to KS&R, yielding an employer response rate of 37%; 434 employee surveys were returned, for a response rate of 42%.
- Statistics including number of staff members, recruitment costs, promotions and raises are self-reported.

Executive Summary – Employer

Employer Recruitment & Training

- A variety of methods are used to recruit employees, the most popular being newspaper ads and encouraging employees to use word of mouth.
 - 50% of all respondent agencies spend \$50K or more per year, with 31% spending \$100K or more, on employee recruitment, with 68% of that amount going toward advertising.
- Training takes place in various forms, including group formal orientation, written materials and one-on-one mentoring. For most agencies, training beyond the state mandated training takes place. There is an emphasis on certification, and rewards in the form of salary increases and tuition benefits are used to encourage pursuit of such training.

Training & Employee Advancement

- Employers generally rate the quality of training and orientation provided by their agencies as good-to-excellent. Many find employee attitude and job etiquette to be a barrier to effectiveness. Unavailable or unreliable child care is considered a major barrier to effectiveness for employees with children.
- Agency track records in advancing employees up the career ladder are generally considered sub-par, with 23% of Nursing Home and 36% of Home Health Care agency employers indicating that no position at their agencies provides a realistic career ladder. 69% rate their agency's track record in advancing employees as only fair-to-poor, while 54% rate salary increases as only fair-to-poor.
- Workers in HHC's are more likely than workers in Nursing Homes to receive individual salary increases based on longevity, special training or performance (61% vs. 19%).

Executive Summary – Employer (cont.)

Retention

- Nursing Homes have particularly high turnover rates, especially at the CNA position, where an average of 48% of positions need to be refilled annually. HHC's are slightly more stable, though 31% of HHA positions need to be refilled each year.
 - ➡ Most employees leave these agencies to go to similar health care agencies.
- A significant portion of employees stay in the health care field, even with frequent job changes. 71% have been in the field for more than 5 years and 38% have been in the field for more than 15 years.
- It appears that more HHC's use exit interviews than Nursing Homes (92% versus 67%), and those interviews are more often reviewed by HR and supervisory personnel, maintained for personnel records, and used to influence improvements in operations and orientation practices.

Flexibility

- Employers are generally satisfied with the hiring and retention practices of their agencies and feel they have some flexibility to modify practices, particularly in scheduling, training and supervisory systems. However, many indicate their agencies are not very likely to change current practices in the near future.

Executive Summary – Employee

Employee Profile*

- 36% of the respondent base are CNA's, 27% are HHA/PCA's, 21% are LPN's, and 16% are RN's.
 - RN's are more likely to have a 4-year college degree or beyond, tend to be in a higher income bracket and, along with LPN's, have worked in the health care industry for more than 15 years.
 - 22% of all respondents have worked for their current agency for less than one year.
 - CNA's are the youngest group (67% under age 40). RN's are the oldest group (16% under age 40).

Education/Training/Orientation

- Training, whether from school/training programs or from agencies, is rated as good-to-excellent by most employees. When asked, employees would like to see more specific skills/specialization training and more hands-on training.
- 73% of all employees would consider more training. There is greater interest in training that would lead to a better position than training that improves skills but not position. Employee rewards, most often in the form of salary increases are important incentives for pursuing further training. Also important is help with tuition and paid work release time.
- 50% of employees who would consider more training would prefer classes during the work day, 36% in the evenings. There is equal preference for short classes over several weeks and longer classes in fewer weeks. HHA/PCA's, CNA's and LPN's would most likely pursue a 2-year degree, while RN's would pursue a 4-year degree. Most are also very interested in short, skill-by-skill classes that result in certification upon mastery of each skill. Certification or documentation is very important for most.

** Employees were not asked to identify their gender.*

Executive Summary – Employee (cont.)

Computers

- 58% of employees have access to a computer either at home or at work and know how to use a computer at some level. Employees indicate a high likelihood to take time to learn to use a computer if it were available to them at their work site.
- 66% of employees have access to the Internet. 83% of all employees say they would be at least somewhat interested in a training program on the Internet.

General Perceptions

- Time and money are the key barriers to employees regarding further training. Employees most often indicate they don't have the time or are too old to pursue training, or they can't afford it financially.
- 95% of employees feel the work they do is very important, but just 52% indicate supervisors and coworkers respect the work they do to a great degree, and 38% say society at large feels their work is very important.
 - HHA's and RN's more often indicate feeling respected by society, patients and their coworkers.
- Most employees rate their supervisors well in a variety of categories, including overall job support.
- 77% are at least somewhat likely to recommend working in long-term care to others, with 38% very likely.
 - Key reasons for recommending long-term care to others involve the rewarding and satisfying nature of the work.
 - For those less likely to recommend the field, the demanding nature of the work and low pay are key factors.
 - Only 12% of those likely to recommend the profession to others cited the demanding work, compared to 58% of those not likely. Just 11% of those likely to recommend the profession said the job was underpaid, versus 53% of those not likely. Finally, 4% of those likely to recommend say they are under-appreciated versus 36% of those not likely to recommend.

Executive Summary – Employee (cont.)

Child Care

- 60% of all respondent employees have children under 18 years of age, 22% under 5 years. 51% of employees with children agree that child care is a big problem in allowing them to work or get more training. 51% also have problems finding child care that is affordable and/or flexible to work schedules. Finding child care for school-age children in special circumstances (school holidays, snow days, doctor's appointments) is also a concern for many.
- Family day care is preferred over day care centers 57% to 38%.
- 81% of respondents with children under 18 would be at least somewhat likely to get more training if they could bring their school-age child with them to be tutored at the same time.

Other Perceptions

- The social aspects, including caring for others and working with the elderly, are the reasons most often mentioned for employees liking their jobs.
- When asked for comments on how the long-term care field could be made more attractive to them, the number one answer given was better pay. Also high on respondents' lists are more/better staffing, better benefits and more respect and appreciation.

Employer/Employee Comparative Findings

Education/Training/Orientation

- Training certification/documentation is very important to employers (92%) and employees (77%).
- Employees typically give higher ratings to training (53% rated excellent) than employers (26% rated orientation quality excellent and 34% rated formal training excellent).
- Employees want training to result in career advancement (76% very interested), while employers, especially Home Health Care agencies, often say positions do not offer a realistic career ladder, and few promotions occur.
- Employees more often indicate they would have liked more specialized skills training, followed by people skills training, while employers feel that people skills first, then specialized skills, will produce better employees.

Employee/Employer Comparative Findings (cont.)

Employee Advancement/Rewards/Incentives

- Employees place high importance on salary and advancement (76% very interested in training leading to advancement, 57% indicate better pay would make the field more attractive to work in). Employers however, give low scores to their agencies' track records in raises and promotions (69% rate agency fair-to-poor in position advancement, 54% rate agency fair-to-poor in monetary raises).
- Employer rewards and incentives are typically reported to be in the form of prizes or gifts, bonuses and parties, while employees seek pay raises and benefits (which are indicated less frequently by employers).
- Employers expect few changes in salary, position types and duties, even though these are the improvements most often sought by employees.
 - ➡ Training is considered most likely to change by employers (90% indicate current training practices somewhat or very likely to change), though current training practices are highly rated by employees (93% rate training in preparation for job as good-to-excellent).

TAB 2:
Employee Position Profiles

- HHA/PCA Profile
- CNA Profile
- LPN Profile
- RN Profile

Profile

- Education level typically high school or equivalent, sometimes with some college experience.
- Household income generally less than \$19,000.
- The largest age cohort (33%) is 40 to 54 years old.
- 18% have changed jobs in the last 12 months.
- 34% have worked in health care for 10 years or more.

Education/Training/Orientation

- More so than other positions, HHA/PCA's would like to have seen more hands-on training and more specific skills training.
- 77% would consider more training; 44% of these would be very interested in training if it improved skills but did not lead to a better position and 77% would be very interested if it led to a better position.
- 67% indicate it is very important that their employer reward them for getting more training, most preferably with a salary increase.
- Tuition and paid work release time are the most important factors in helping HHA/PCA's pursue further training.
- HHA/PCA's, along with CNA's, more often indicate they prefer short classes over several weeks.
- HHA/PCA's, along with CNA's and LPN's, often indicate that if they took more training, it would be toward a 2-year degree.
- 78% indicate certification for mastering certain skills is very important.

Computers

- 46% of HHA/PCA's have access to a computer at home, very few have access at work.
- While very few (14%) know how to use a computer "very well," 55% are very likely to take time to learn how to use one at their work site, and 45% would do so at a centralized computer lab.
- HHA/PCA's and CNA's are significantly less likely than LPN's and RN's to have Internet access from home (38% and 44% vs. 67% and 73%).
- 48% are very interested in a training program that takes place over the Internet.

General Perceptions

- 28% of HHA/PCA's see themselves going no further educationally, 18% see themselves obtaining a CNA degree, 16% an LPN degree and 15% an RN degree.
- Not surprisingly, many HHA/PCA's are interested in specializing in home care (62%). Other interests listed include pediatrics (42%), development disabilities (30%) and dementia (23%).
- Similar to other positions, money and time are considered the two major barriers to going further with health care training.
- HHA/PCA's, along with RN's, are more likely than CNA's and LPN's to feel the patients respect them to a great degree (81% and 87% vs. 68% and 70%). They are also more likely to feel that other health care workers respect them to a great degree (62% and 70% vs. 37% and 52%). HHA/PCA's are also much more likely than any other position to feel that society rates the work they do as very important (55% vs. 26%-37%).

General Perceptions (cont.)

- HHA/PCA's more often rate their supervisors as excellent on all tested attributes, including overall job support (55% vs. 27%-41%), working with them to overcome problems (51% vs. 22%-42%), helping with patient-specific hands-on skills (51% vs. 22%-38%) and supporting career development (44% vs. 16%-29%).
- HHA/PCA's are significantly more likely than other positions to recommend working in long-term care to others (57% indicate very likely vs. 30%-33%).

Child Care

- 49% of HHA/PCA's have children under 18.
- Biggest child care concerns are that child care prevents them from getting further training, that child care is too expensive and that they have difficulty finding child care with flexible hours.
- Most prefer child care close to their homes.
- HHA/PCA's, along with CNA's, more often than LPN's and RN's indicate they are very likely to get more training if they could bring their school-age children with them to be tutored (83% and 70% vs. 45% and 40%). This suggests that offering a benefit to their children is an incentive for workers to accept additional training for themselves.

Other Perceptions

- 48% of HHA/PCA's indicate that caring for others is an aspect they like about their job.
- When asked what would make the field more attractive to them, HHA/PCA's, like all other positions, most often suggested better pay. Better benefits were also frequently mentioned.

Profile

- Education level typically high school or equivalent, sometimes with some college experience.
- Household income generally ranges from \$20,000 to \$29,000.
- Age ranges most often from 25 to 39 years old (48%).
- 17% have changed jobs in the last 12 months.
- 46% have worked in health care for 10 years or more.

Education/Training/Orientation

- 71% would consider more training; 49% of these would be very interested in training if it improved skills but did not lead to a better position and 85% would be very interested if it led to a better position.
- 61% indicate it is very important that their employer reward them for getting more training, most preferably with a salary increase.
- Tuition and paid work release time are the most important factors in helping CNA's pursue further training.
- CNA's, along with HHA's, more often indicate they prefer short classes over several weeks.
- CNA's, along with HHA's and LPN's, often indicate that if they took more training, it would be toward a 2-year degree.
- 74% indicate certification for mastering certain skills is very important.

Computers

- 49% of CNA's have access to a computer at home, very few have access at work.
- While very few (10%) know how to use a computer "very well," 56% are very likely to take time to learn how to use one at their work site, and 40% would do so at a centralized computer lab.
- CNA's, along with HHA's, are significantly less likely than LPN's and RN's to have Internet access from home (44% and 38% vs. 67% and 73%).
- 55% are very interested in a training program that takes place over the Internet.

General Perceptions

- 23% see themselves obtaining an RN degree, 22% an LPN degree, and 14% say other 2-year degree.
- CNA's are most often interested in specializing in pediatrics (42%) followed by dementia (34%), developmental disabilities (24%) and mental illness (23%).
- Similar to other positions, money and time are considered the two major barriers to going further with health care training.
- CNA's, along with LPN's, are less likely to feel the patients respect them to a great degree (68% and 70% vs. 81% and 87%). They are also less likely to feel that other health care workers respect them to a great degree (37% and 52% vs. 62% and 70%).
- CNA's less often rate their supervisors as excellent on all tested attributes, including overall job support (27% vs. 39%-55%), working with them to overcome problems (22% vs. 32%-51%), helping with patient-specific hands-on skills (22% vs. 32%-51%) and supporting career development (16% vs. 19%-44%).
- CNA's rated their supervisor more moderately than others across all tested attributes, with 16% to 27% rating excellent.
- 30% indicated they are very likely to recommend working in long-term care to others.

Child Care

- 73% of CNA's have children under 18.
- More so than any other position, CNA's have a multitude of problems and issues regarding child care. Issues include child care problems prevent them from getting more training, it costs more than they can afford, hours are not flexible and transportation issues. CNA's also more often have trouble finding child care for exceptional situations, such as school holidays, snow days and summers.
- Most prefer child care close to their homes.
- CNA's, along with HHA's, more often indicate they are very likely to get more training if they could bring their school-age children with them to be tutored (70% and 83% vs. 45% and 40%).

Other Perceptions

- 39% of CNA's indicate that caring for others is an aspect they like about their job.
- When asked what would make the field more attractive to them, CNA's, like all other positions, most often suggested better pay. CNA's, LPN's and RN's also often mentioned more/better staffing.

Profile

- Education usually goes beyond high school, often with some college experience, along with an LPN license.
- Household income generally \$30,000 or more.
- Age ranges from 25 to 54 years old (87%).
- 19% have changed jobs in the last 12 months.
- 73% have worked in health care for 10 years or more.

Education/Training/Orientation

- 74% would consider more training; just 34% of these would be very interested in training if it improved skills but did not lead to a better position and 73% would be very interested if it led to a better position.
- 67% indicate it is very important that their employer rewards them for getting more training, most often with a salary increase.
- Tuition and paid work release time are the most important factors in helping LPN's pursue further training.
- LPN's, along with RN's, more often indicate they prefer longer classes in fewer weeks.
- LPN's, along with HHA's and CNA's most often indicate that if they took more training, it would be toward a 2-year degree.
- 73% indicate certification for mastering certain skills is very important.

Computers

- 70% of LPN's have access to a computer at home, very few have access at work.
- While very few (14%) know how to use a computer "very well," 54% are very likely to take time to learn how to use one at their work site, and 40% would do so at a centralized computer lab.
- LPN's, along with RN's, are significantly more likely than HHA's and CNA's to have Internet access from home (67% and 73% vs. 38% and 44%).
- 48% are very interested in a training program that takes place over the Internet.

General Perceptions

- 27% of LPN's see themselves going no further educationally, 50% see themselves obtaining an RN degree.
- LPN's most often indicate interest in home care (25%) followed by pediatrics (21%). 24% indicated no interest in any of the listed topics.
- Similar to other positions, money and time are considered the two major barriers to going further in health care training.
- LPN's, along with CNA's, are less likely to feel that patients respect them to a great degree (70% and 68% vs. 81% and 87%). They are also less likely to feel that other health care workers respect them to a great degree (52% and 37% vs. 62% and 70%).
- 33% indicate they are very likely to recommend working in long-term care to others.

Child Care

- 55% of LPN's have children under 18.
- Biggest child care concerns are that child care prevents them from getting further training, that child care is too expensive and that they have difficulty finding child care with flexible hours.
- Most prefer child care close to their homes.

Other Perceptions

- 36% of LPN's indicate that caring for others is an aspect they like about their job.
- When asked what would make the field more attractive to them, LPN's, like all other positions, most often suggested better pay. LPN's, CNA's and RN's also often mentioned more/better staffing.

Profile

- Most have at least an Associates or 4-Year College degree, along with an RN or other professional license.
- Household income generally \$30,000 or more, with 49% making \$50K or more.
- Most RN's are 40 to 54 years old (62%).
- 25% have changed jobs in the last 12 months.
- 72% have worked in health care for 10 years or more.

Education/Training/Orientation

- RN's are less likely than other titles to rate the training they received as excellent in preparing them for their jobs (38% vs. 52%-58%).
- 72% would consider more training; 53% of these would be very interested in training if it improved skills but did not lead to a better position, 57% would be very interested if it led to a better position.
- 60% indicate it is very important that their employer reward them for getting more training, most preferably with a salary increase.
- Tuition and paid work release time are the most important factors in helping RN's pursue further training. Tutoring is much less important to RN's than to other positions.
- RN's, along with LPN's, more often indicate they prefer longer classes in fewer weeks.
- RN's, more often than other positions, indicate if they took more training, it would be toward a 4-year degree.
- RN's are less likely than other positions to indicate certification for mastering certain skills is very important (57% vs. 73%-78%).

Computers

- 78% of RN's have access to a computer at home and a significantly higher percentage than other positions (58% vs. 7%-8%) have access at work.
- 25% of RN's indicate they know how to use a computer "very well," slightly more than other positions. RN's are much more likely to take the time to learn to use a computer at their work site (64%) than at a centralized computer lab (29%).
- RN's and LPN's are significantly more likely than HHA's and CNA's to have Internet access from home (73% and 67% vs. 38% and 44%), and RN's are more likely than others to have access at work (23% vs. 1%-4%).
- 49% are very interested in a training program that takes place over the Internet.

General Perceptions

- While 39% of RN's see themselves going no further educationally, 28% see themselves obtaining a Master's degree or beyond and 25% see themselves obtaining a 4-year degree.
- 39% of RN's indicate interest in home care. 23% are not interested in any listed areas.
- Similar to other positions, money and time are considered the two major barriers to going further with health care training.
- RN's, along with HHA's are more likely than CNA's and LPN's to feel the patients respect them to a great degree (87% and 81% vs. 68% and 70%). They are also more likely to feel that other health care workers respect them to a great degree (70% and 62% vs. 37% and 52%).
- RN's rated their supervisors well across most attributes tested, the exception being support of career development (19% rated excellent).
- 31% indicate they are very likely to recommend working in long-term care to others.

Child Care

- 53% of RN's have children under 18.
- RN's are less likely to have child care concerns, though 36% agree that child care is a big problem in allowing them to work or get more training.
- Most prefer child care close to their homes.

Other Perceptions

- RN's are more likely than other positions to indicate that they like the autonomy/independence and flexibility offered by their job, and less likely to indicate that they enjoy working with the elderly.
- When asked what would make the field more attractive to them, RN's, like all other positions, most often suggested better pay.

TAB 3:
Employer Survey Findings

- Employer Profile
- Recruitment & Training
- Performance
- Retention
- Flexibility



Employer Profile

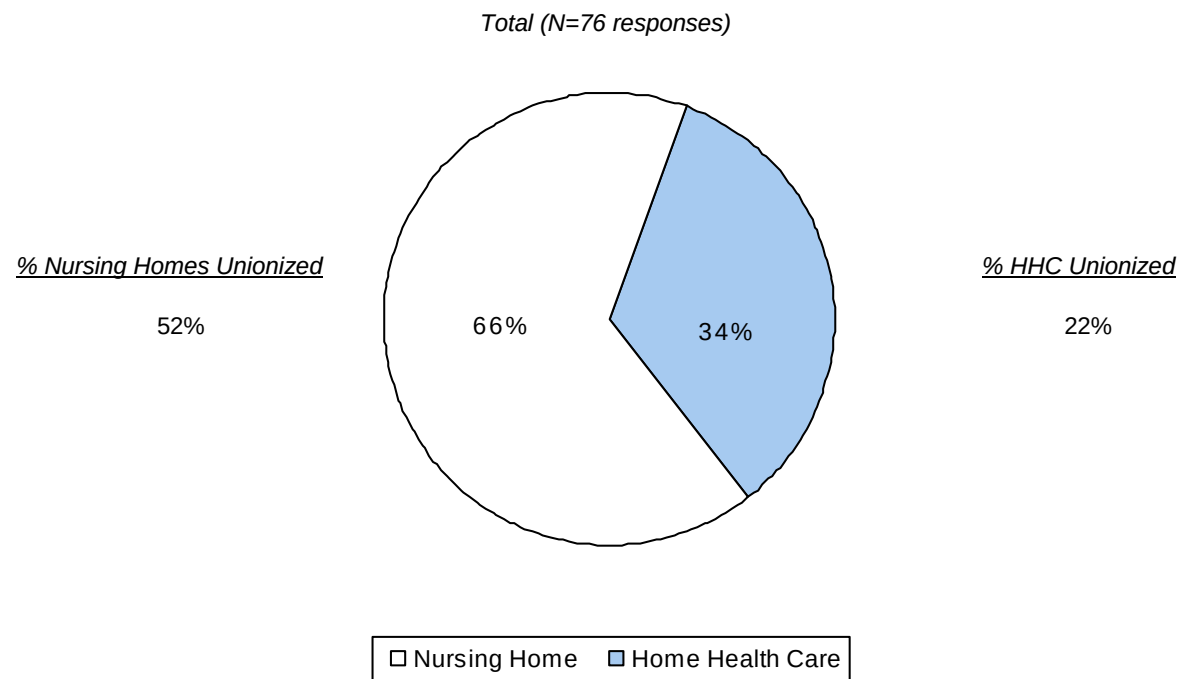
- Agency Type and Union Status
- Respondent Title
- # of Positions

Agency Type and Union Status

- ❶ 66% of responding employers represent Nursing Home agencies and one-third represent Home Health Care agencies.
- ❷ Nursing Homes are more likely to be unionized than HHC's.

EMPLOYER

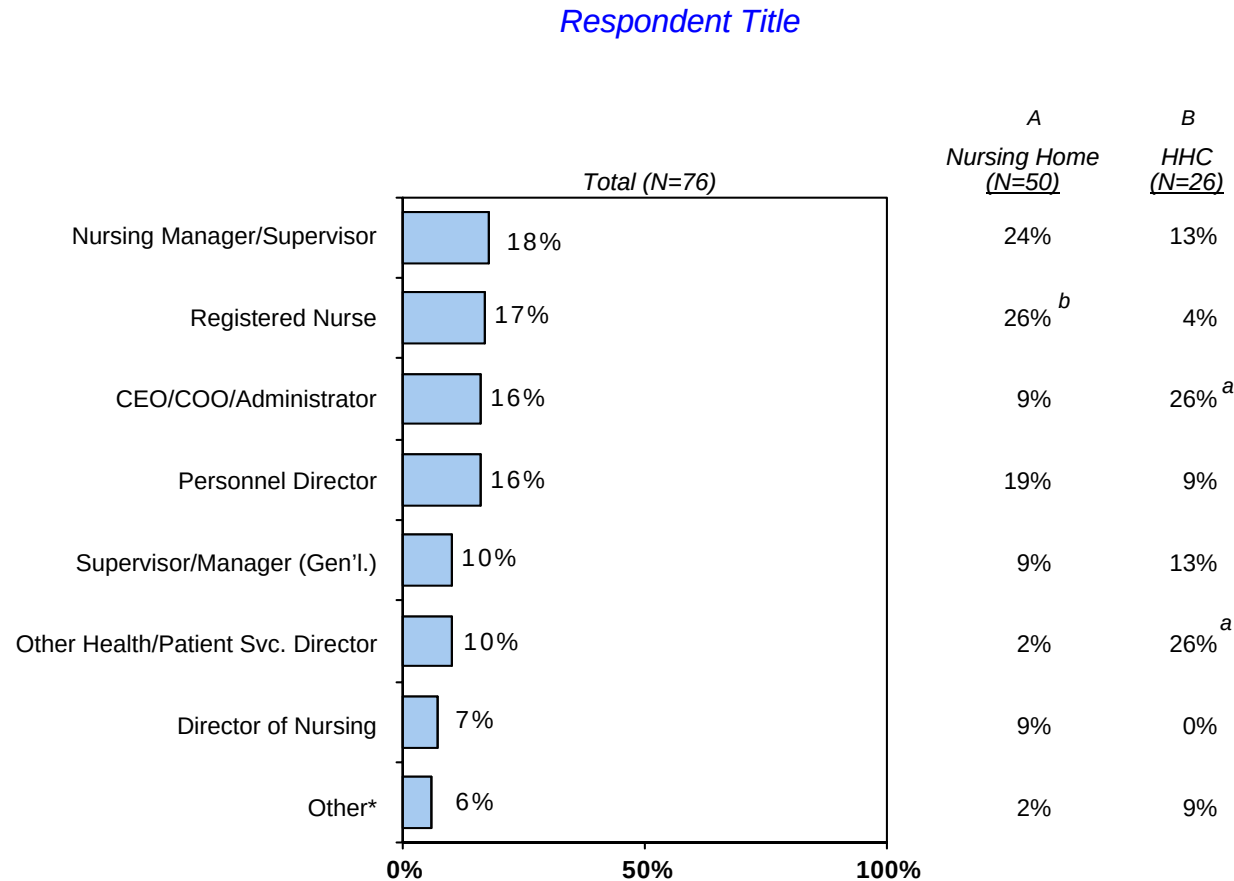
Agency Type



Respondent Title

❶ Employer titles are distributed across supervision, management personnel and nursing titles.

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Question 36

* Other Includes miscellaneous Director titles.

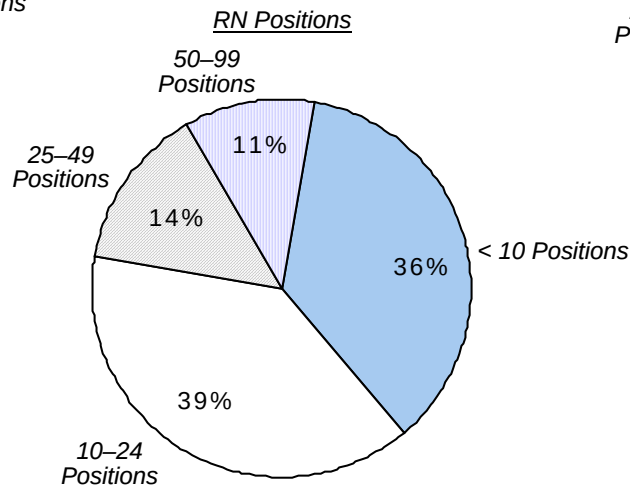
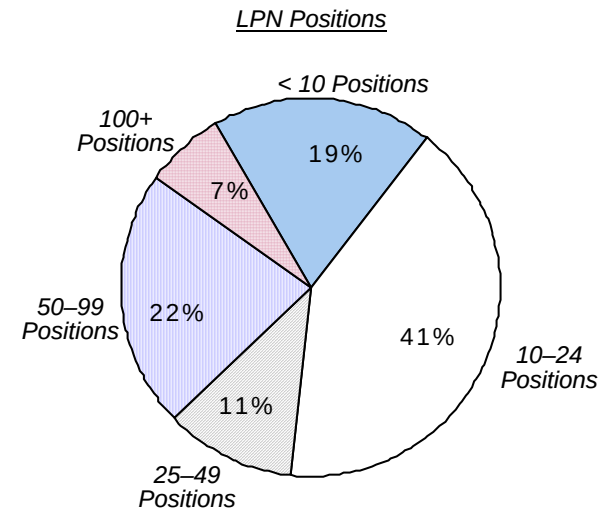
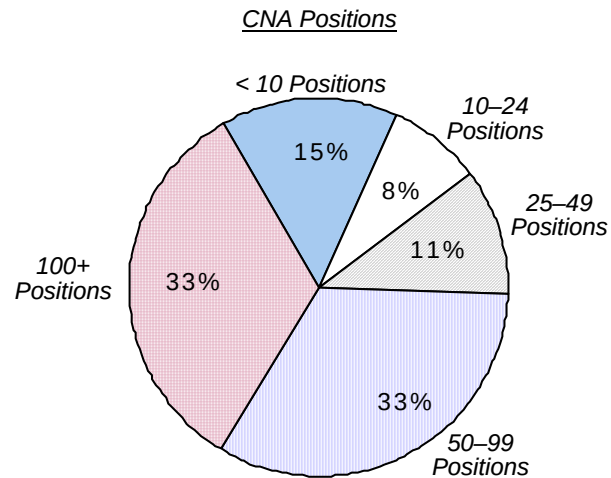
a, b = Statistically significant difference at .05 level.

Number of Positions – Nursing Home

❶ Nursing Homes are dominated by CNA positions.

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“Approximately How Many of Each of the Following Positions Does Your Agency Have?”



Altogether, 7% of Nursing Home employees report less than 10 total CNA, LPN and RN positions, 4% report 10 to 24, 11% report 25 to 49, 22% report 50 to 99, and 56% report 100 or more total positions, with a mean of 181 positions and a median of 132.

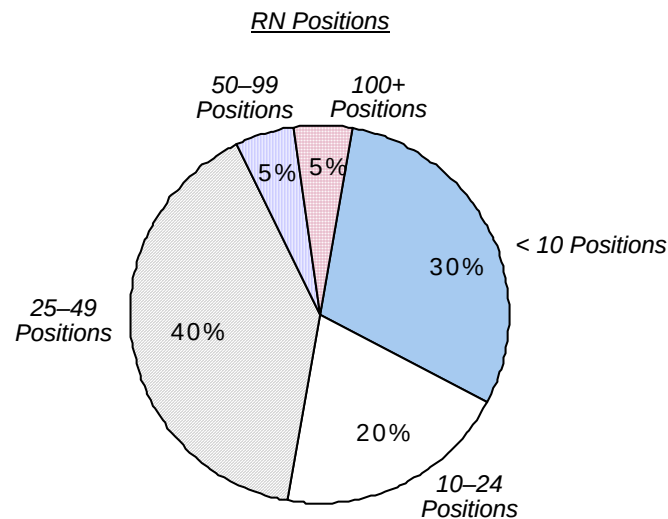
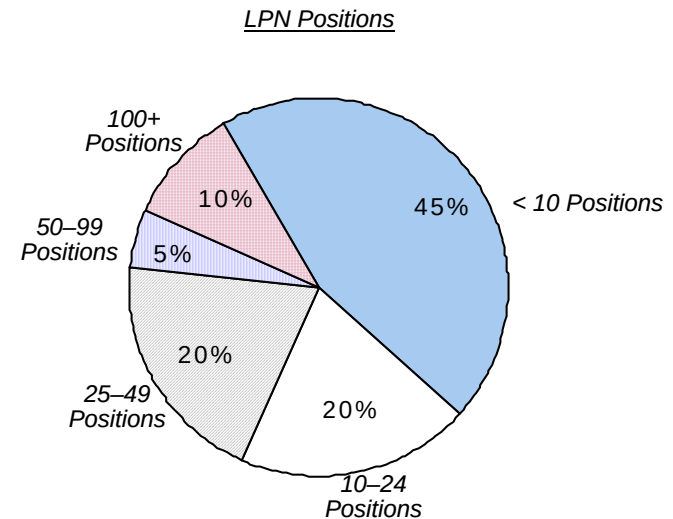
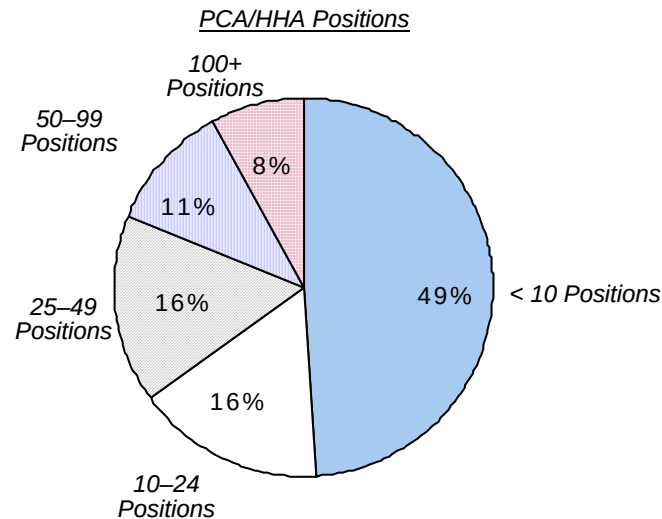
Question 2

Number of Positions – HHC

❶ HHC's have a spread of HHA, LPN and RN positions.

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"Approximately How Many of Each of the Following Positions Does Your Agency Have?"



Altogether, 0% of HHC employers report less than 10 total PCA/HHA, LPN and RN positions, 6% report 10 to 24, 18% report 25 to 49, 23% report 50 to 99, and 53% report 100 or more total positions, with a mean of 113 positions and a median of 118.

Question 2

Recruitment & Training

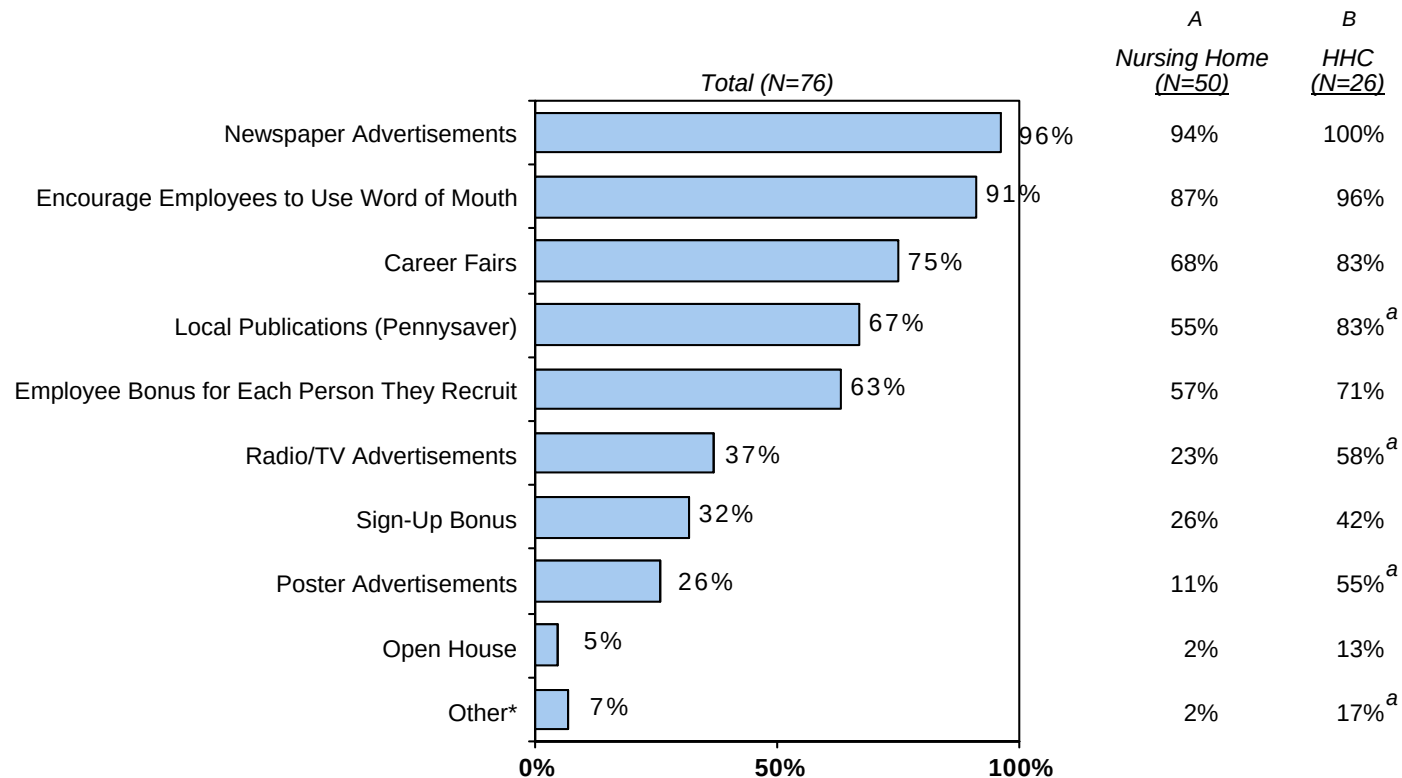
- Recruiting Methods
- Recruitment Spending & Distribution
- Position Orientation Types
- Training Types
- Non-State-Mandated Training
- Certification Importance
- Rewards for Certification
- Employee Mentors

Recruiting Methods

- ❶ A variety of recruiting methods are employed, most often newspaper ads, word of mouth and career fairs.
- ❷ Home Health Care agencies more often also use local publications, radio/TV and poster ads.

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"Which of the Following Methods Do You Use in Recruiting Employees to Provide Home or Nursing Home Care?"
(Multiple Response)



Question 3

*Other includes community agencies.

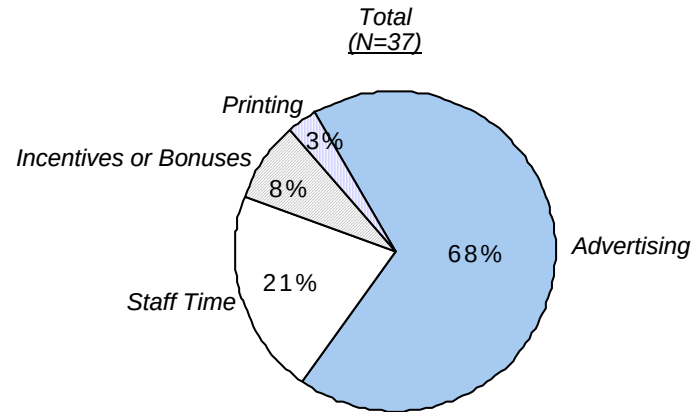
a, b = Statistically significant difference at .05 level.

Recruitment Spending & Distribution

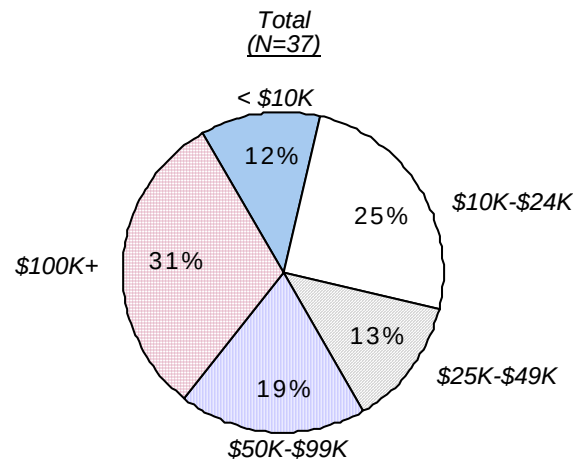
- ❶ The bulk of recruiting costs are for advertising.
- ❷ Recruitment spending varies widely.

*"To Total 100%, How Are Your Employee Recruitment Costs Distributed?"**

EMPLOYER



*"About How Much Do You Spend Each Year on Employee Recruitment, Including Advertising, Staff Time, Printing Costs and Incentives or Bonuses?"**



Questions 4a,b

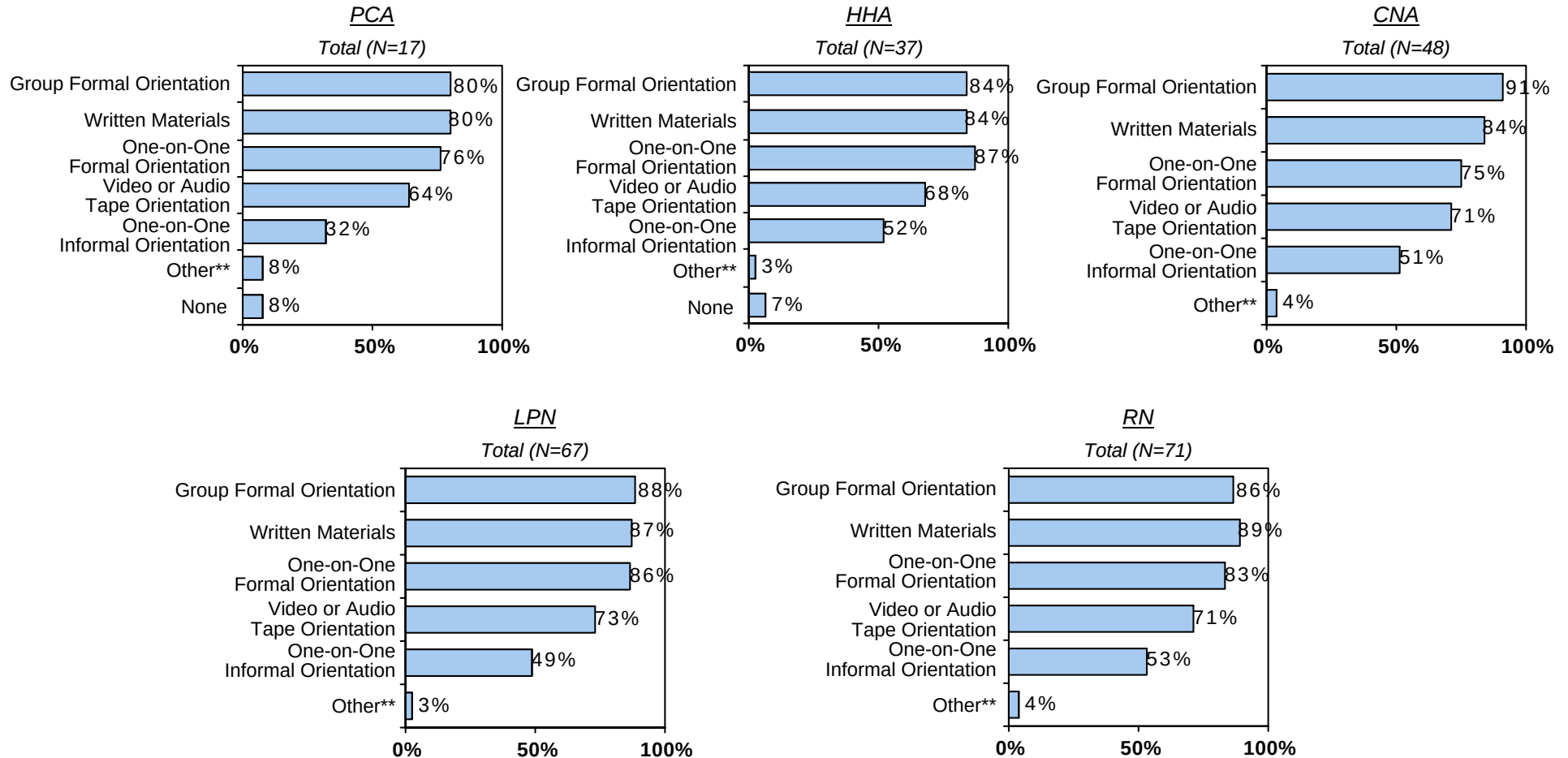
* 51 percent did not respond to this question.

Position Orientation Types

- Formal orientation and written materials are the most often used orientation methods for the different position types.

*"What Types of Orientation Do You Provide for Each of the Positions For Which You Hire?"**
(Multiple Response)

EMPLOYER



Question 6

* Among those who hire for that position.

**Other includes clinical, information systems.

Training Types*

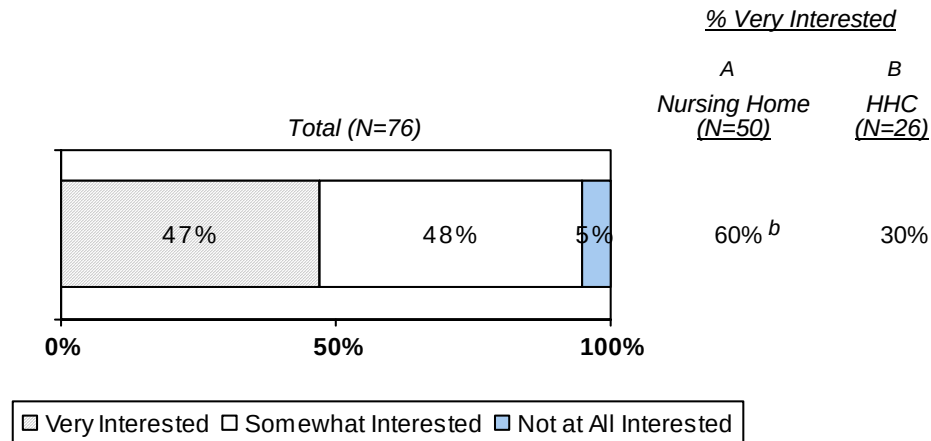
- ❶ 53% of new hires are typically already trained when they are hired.
- ❷ High interest is indicated for common/joint training, particularly by Nursing Homes.

EMPLOYER

“About What Percent of Your New Hires Are Trained in Each of the Following Ways?”

	Total (N=76)	A Nursing Home (N=50)	B HHC (N=26)
➤ Already Trained When Hired	53%	57%	48%
➤ Trained by Our Agency	36%	37%	34%
➤ Sent Somewhere Else for Training	11%	6%	18%

“How Interested Would Your Agency Be in Common, or Joint, Training for Those Positions?”



Questions 7, 9

*PCA, HHA or CNA positions only.

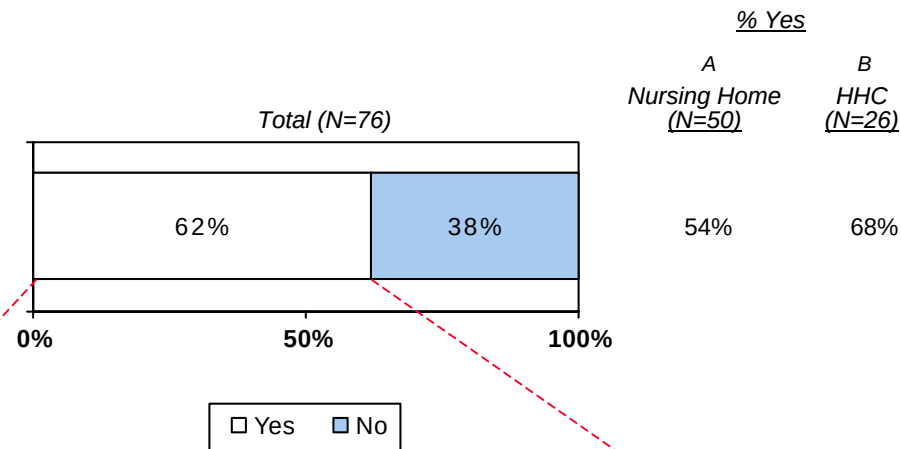
a, b = Statistically significant difference at .05 level.

Non-State-Mandated Training*

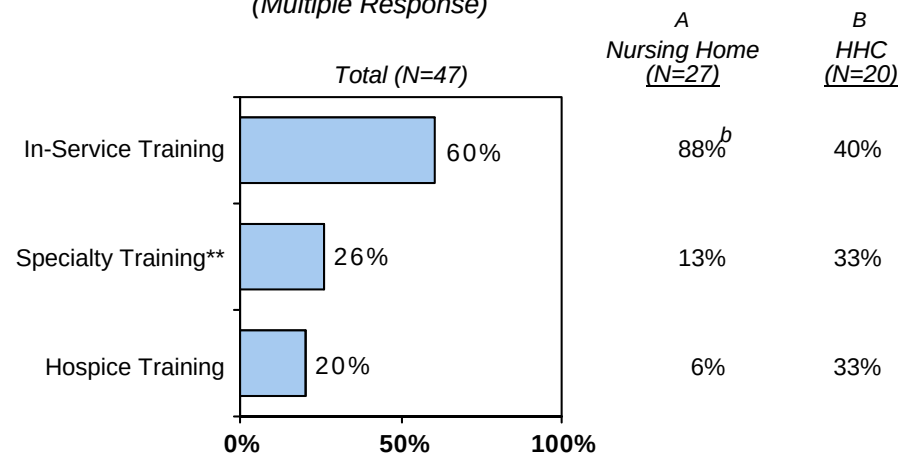
❶ 62% provide non-state-mandated training, most often in the form of in-service training.

EMPLOYER

"Do You Provide Any Training Other Than the State-Mandated Training?"



*"Please Specify"
(Multiple Response)*



*PCA, HHA or CNA positions only.

**Specialty training includes CNA, Aide Specialist, mental health, and HIV/AIDS care.

a, b = Statistically significant difference at .05 level.

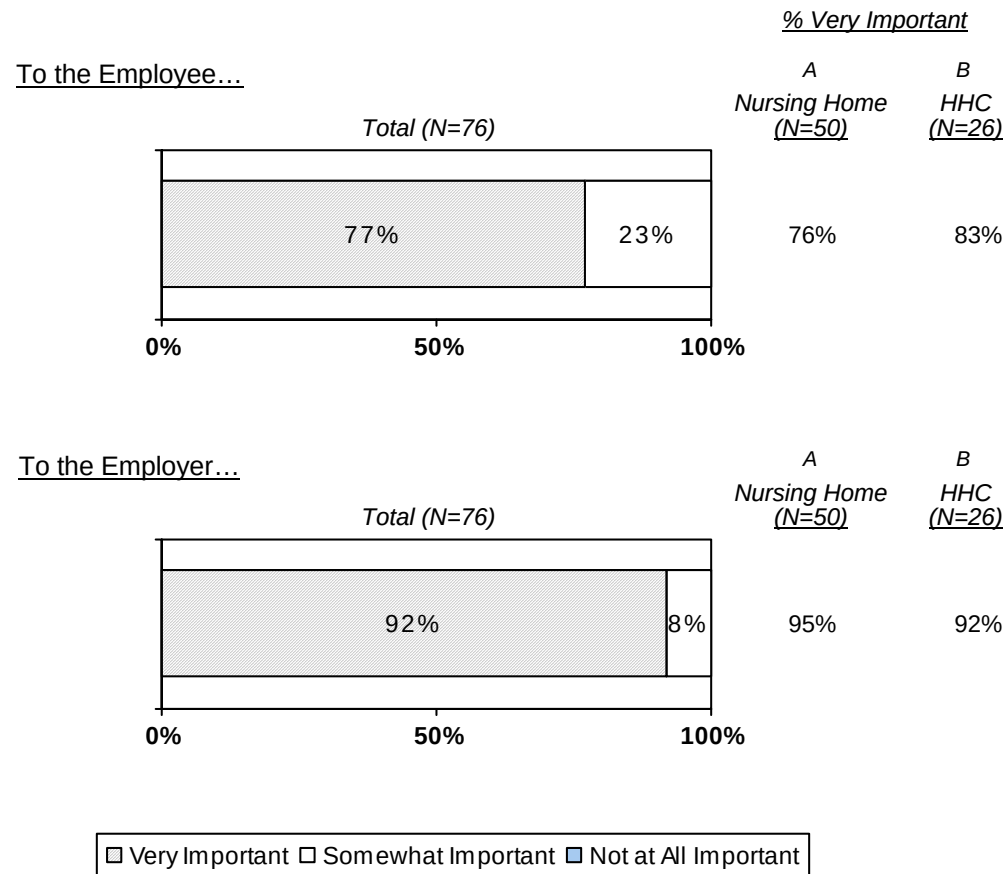
Question 8

Certification Importance*

- ① Receiving certification/documentation from training perceived as very important to both the employer and the employee.

"How Important Is Receiving Certification or Documentation When Certain New Skills Are Mastered Through Training?"

EMPLOYER



Question 10

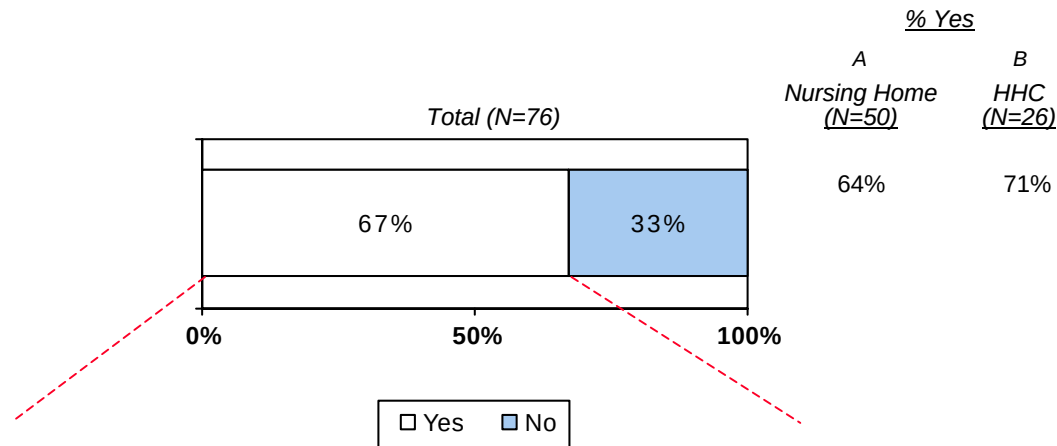
*PCA, HHA or CNA positions only.

Rewards for Certification*

- ❶ 67% reward their employees for pursuing further training, most often through salary increases (especially HHC's) and tuition benefits (especially Nursing Homes).

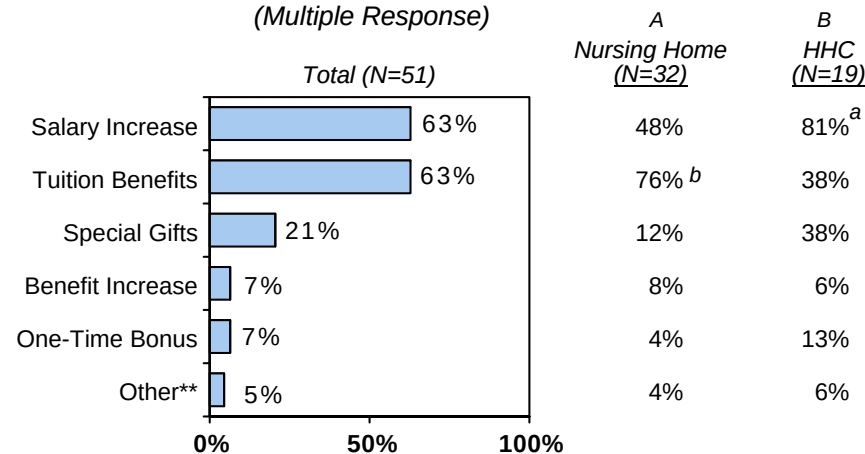
"Do You Reward Your Employees for Pursuing Further Certification or Training?"

EMPLOYER



"What Kinds of Rewards Do You Give to Your Employees?"

(Multiple Response)



Questions 11, 12

*PCA, HHA or CNA positions only.

** Other includes general recognition.

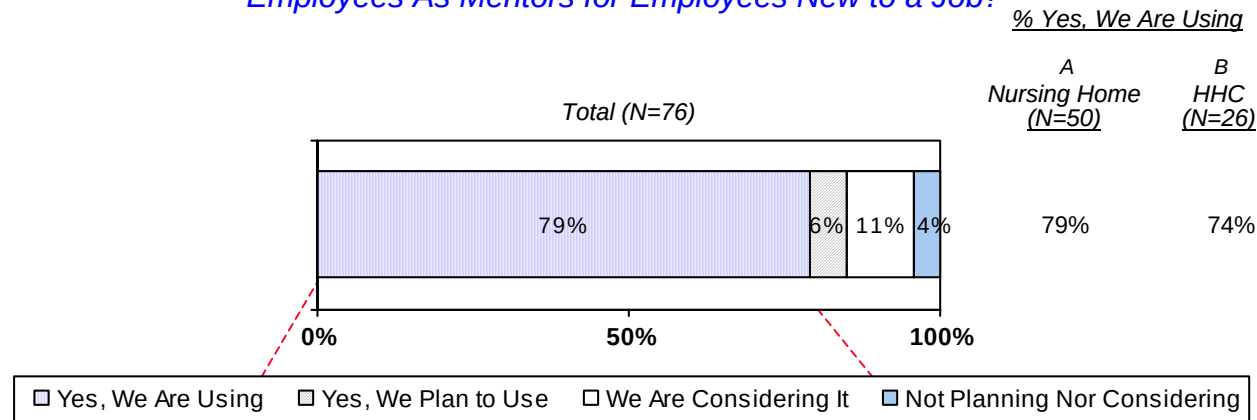
a, b = Statistically significant difference at .05 level.

Employee Mentors*

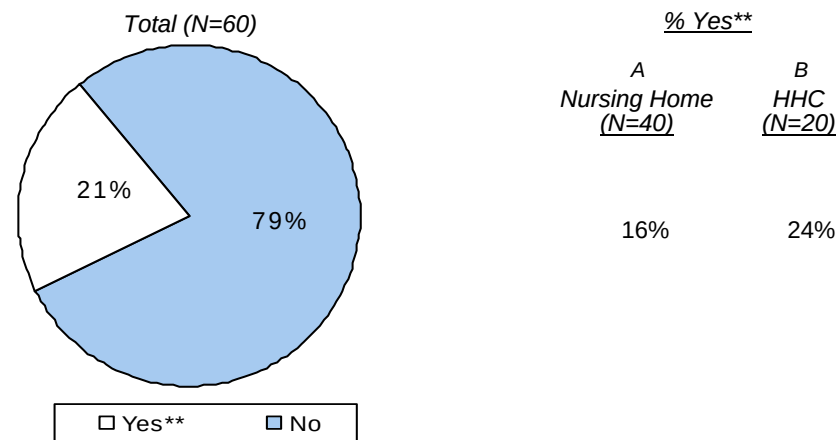
- 79% are using employee mentoring programs; 21% of those pay mentors a bonus for trainees' good performance.

"Have You Used or Are You Planning to Use Current Successful Employees As Mentors for Employees New to a Job?"

EMPLOYER



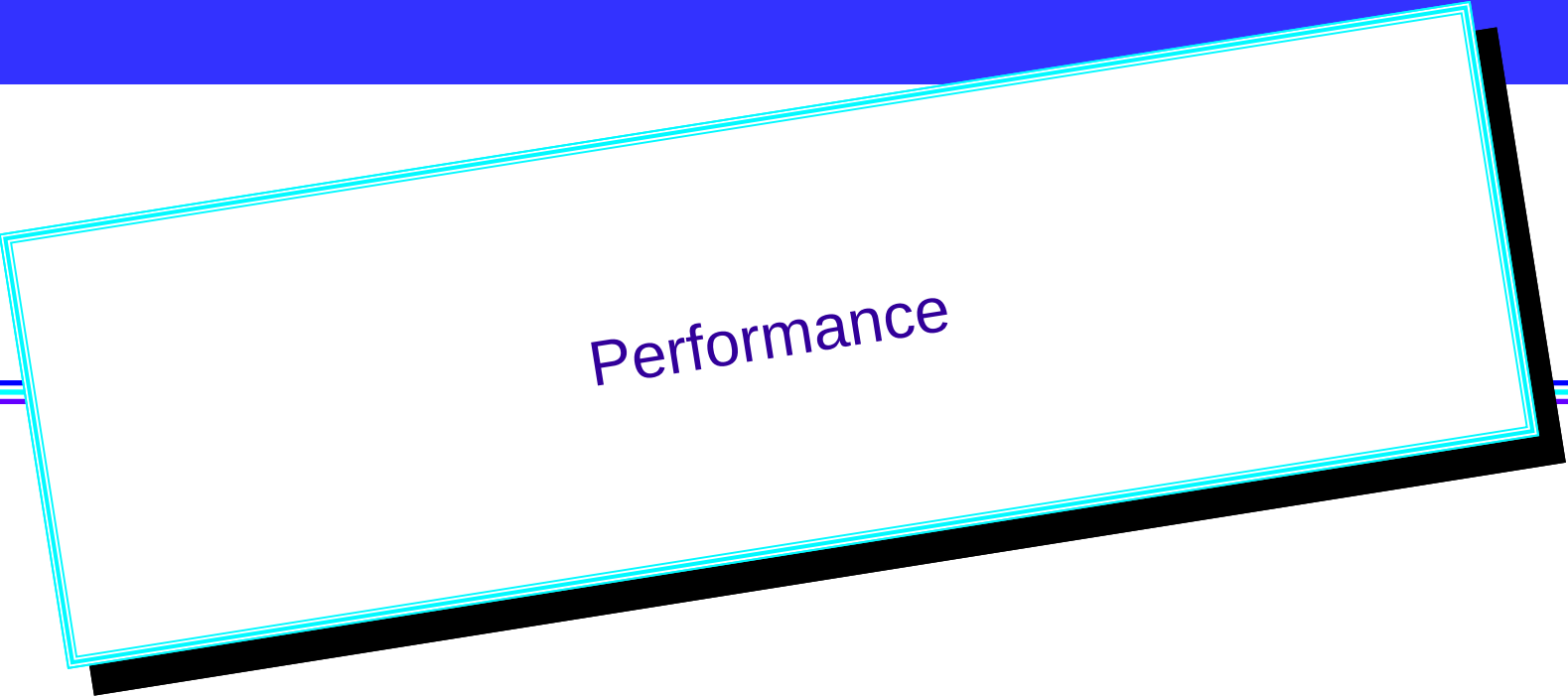
"Do You Pay Mentors a Bonus for Trainee's Good Performance?"



Questions 13, 14

*PCA, HHA or CNA positions only.

**Mentor pay amounts generally not disclosed by respondents.



Performance

- Orientation and Training Quality
- Employee Improvement Training
- Employee Effectiveness Incentives/Barriers
- Positions With Career Ladders
- Agency Career Advancement Record
- Promotions & Raises

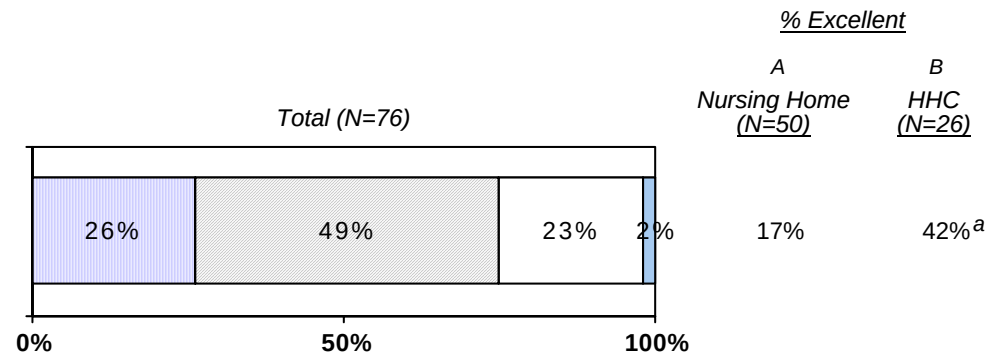
Orientation and Training Quality*

- ❶ Quality of orientation and formal training rated by most as good-to-excellent.
- ❷ HHC's more likely to rate the quality of orientation favorably.

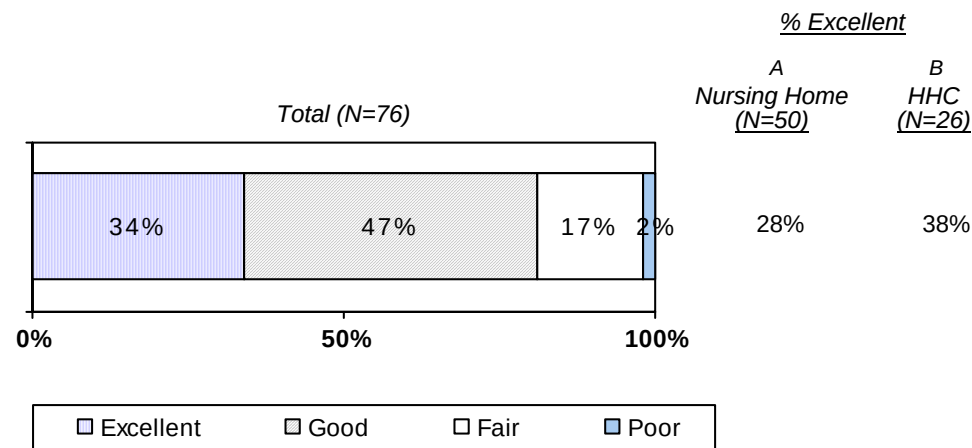
"How Would You Rate the Quality of the Orientation That You Provide Your Employees in Preparing Them for Their Jobs?"

EMPLOYER

78% of those rating the orientation as fair or poor feel that better orientation would be very effective in making employees more effective.



"And How Would You Rate the Quality of Formal Training in Preparing Employees for Their Jobs?"



Questions 16, 17

*PCA, HHA or CNA positions only.

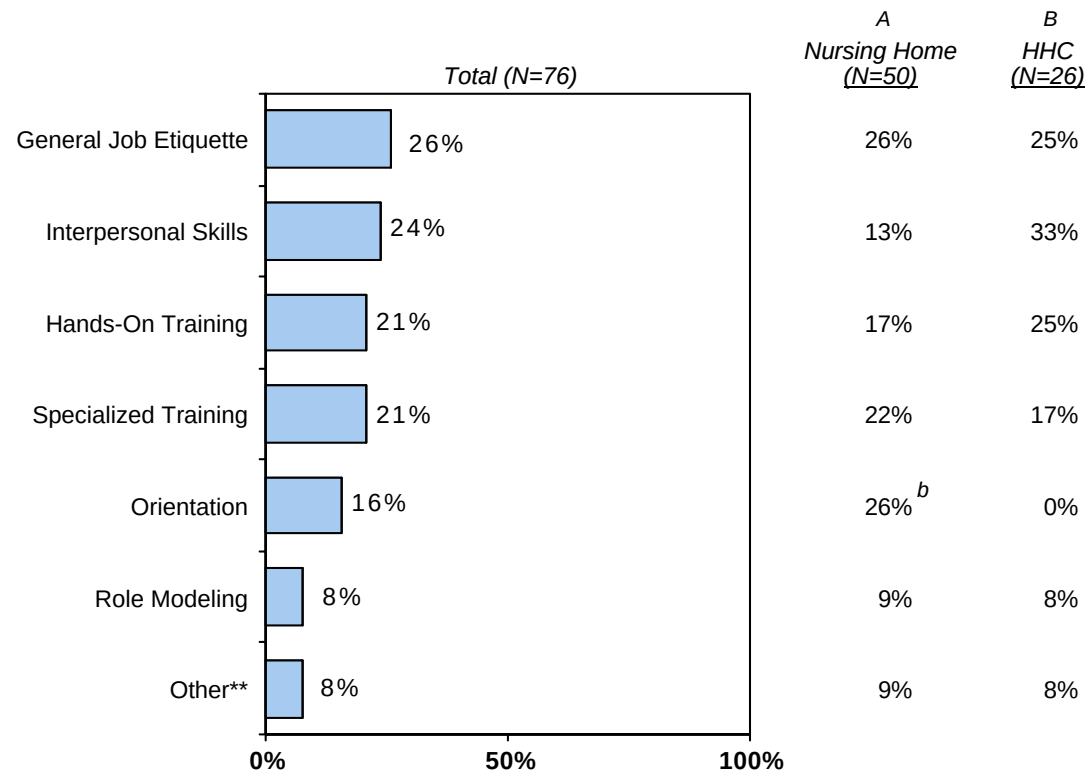
a, b = Statistically significant difference at .05 level.

Employee Improvement Training*

- ❶ A range of training components would be considered helpful in producing better employees, including job etiquette and interpersonal skills, along with hands-on and specialized training.

EMPLOYER

*“What Kind of Training (or What Training Components) Do You Think Would Produce Better Employees?”
(Multiple Response)*



*PCA, HHA or CNA positions only.

** Other includes realistic scenarios.

a, b = Statistically significant difference at .05 level.

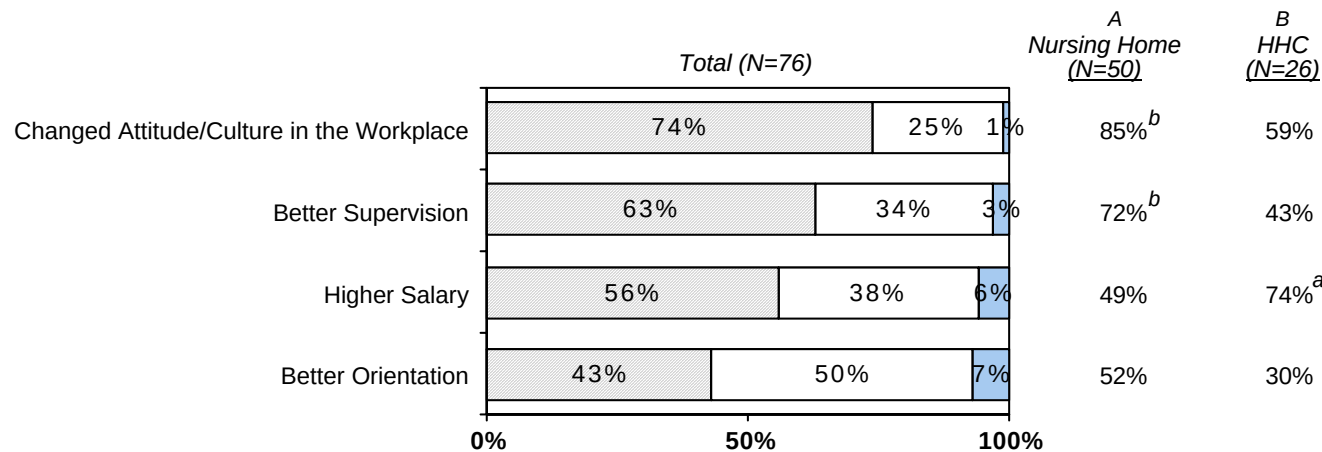
Question 18

Employee Effectiveness Incentives/Barriers*

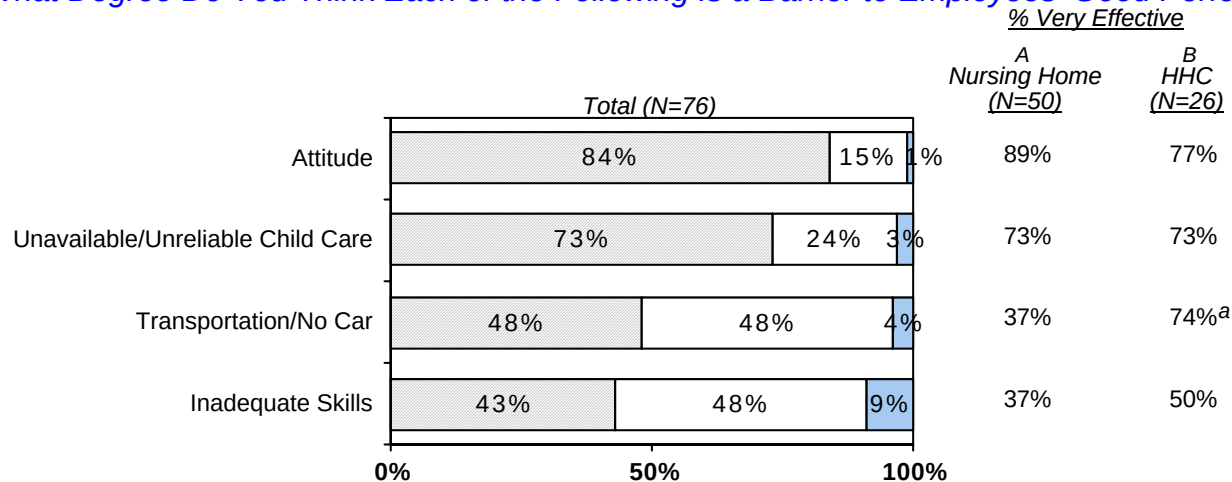
- ① Workplace attitude and culture are considered to be barriers to employee effectiveness, particularly in Nursing Homes, where 85% indicate a changed attitude/workplace culture would increase employee effectiveness.
- ② Unavailable/unreliable child care also considered an important factor, and transportation is key for HHC's.

"How Effective Do You Believe Each of the Following Would Be in Making Employees More Effective in Their Current Positions?"

EMPLOYER



"To What Degree Do You Think Each of the Following Is a Barrier to Employees' Good Performance?"



Questions 19, 22

*PCA, HHA or CNA positions only.

□ Very □ Somewhat □ Not at All

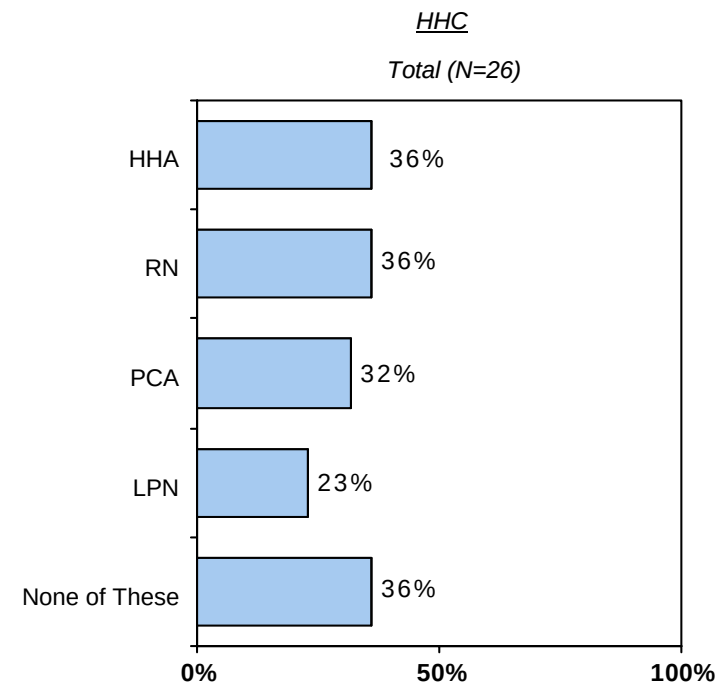
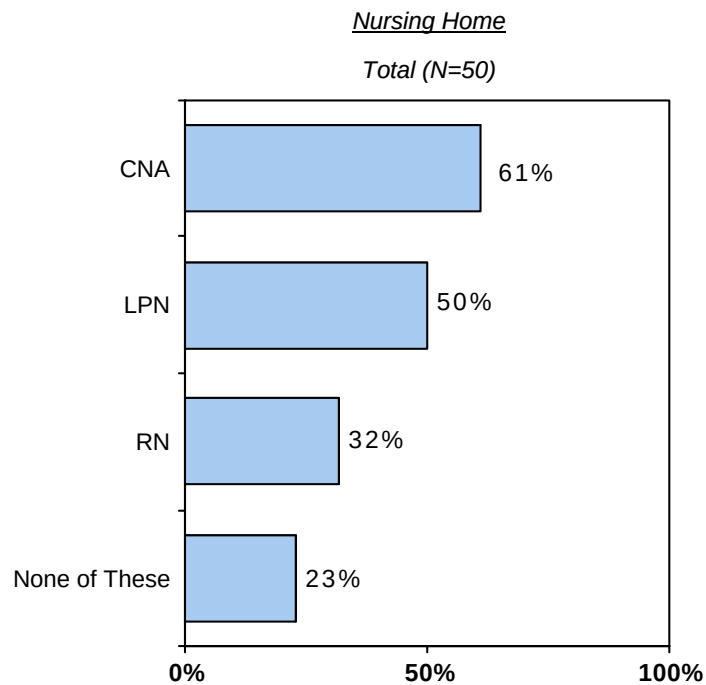
a, b = Statistically significant difference at .05 level.

Positions With Career Ladders*

- ❶ Nursing Homes are more likely than HHC's to have established career ladders.
- ❷ 36% of HHC respondents and 23% of Nursing Home respondents indicate that no positions offer a realistic career ladder.

EMPLOYER

*"For Which of These Positions Would You Say Your Agency Provides a Realistic Career Ladder?"
(Multiple Response)*



*PCA, HHA or CNA positions only.

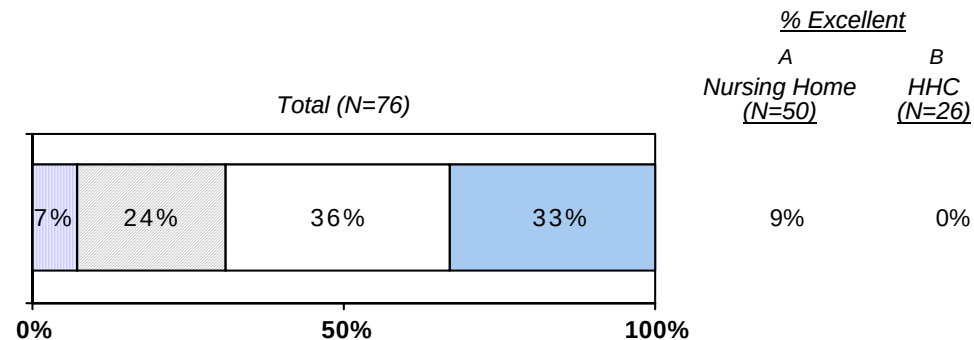
Question 15

Agency Career Advancement Record*

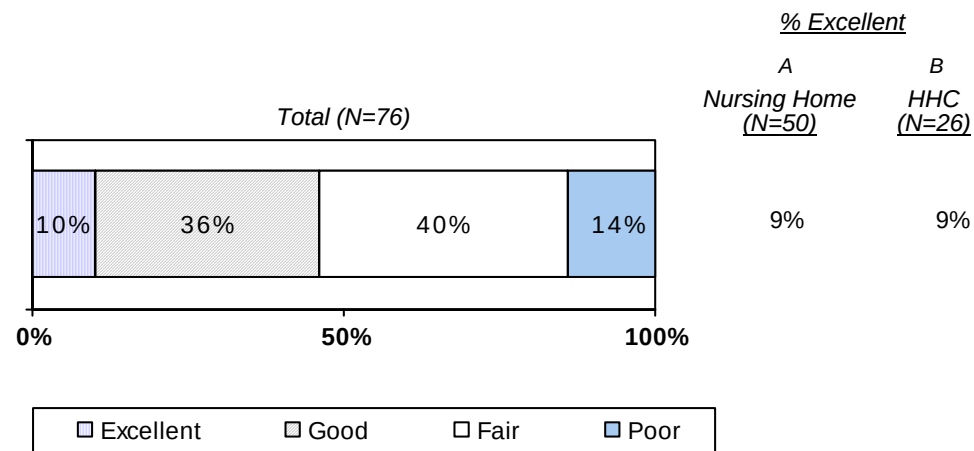
❶ Agency track records for position and salary advancement are rated only fair-to-good, with few rating excellent.

EMPLOYER

“How Would You Rate Your Agency’s Track Record in Moving People in PCA, HHA or CNA Positions Up the Career Ladder?”



“And How Would You Rate Your Agency’s Track Record in Moving People in PCA, HHA or CNA Positions Up to Higher Salary Levels?”



Questions 20, 21

*PCA, HHA or CNA positions only.

Promotions & Raises

- ❶ Few position promotions taking place.
- ❷ Monetary advancement often either given to all employees or none.

EMPLOYER

*"In the Past 12 Months, How Many Employees Have Been Promoted in Your Organization Into Each of the Following Positions?"**

	<u>Mean</u>	<u>Median</u>
<u>Nursing Home</u>		
➤ CNA	5%	4%
➤ LPN	5%	3%
➤ RN	5%	0%
➤ Total	5%	1%

<u>HHC</u>		
➤ PCA	40%	0%
➤ HHA	12%	0%
➤ LPN	3%	0%
➤ RN	4%	0%
➤ Total	9%	0%

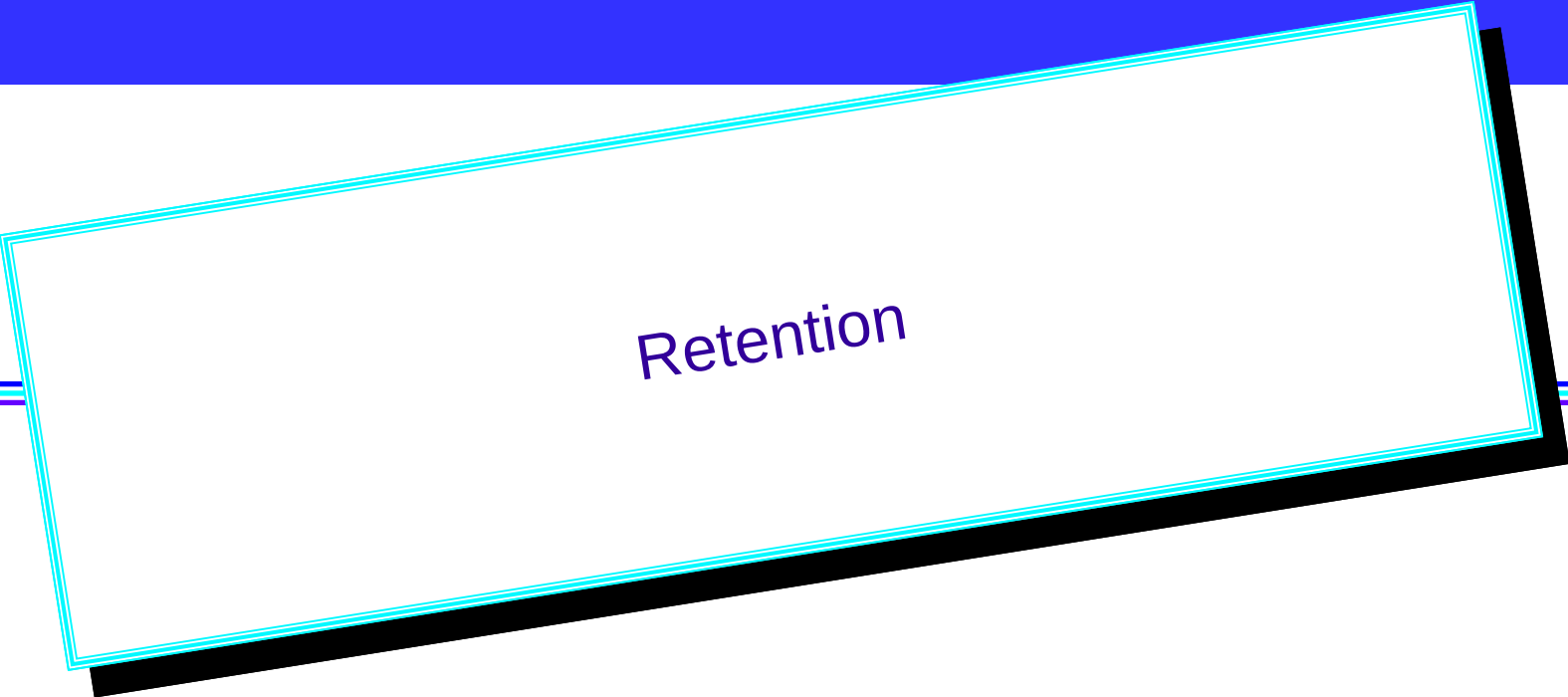
*"In the Last 12 Months, How Many Employees Received Salary Raises Based on Longevity, Special Training or Performance in These Positions?"**

	<u>Mean</u>	<u>Median</u>
<u>Nursing Home</u>		
➤ CNA	17%	0%
➤ LPN	33%	11%
➤ RN	8%	10%
➤ Total	19%	0%

<u>HHC</u>		
➤ PCA	50%	50%
➤ HHA	70%	100%
➤ LPN	52%	70%
➤ RN	53%	65%
➤ Total	61%	100%

CAUTION: Very small N base when factoring out no response.
Questions 33, 34

*Converted to percent of all positions.



Retention

- Annual Turnover Rate
- Rewards and Incentives
- Exit Interviews
- Post-Exit Activity

Annual Turnover Rate

❶ High turnover rates are indicated, particularly in Nursing Homes.

EMPLOYER

*“What Is Your Annual Turnover Rate for Each of the Positions That You Have, i.e., the Percent of Each Position You Need to Fill Each Year?”**

<i>Nursing Home (N=50)</i>			<i>HHC (N=26)</i>		
➤ CNA			➤ PCA		
➤ Mean	48%		➤ Mean	21%	
➤ Median	40%		➤ Median	0%	
➤ LPN			➤ HHA		
➤ Mean	28%		➤ Mean	31%	
➤ Median	25%		➤ Median	40%	
➤ RN			➤ LPN		
➤ Mean	29%		➤ Mean	11%	
➤ Median	20%		➤ Median	10%	
			➤ RN		
			➤ Mean	10%	
			➤ Median	10%	

Question 5

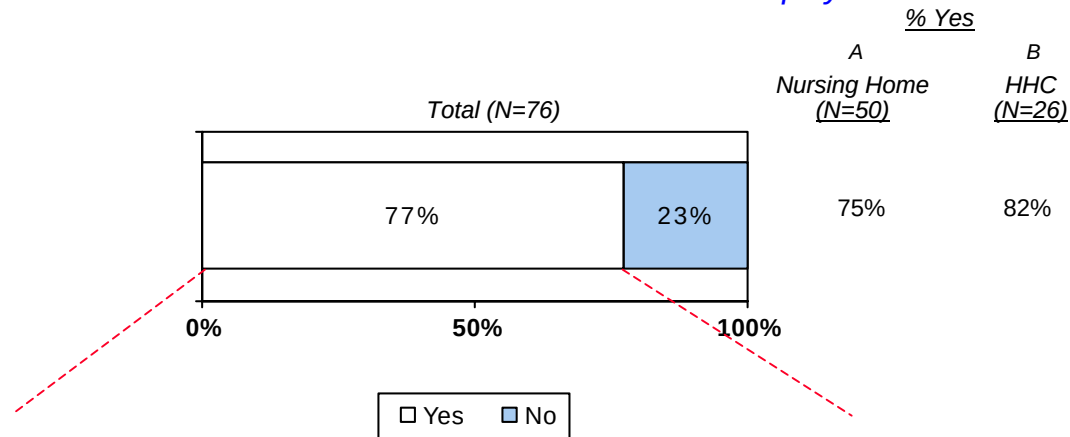
* Among those with one or more positions for each category.

Rewards and Incentives*

- ❶ 77% offer rewards and incentives to employees, most often in the form of prizes/gifts, bonuses and parties.
- ❷ Rewards are most often based on employee performance and attendance.

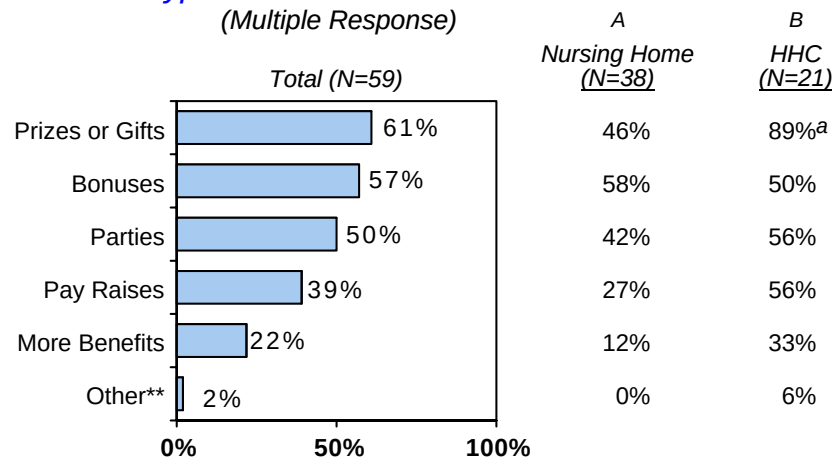
EMPLOYER

"Do You Offer Rewards and Incentives to Your Employees?"



"What Types of Rewards Do You Offer?"

(Multiple Response)



- 38% say rewards are performance-based
- 27% attendance based
- 22% on anniversary dates
- 11% give general bonuses/raises
- 14% give rewards for other purposes.

Questions 23, 24

*PCA, HHA or CNA positions only.

** Other includes "STAR" program.

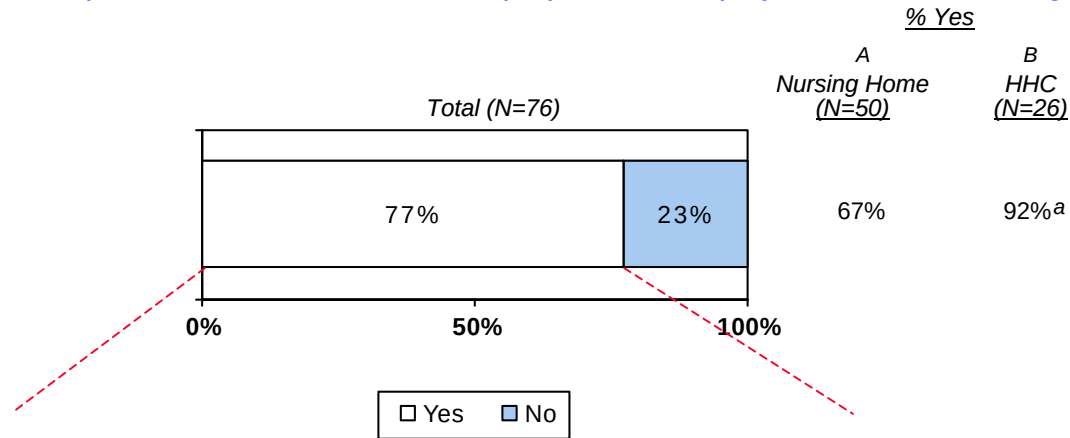
a, b = Statistically significant difference at .05 level.

Exit Interviews*

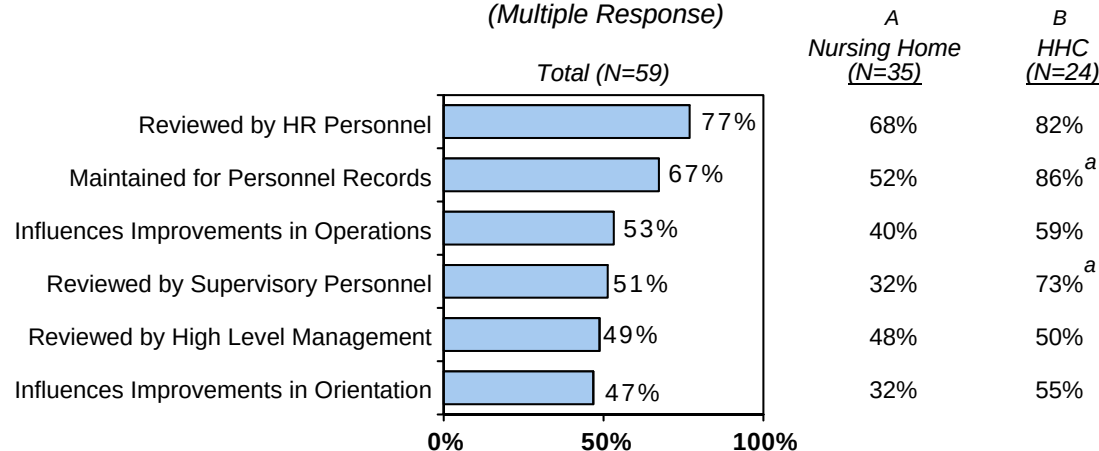
- ❶ 77% indicate there is some form of exit interview with an employee upon leaving the agency.
- ❷ Exit interview information is typically reviewed by HR personnel, and maintained for personnel records. Supervisory personnel in HHC agencies also often review the information.

EMPLOYER

"Is There an Exit Interview (Either Face-to-Face or on Paper) Before Employees Leave Your Organization?"



"What Do You Do With the Information You Obtain From the Interview?"
(Multiple Response)



Questions 25, 26

*PCA, HHA or CNA positions only.

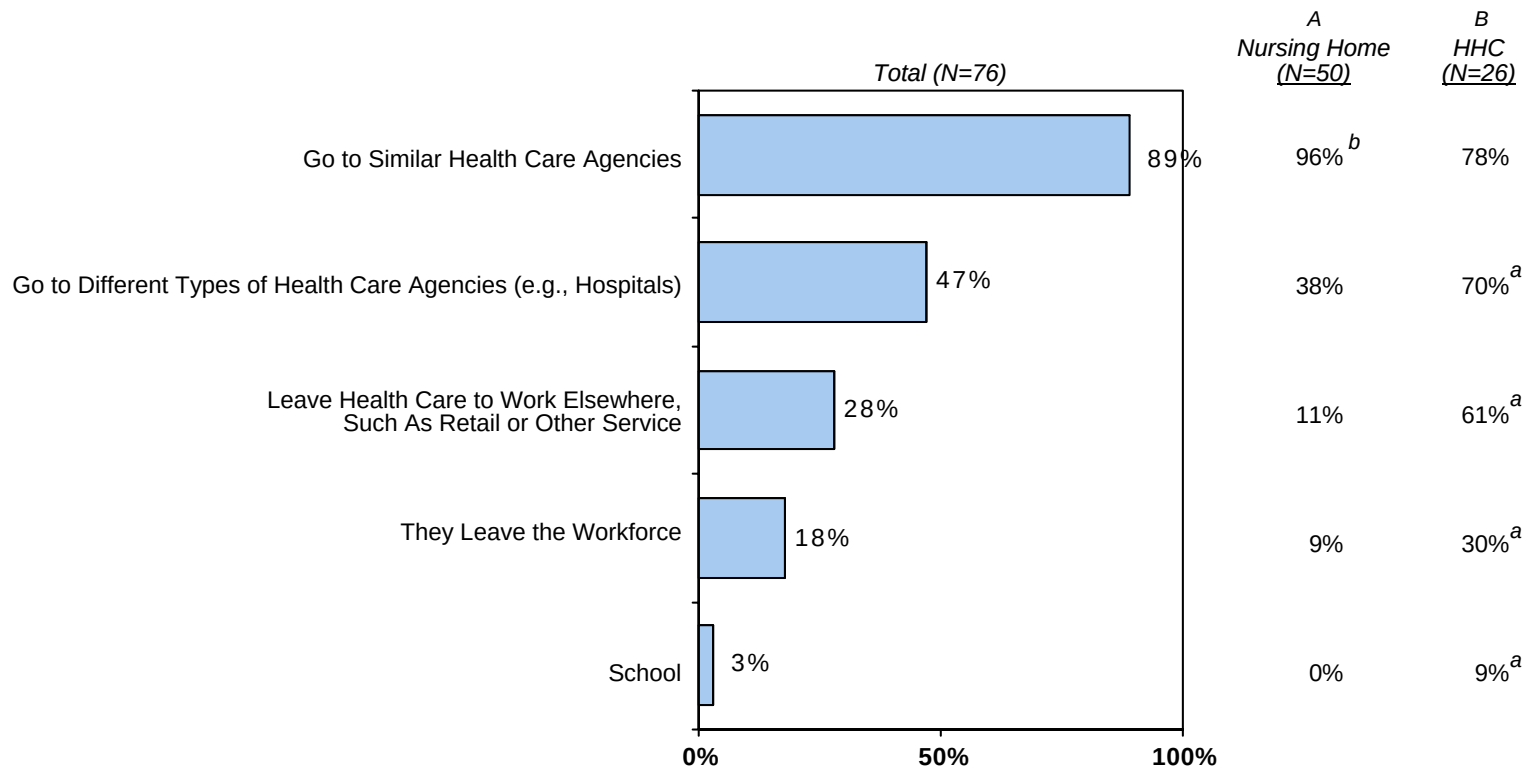
a, b = Statistically significant difference at .05 level.

Post-Exit Activity*

- ❶ Respondents most often indicate that employees leave the agency to find work at similar health care agencies.
- ❷ HHC's more likely to indicate that employees leave health care for jobs in other industries.

EMPLOYER

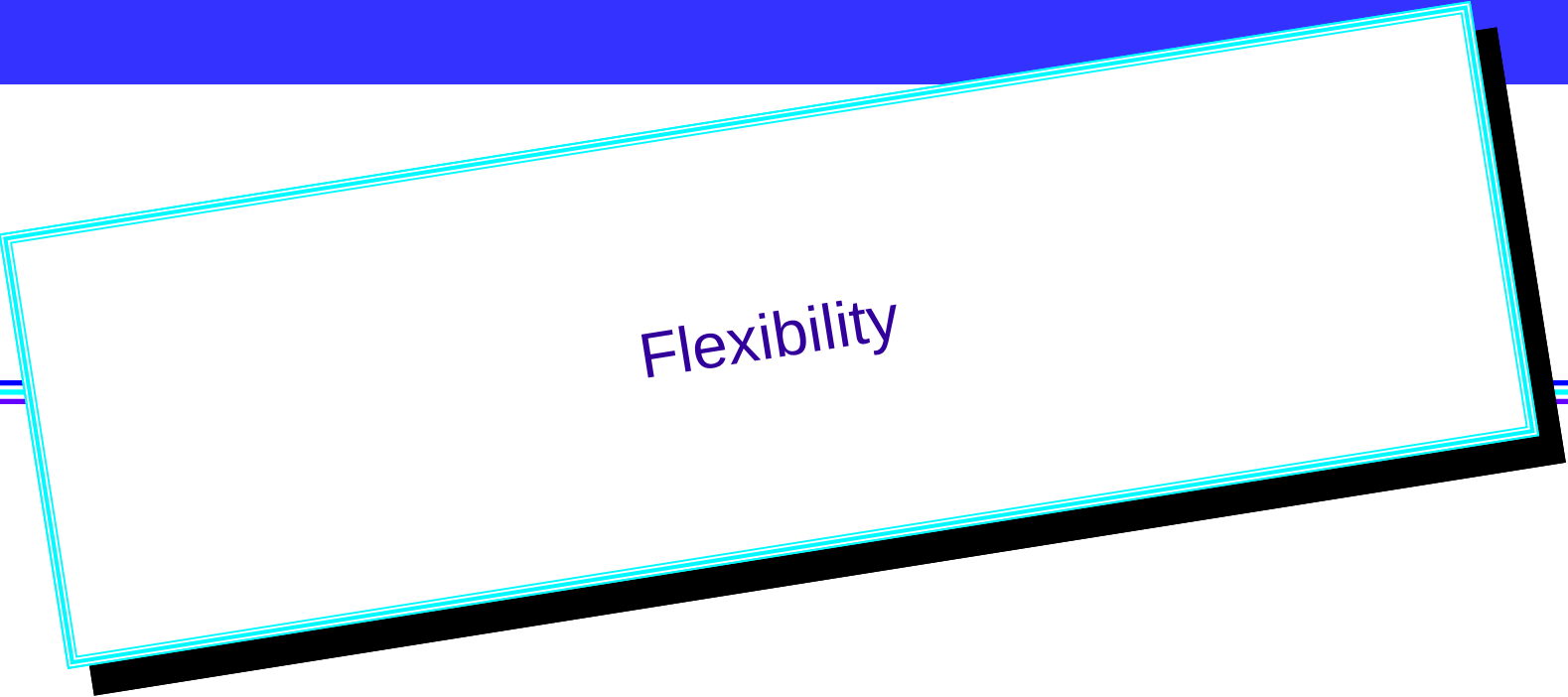
"What Do Most of Your Employees Do When They Leave Your Employ?"
(Multiple Response)



*PCA, HHA or CNA positions only.

Question 27

a, b = Statistically significant difference at .05 level.



Flexibility

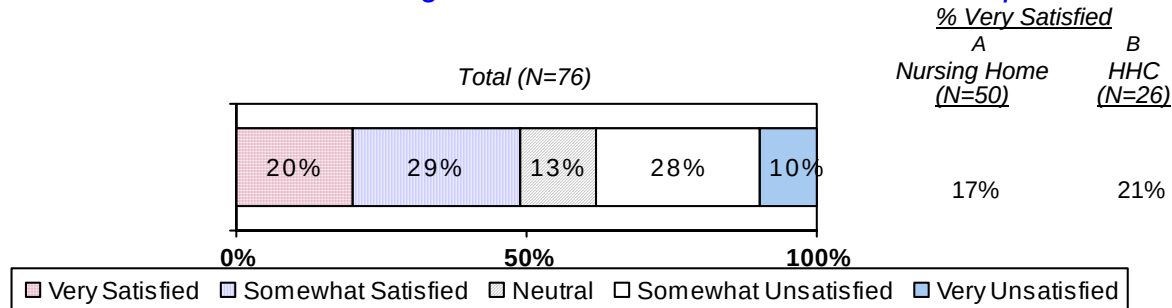
- Hiring and Retention Satisfaction
- Flexibility to Change
- Agency Likelihood to Change Practices

Hiring and Retention Satisfaction

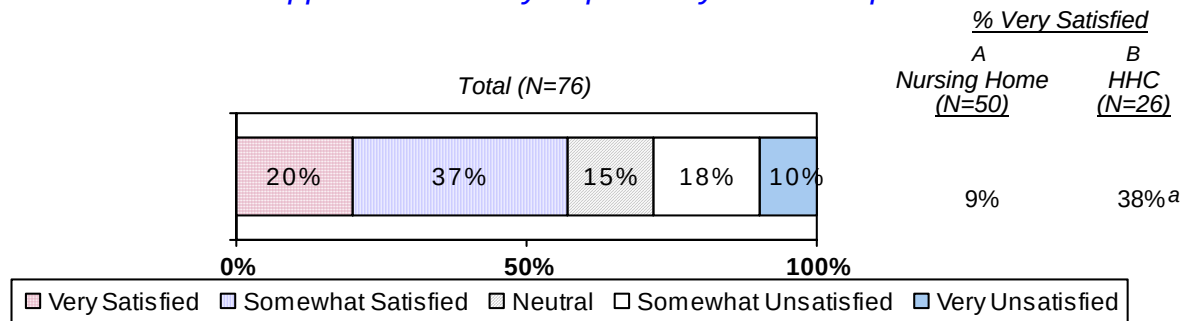
- ❶ 49% are at least somewhat satisfied with hiring and retention practices at their agencies, as well as supervisory support.
- ❷ Executive management typically offers flexibility to implement new ideas/practices.

"How Satisfied Are You With the Hiring and Retention Practices of Your HR Department?"

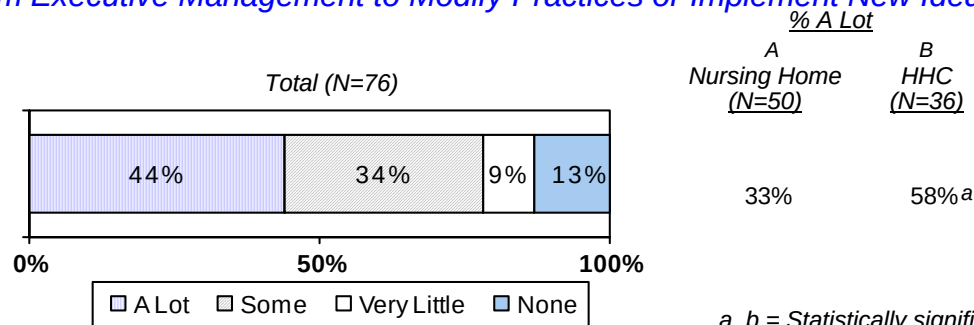
EMPLOYER



"How Satisfied Are You With the Support Provided by Supervisory Staff to Improve Retention Practices?"



"How Much Flexibility Do You Have From Executive Management to Modify Practices or Implement New Ideas for Recruiting?"



a, b = Statistically significant difference at .05 level.

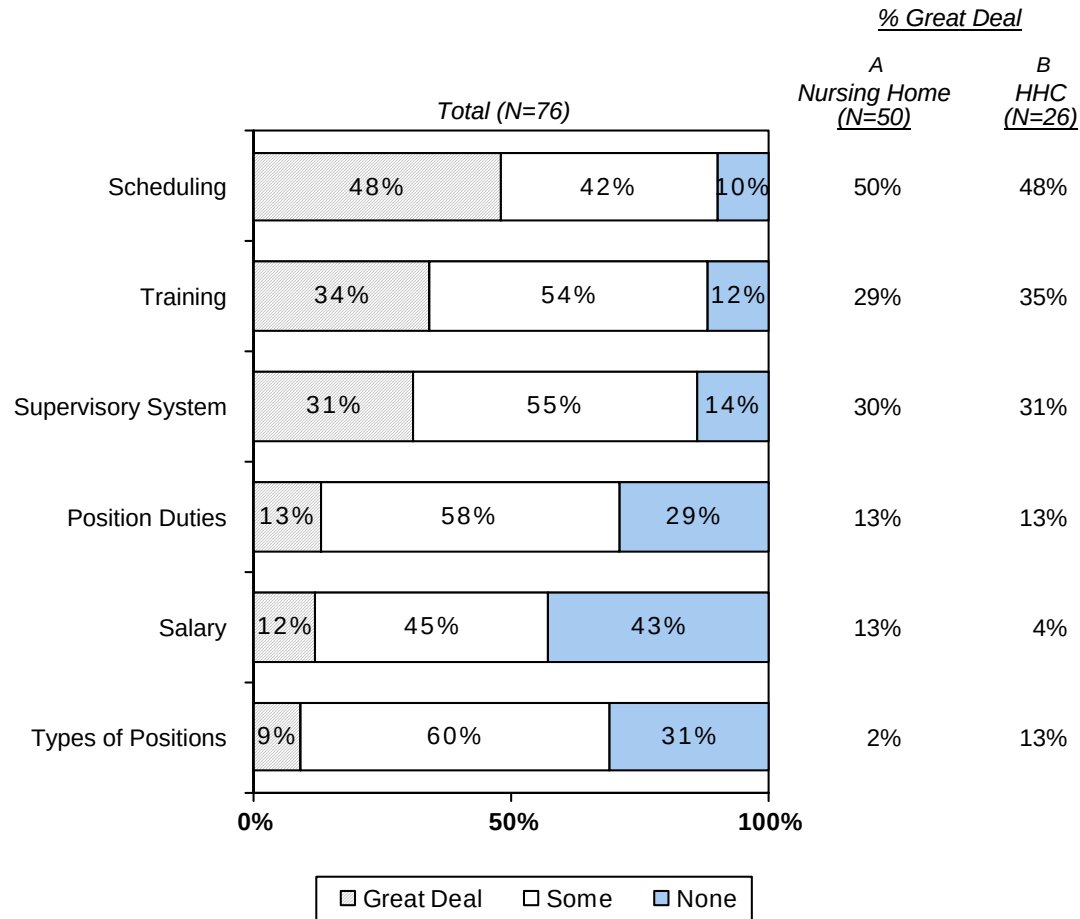
Questions 30, 32, 31

Flexibility to Change

- Flexibility offered to respondents by their agencies most often relates to scheduling, training and supervisory duties.

"How Much Flexibility Do You Have at Your Agency to Change Current Practices in Each of the Following Areas?"

EMPLOYER



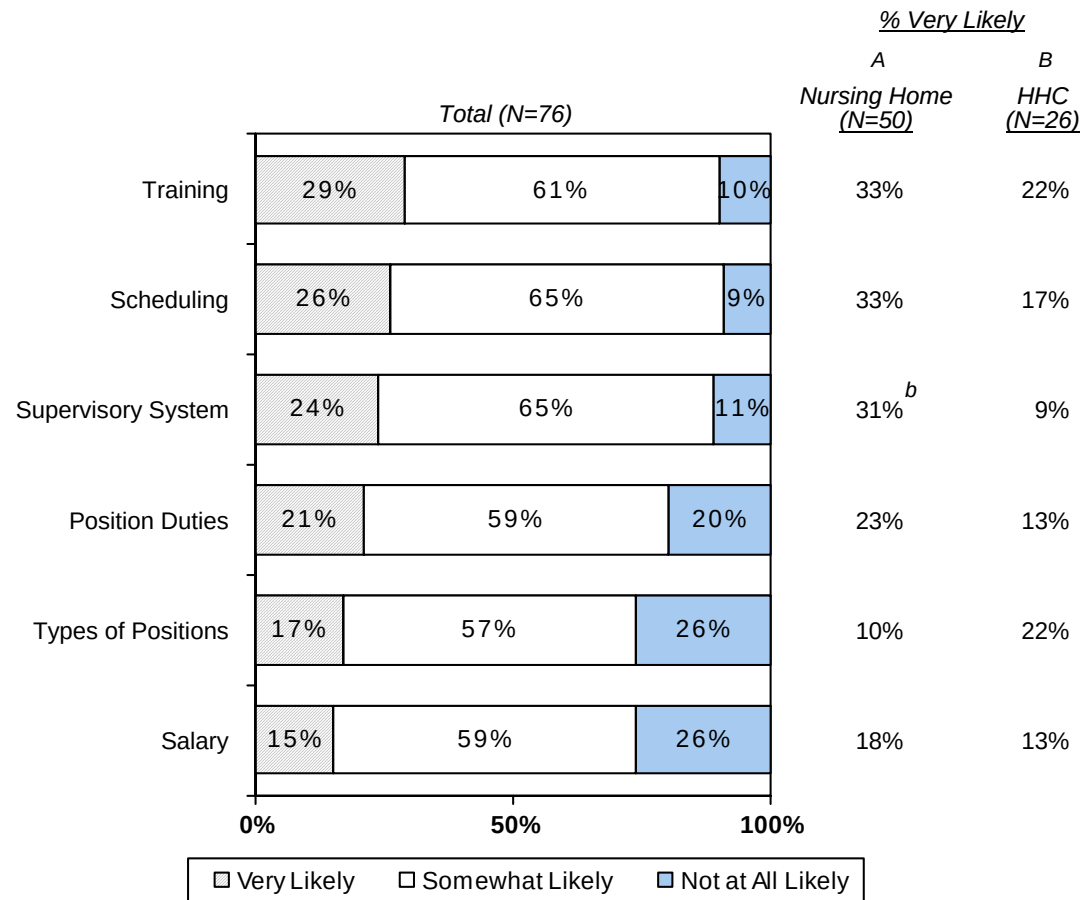
Question 28

Agency Likelihood to Change Practices

- ① While practices generally appear not very likely to change, 24% to 29% of employers feel training, scheduling and supervisory systems are very likely to change.

"How Likely Is Your Agency to Change Current Practices in Each of the Following Areas?"

EMPLOYER

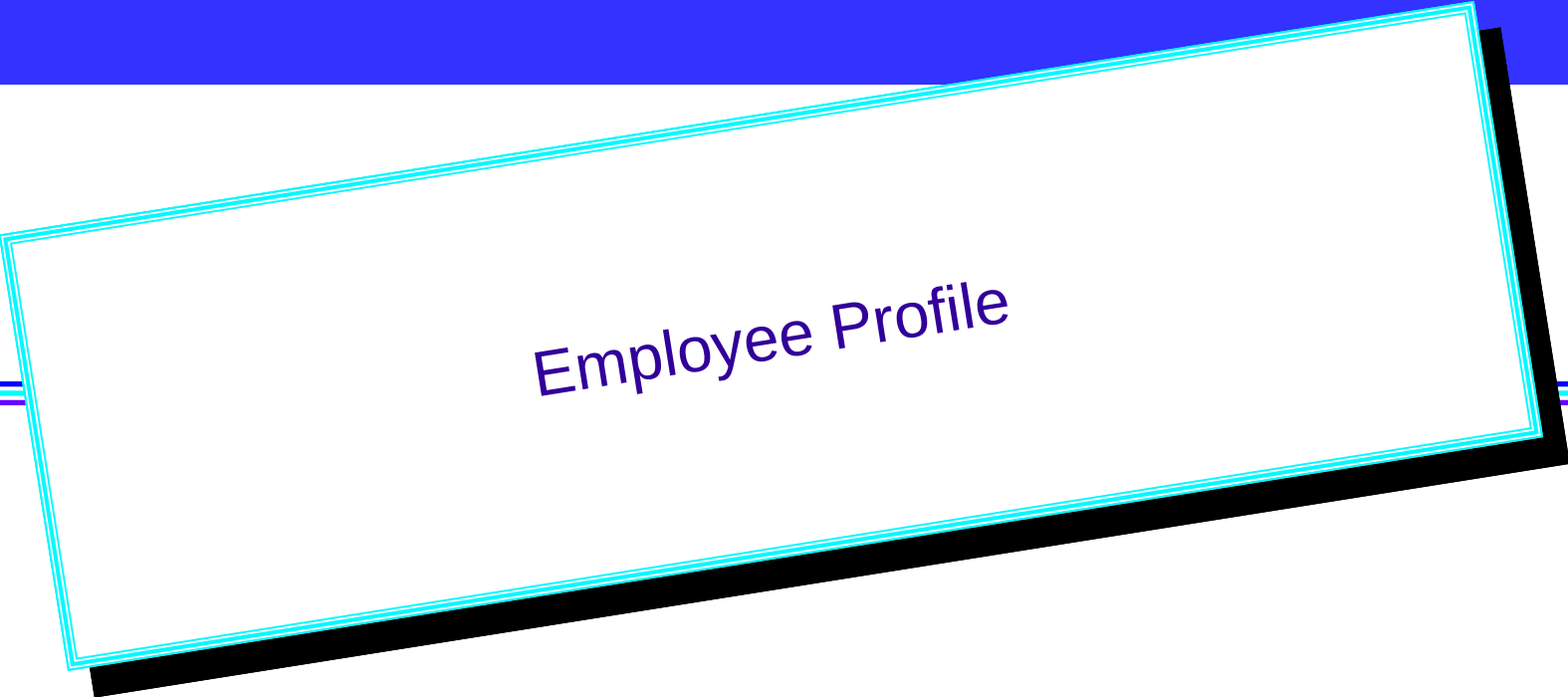


Question 29

a, b = Statistically significant difference at .05 level.

TAB 4:
Employee Survey Findings

- Employee Profile
- Education/Training/Orientation
- Computers
- General Perceptions
- Child Care
- Other Perceptions



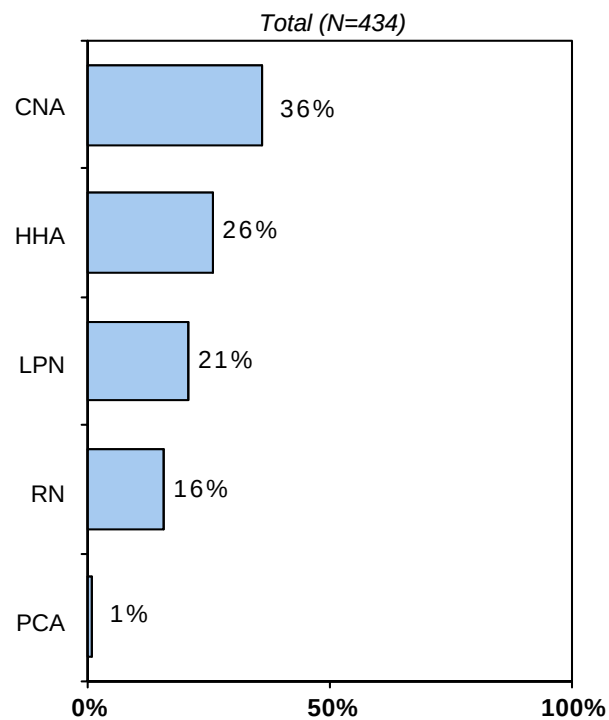
Employee Profile

- Job Title
- Education
- Certifications
- Household Income
- Age
- Employment Length
- Changed Jobs

❶ 36% of all employee respondents are CNA's, 26% are HHA's, 21% are LPN's and 16% are RN's.

EMPLOYEE

"What Is Your Job?"



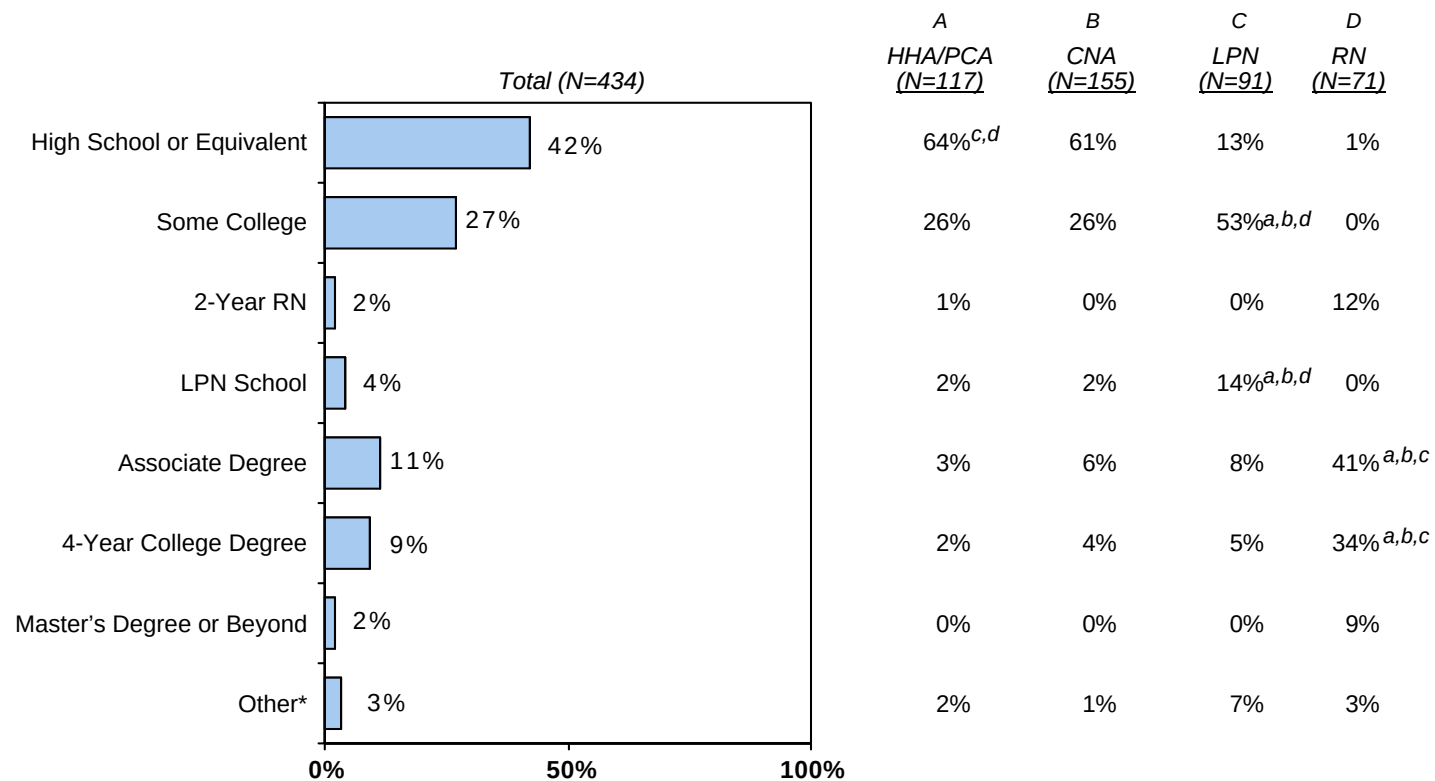
Question 1

Education

❶ 42% have no education beyond high school.

EMPLOYEE

"What Is the Highest Education You Have Achieved?"



* Other includes BOCES, Technical School.

Question 2

a, b, c, d = Statistically significant difference at .05 level.

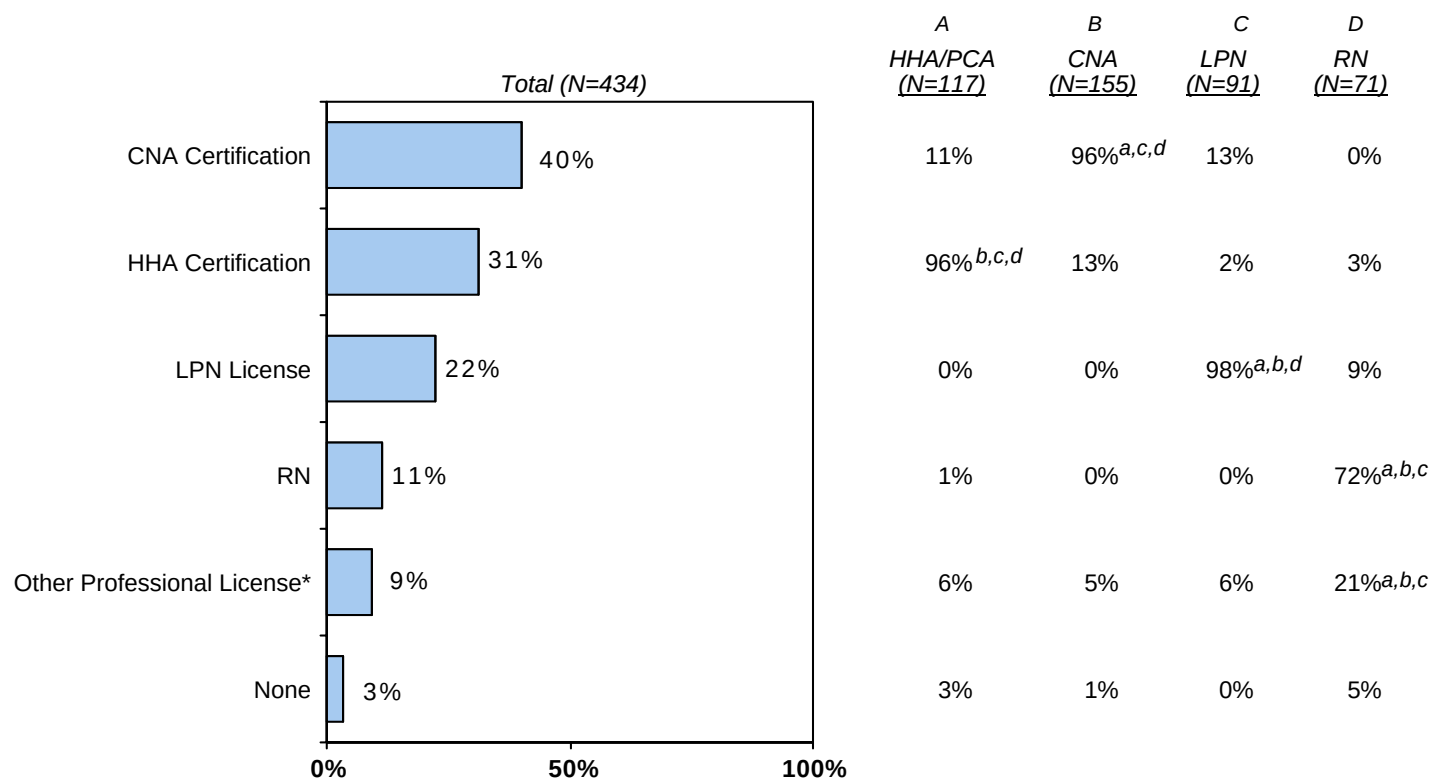
Certifications

❶ 40% of respondents have CNA certification, 31% have HHA certification and 22% have LPN licenses.

EMPLOYEE

7% of employees have both HHA and CNA Certification.

*“What, If Any, Certifications or Licenses Do You Have?”
(Multiple Response)*



* Other includes BSN, Hospice Specialist.

Question 3

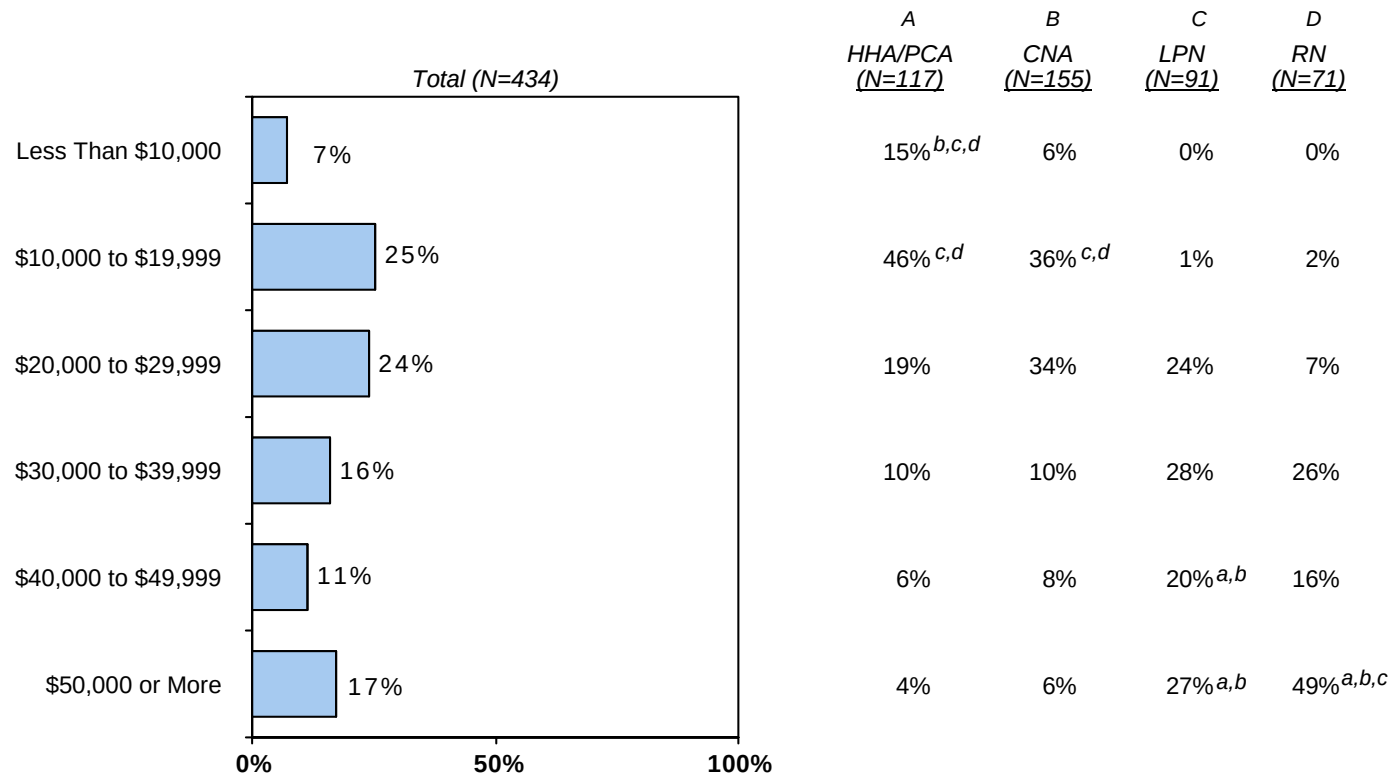
a, b, c, d = Statistically significant difference at .05 level.

Household Income

❶ 80% of HHA/PCA and 76% of CNA positions have annual household incomes under \$30,000.

EMPLOYEE

“What Is Your Annual Household Income?”



Question 4

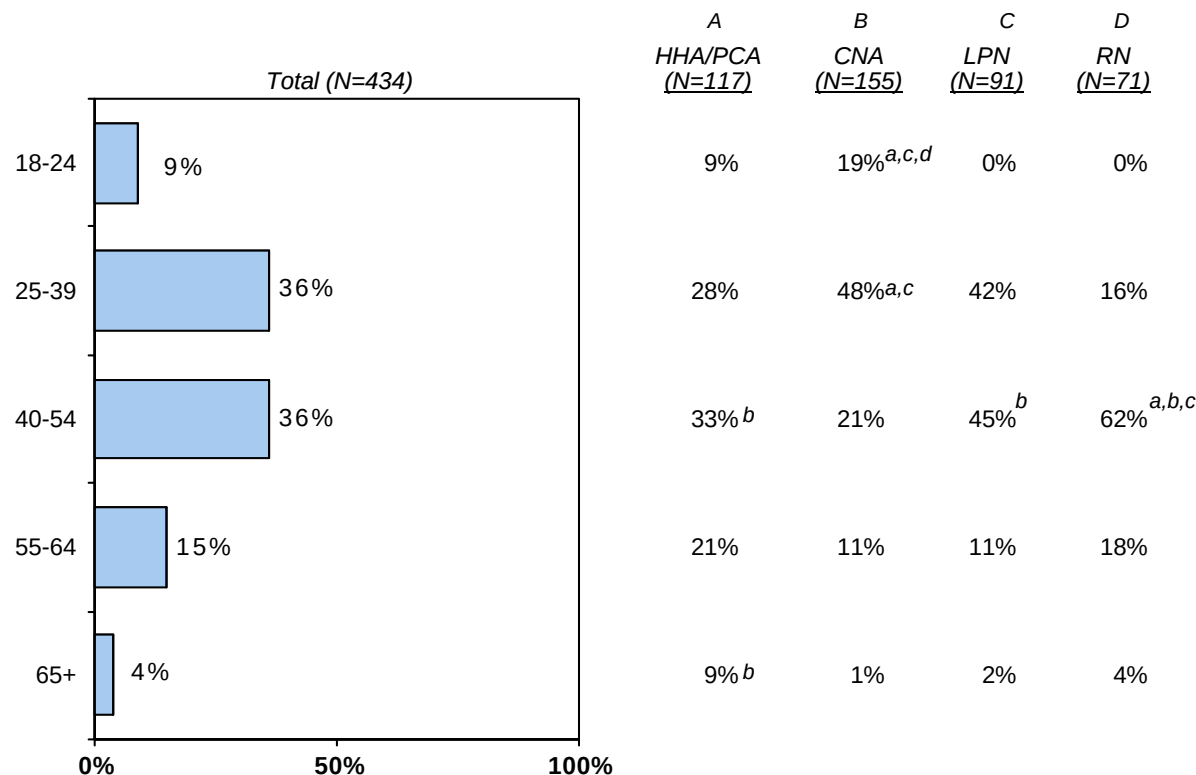
a, b, c, d = Statistically significant difference at .05 level.

❶ CNA's are the youngest, with 67% under 40, and RN's are the oldest, with 84% 40 or over.

EMPLOYEE

- 45% are under 40 years of age and 55% are 40 and over.
- 37% of HHA/PCA's are under 40 and 63% are 40 and over.
- 67% of CNA's are under 40 years of age and 33% are 40 and over.
- 42% of LPN's are under 40 and 58% are 40 and over.
- 16% of RN's are under 40 and 84% are 40 and over.

"What Is Your Age?"



Question 5

a, b, c, d = Statistically significant difference at .05 level.

Employment Length

- 38% have worked in health care for more than 15 years, particularly LPN's and RN's.
- Longevity in the field compared to longevity at current agency suggests some movement between agencies in the industry has occurred. Overall, 29% have been in the field 5 years or less, but 56% have been in the same job for 5 years or less.

•30% have worked in health care 5 years or less, 70% more than 5 years.

•44% of HHA/PCA's have worked in health care 5 years or less, 56% more than 5 years.

•37% of CNA's have worked in health care 5 years or less, 63% more than 5 years.

•11% of LPN's have worked in health care 5 years or less, 89% more than 5 years.

•7% of RN's have worked in health care 5 years or less, 93% more than 5 years.

•56% have worked in their job 5 years or less, 44% more than 5 years.

•67% of HHA/PCA's have worked in their current job 5 years or less, 33% more than 5 years.

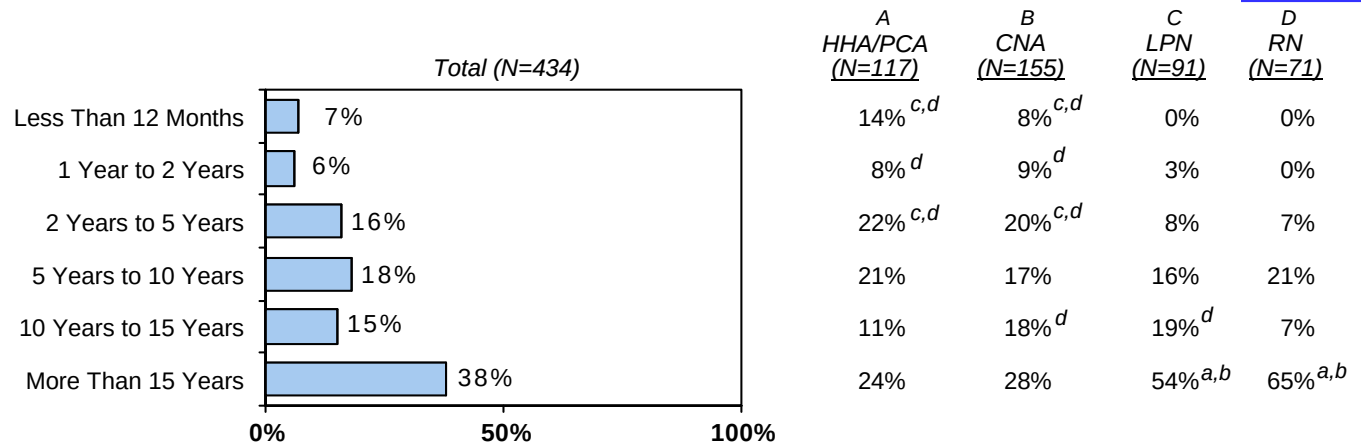
•56% of CNA's have worked in their current job 5 years or less, 63% more than 5 years.

•42% of LPN's have worked in their current job 5 years or less, 58% more than 5 years.

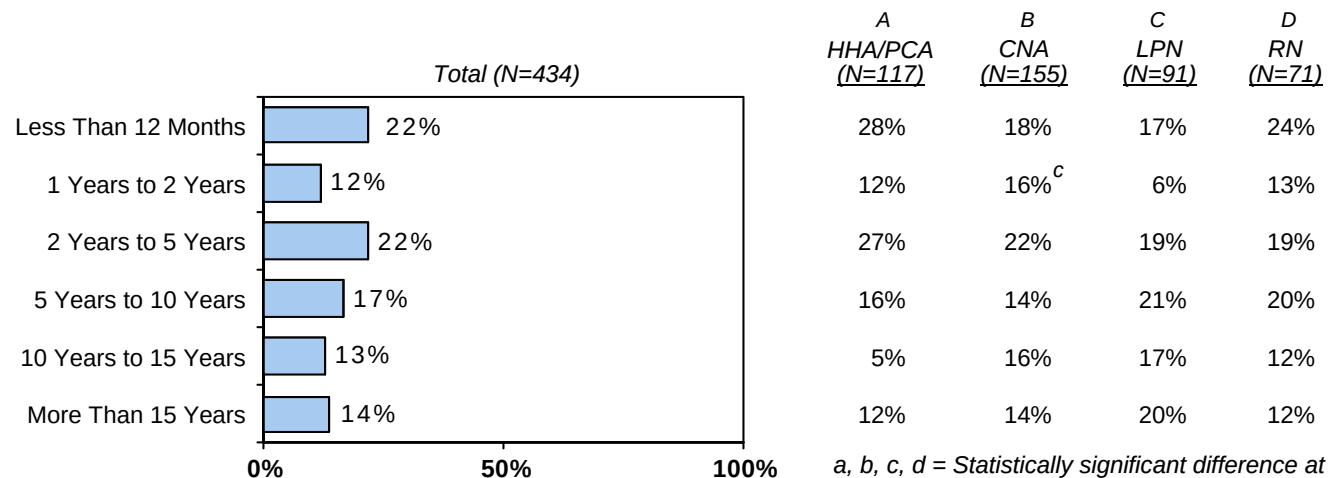
•56% of RN's have worked in their current job 5 years or less, 44% more than 5 years.

"How Long Have You Worked in Health Care?"

EMPLOYEE



"How Long Have You Worked for Your Current Agency?"



a, b, c, d = Statistically significant difference at .05 level.

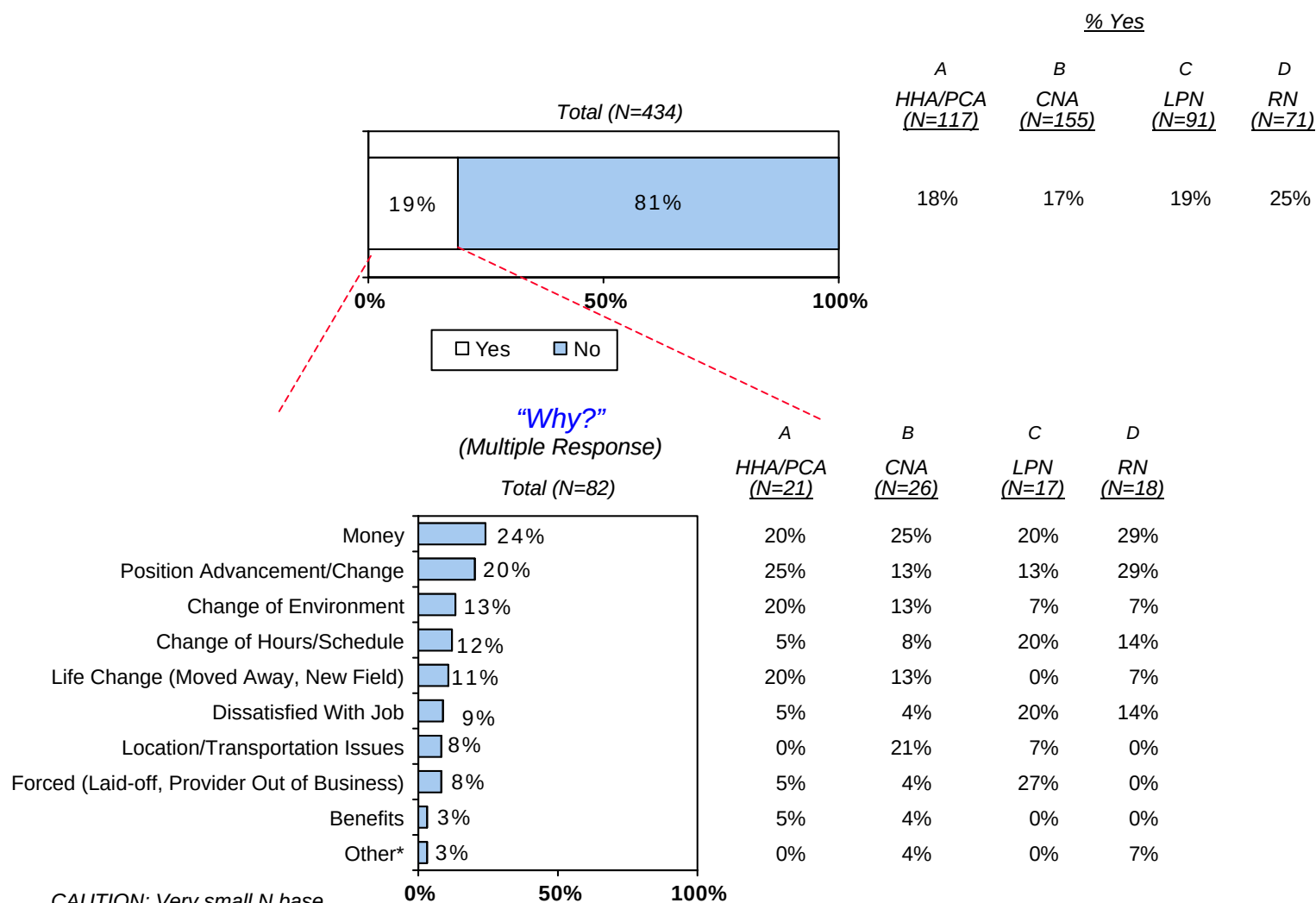
Questions 7,8

Changed Jobs

❶ 19% have changed jobs in the last year, most often for money and/or position advancement.

"Have You Changed Jobs in the Last 12 Months?"

EMPLOYEE



Question 9

CAUTION: Very small N base.

*Other includes supplemental income.

Education/Training/Orientation

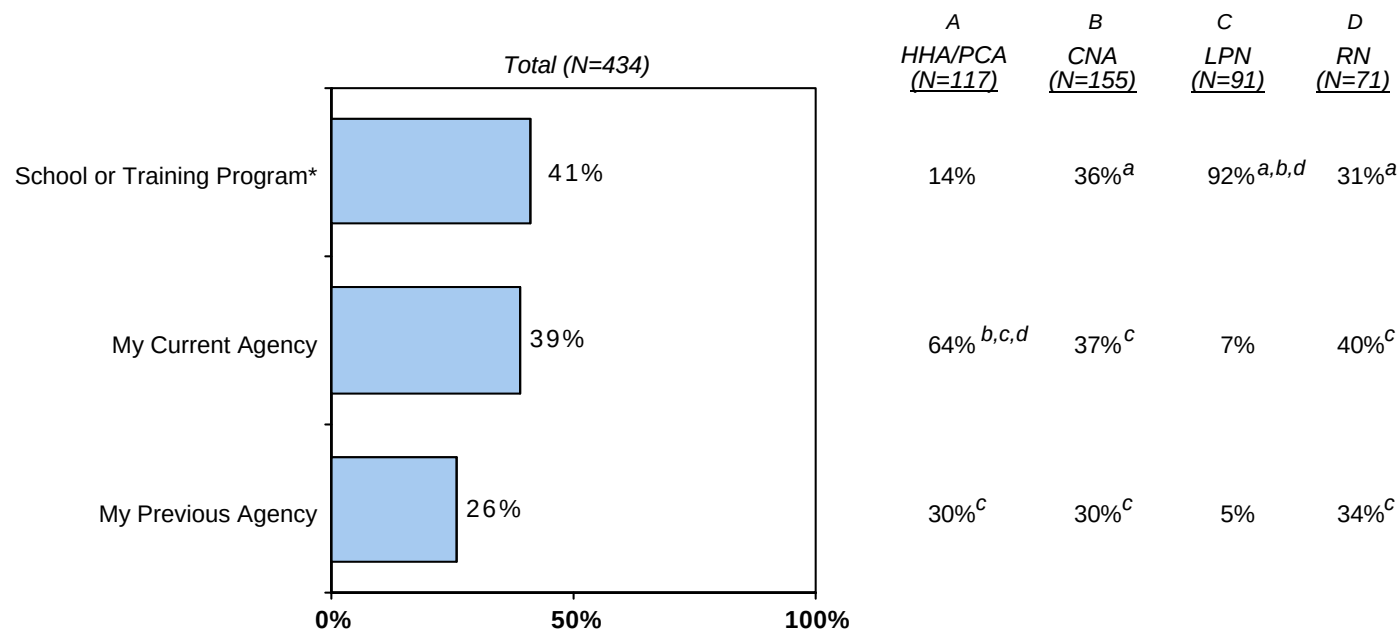
- Training Sources
- Training Ratings
- Desired Additions to Training
- Interest in Additional Training
- Importance of Training Rewards
- Help With Getting Training
- Training Timing Preferences
- 2 or 4-Year Degree Interest
- Certification Classes & Documentation

Training Sources

- ① LPN's most often trained by a school or training program (BOCES, Central Tech) while HHA/PCA's, CNA's and RN's were trained by their current agencies.

EMPLOYEE

"Where Did You Get Trained for Your Current Job?"
(Multiple Response)



*31 percent were trained at BOCES, 25% at Central Tech, 18% at another health care institute, 5% at Syracuse University, 17% at another college, and 4% at another school.

Question 11

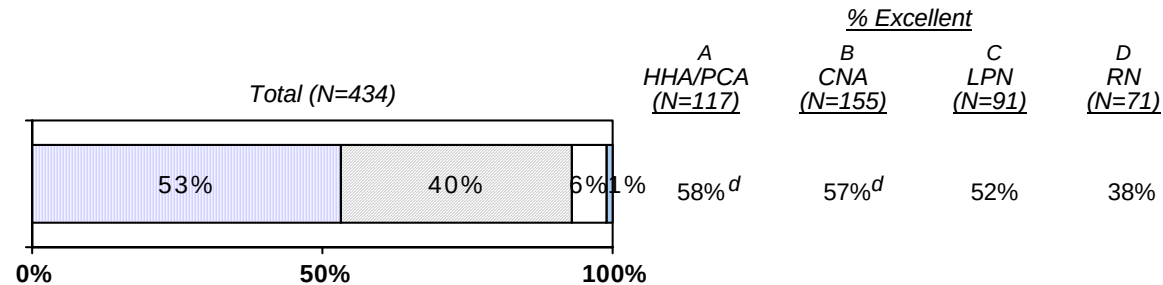
a, b, c, d = Statistically significant difference at .05 level.

Training Ratings

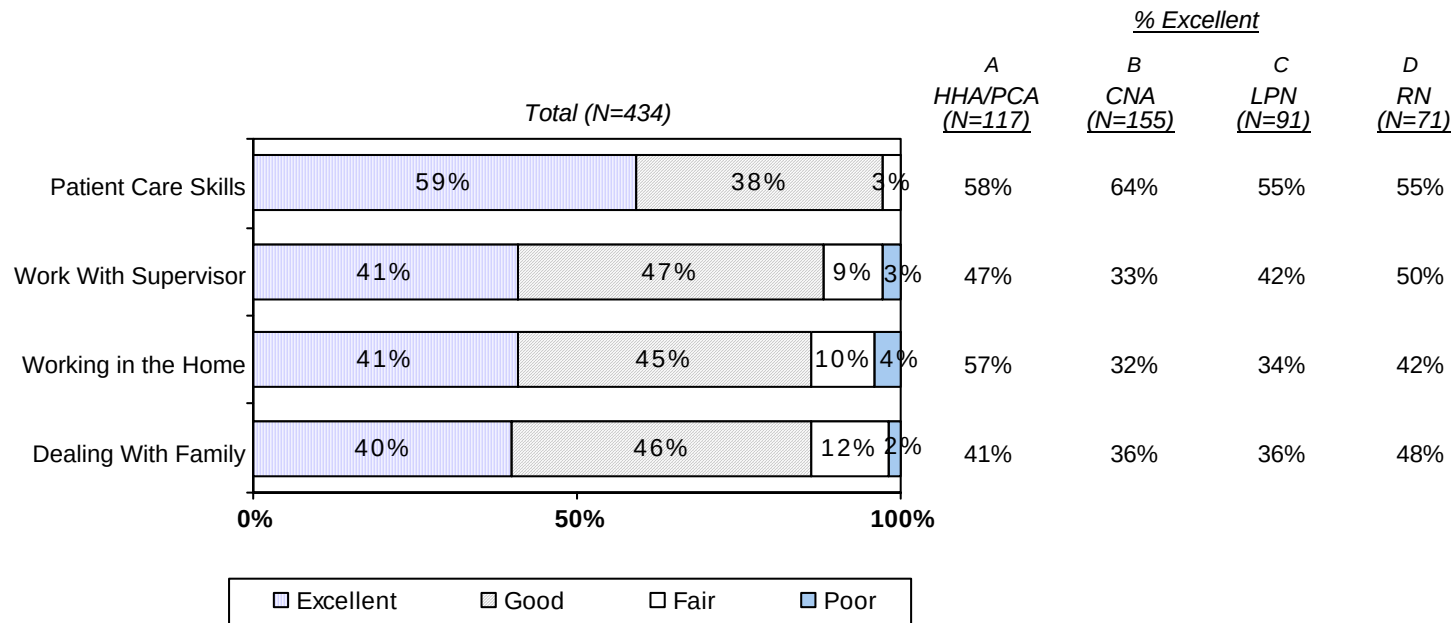
- ❶ Training in preparation for current job rated well, with 53% indicating it was excellent.
- ❷ When asked to rate particular training areas, patient care skills rated most positively.

"How Would You Rate Your Training in Preparing You for Your Current Job?"

EMPLOYEE



"How Would You Rate Your Training in Each of the Following Areas?"



a, b, c, d = Statistically significant difference at .05 level.

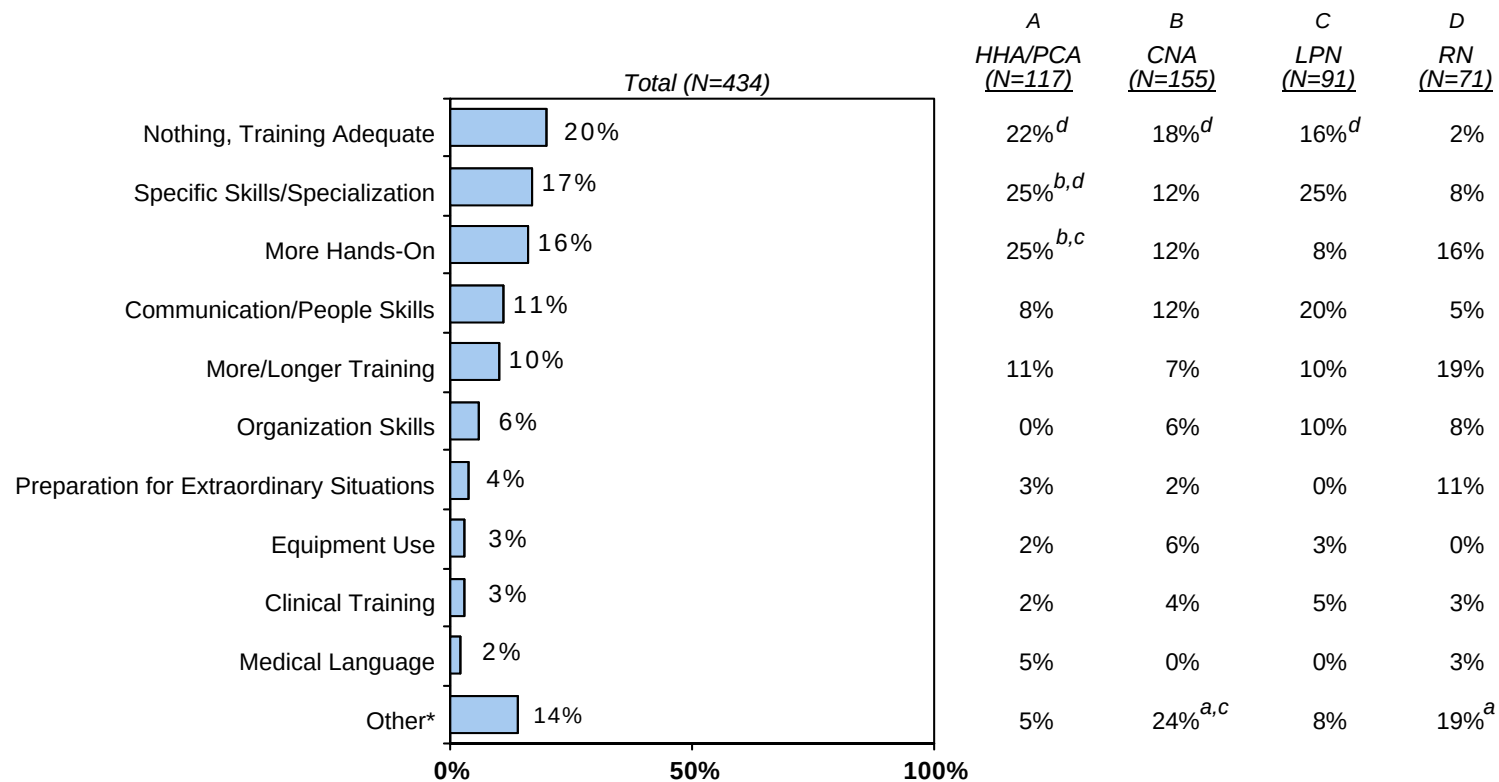
Questions 12,13

Desired Additions to Training

- ❶ While 20% felt their training was adequate as it was, some would have liked to see more specific skills training and more hands-on work.

EMPLOYEE

*“What More Would You Like to Have Seen Included in Your Training?”
(Multiple Response)*



* Other includes better attitude, more honesty, cultural issues.

a, b, c, d = Statistically significant difference at .05 level.

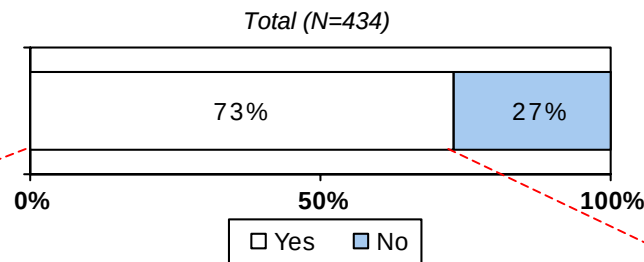
Question 14

Interest in Additional Training

- 73% would consider more training.
- While many would like training that would improve their skills, more interest is indicated if training led to career advancement.

"Would You Consider More Training?"

Among those who would consider more training, 57% would be very interested in taking courses over the Internet.

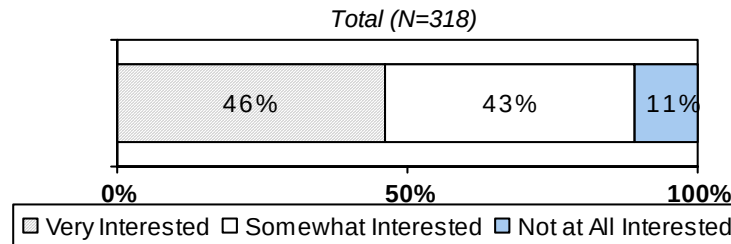


% Yes			
A	B	C	D
HHA/PCA (N=117)	CNA (N=155)	LPN (N=91)	RN (N=71)
77%	71%	74%	72%

EMPLOYEE

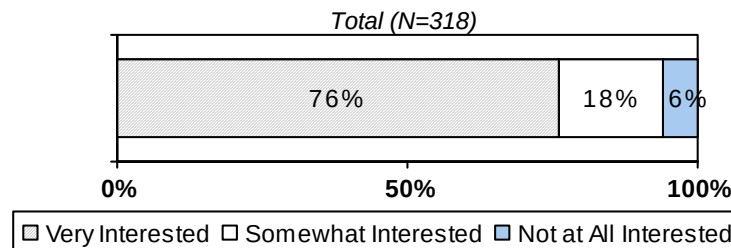
"How Interested Are You in More Training If It Improved Your Skills but Didn't Lead to a Better Position?"*

Respondents age 18 to 54 more likely than those 55 years or older to consider more training (77% vs. 58%), particularly if it led to a better position (80% vs. 54%), but less likely to pursue further training if it improved skills but didn't lead to a better position (42% vs. 61%).



% Very Interested			
A	B	C	D
HHA/PCA (N=90)	CNA (N=110)	LPN (N=67)	RN (N=51)
44%	49%	34%	53%

"How Interested Are You in More Training If It Led to a Better Position?"*



% Very Interested			
A	B	C	D
HHA/PCA (N=90)	CNA (N=110)	LPN (N=67)	RN (N=51)
77% ^d	85% ^d	73%	57%

a, b, c, d = Statistically significant difference at .05 level.

* Among those who would consider more training.

Questions 15, 16, 17

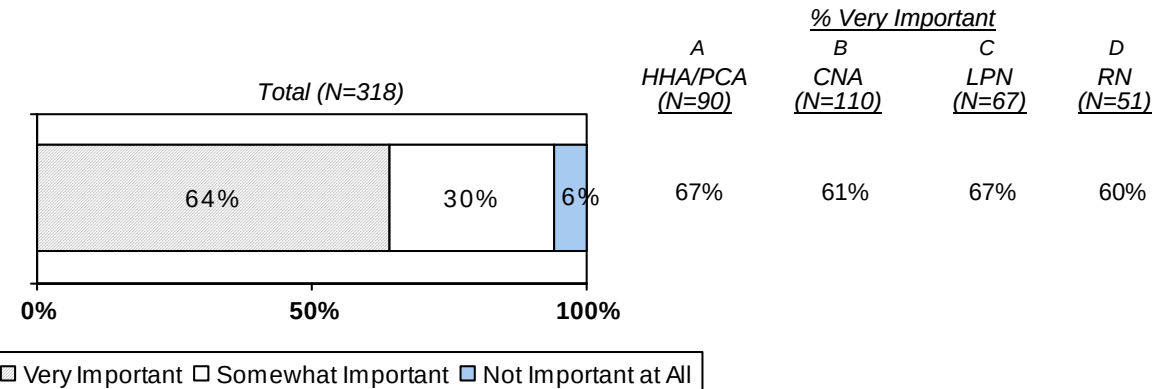
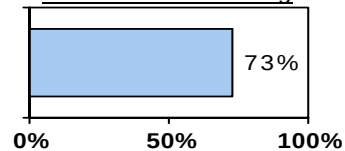
Importance of Training Rewards

- Most feel it is at least somewhat important that their employers reward them for getting more training, most often with a salary increase.

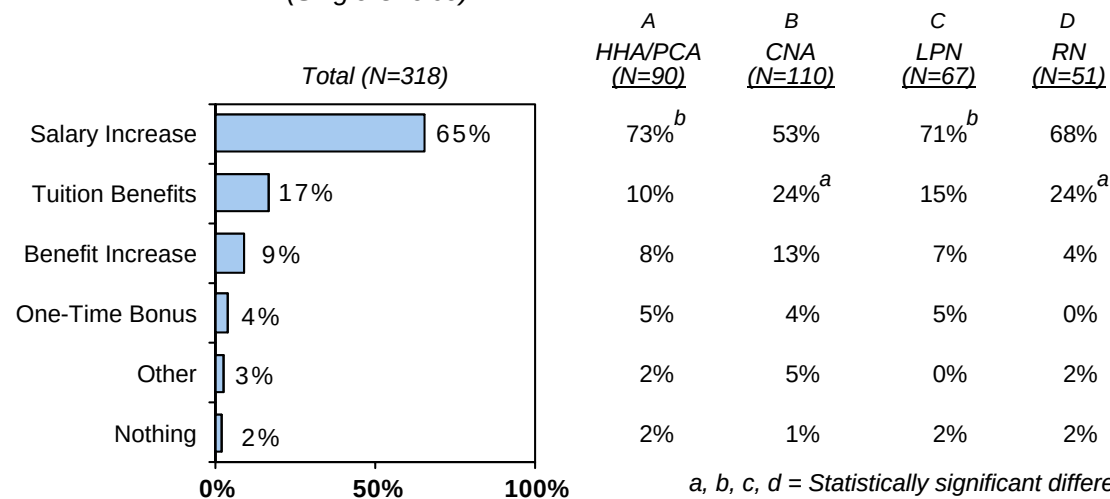
*"How Important Is It That Your Employer Rewards You for Getting More Training?"**

EMPLOYEE

Asked Only of Those Who Would Consider More Training



"How Would You Like Your Employer to Reward You for Getting More Training?"
(Single Choice)*



a, b, c, d = Statistically significant difference at .05 level.

* Among those who would consider more training.

Questions 18, 19

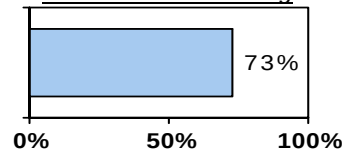
Help With Getting Training

① Help with monetary factors are most important for getting training.

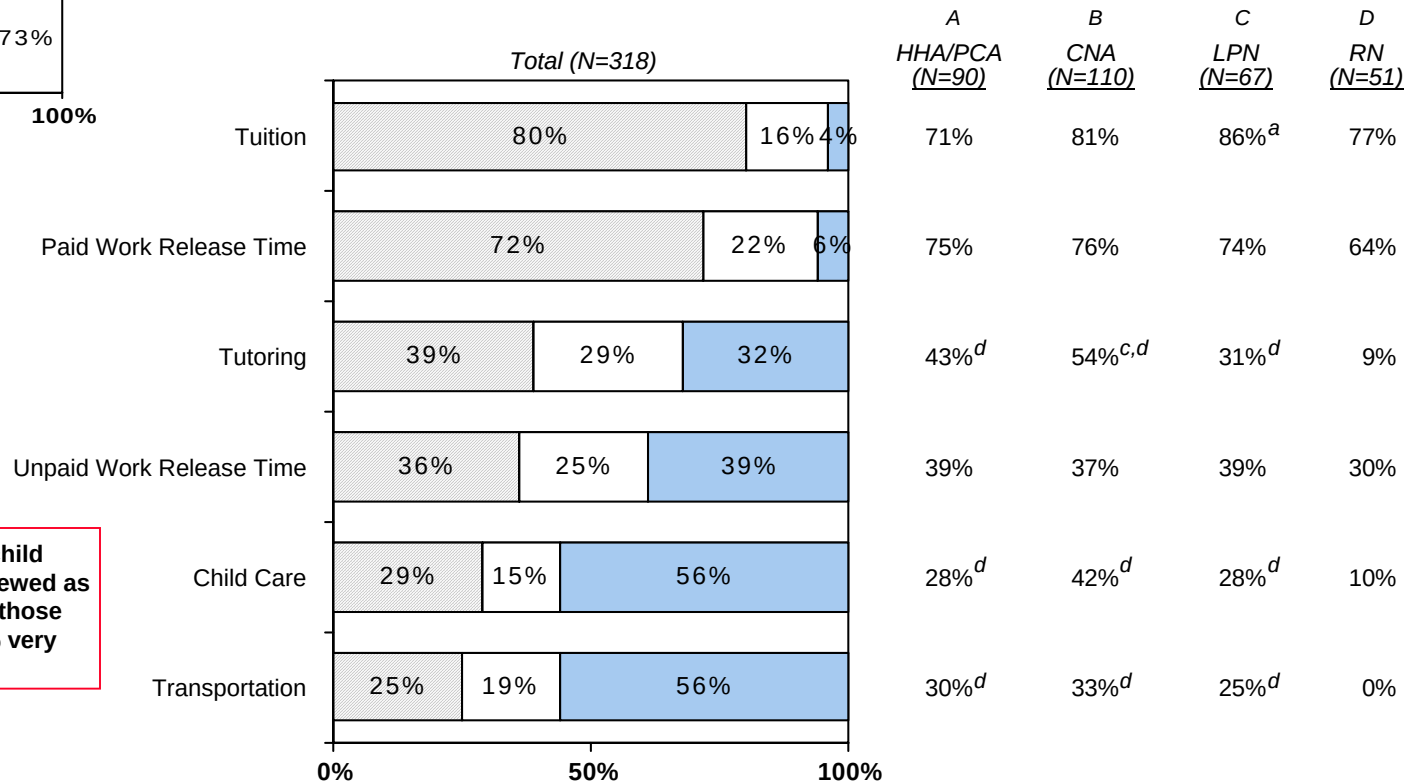
EMPLOYEE

*“How Important Is Help With Each of the Following in Order for You to Get More Training?”**

Asked Only of Those Who Would Consider More Training



% Very Important



Not surprisingly, child care more often viewed as very important by those with children (44% very important).

□ Very Important □ Somewhat Important □ Not Important at All

a, b, c, d = Statistically significant difference at .05 level.

* Among those who would consider more training.

Question 20

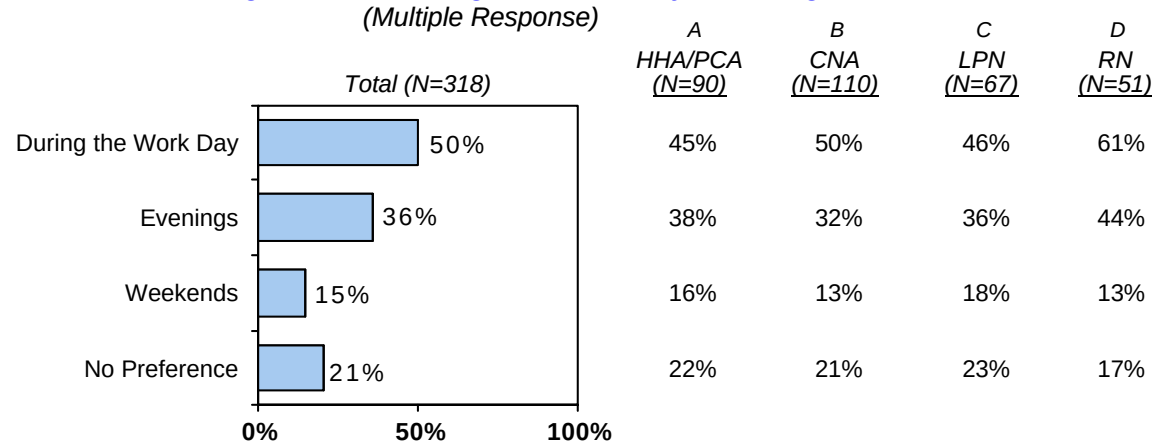
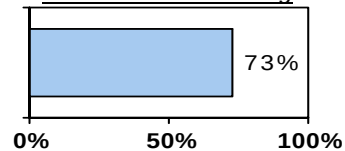
Training Timing Preferences

- ❶ 50% would prefer taking training classes during the day; 36% during evenings.
- ❷ No clear preference for class schedule timing indicated.

EMPLOYEE

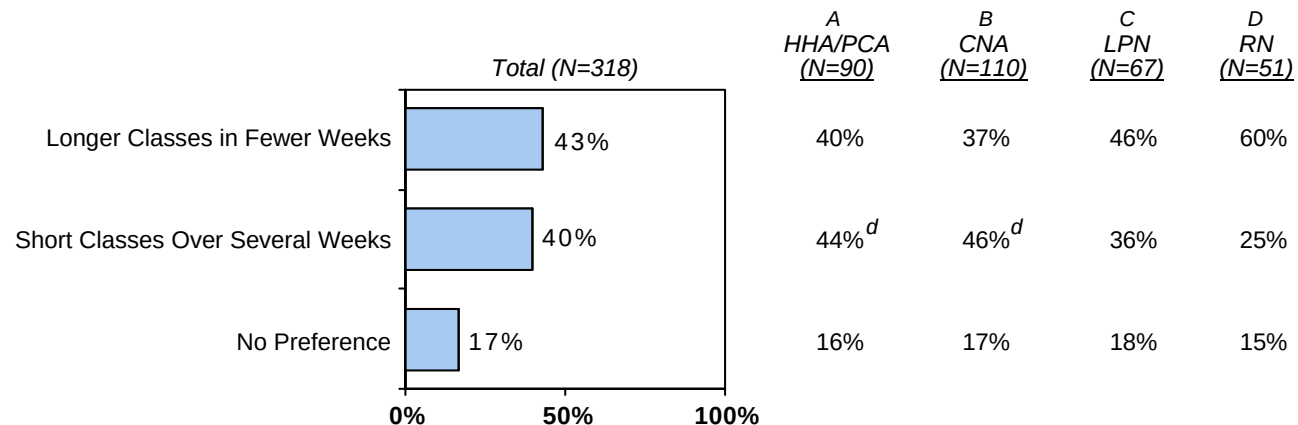
*"Would You Prefer Training Classes During the Work Day, Evenings, or Weekends?"**

Asked Only of Those Who Would Consider More Training



No differences for those with children compared to those without.

*"Would You Prefer Short Training Classes Scheduled Over Several Weeks, or Longer Classes in Fewer Weeks?"**



a, b, c, d = Statistically significant difference at .05 level.

* Among those who would consider more training.

Questions 21,22

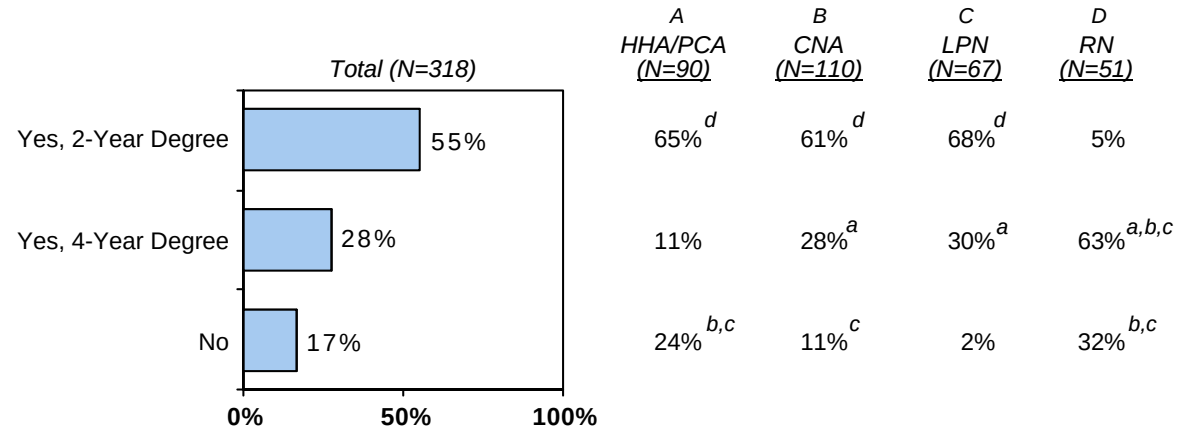
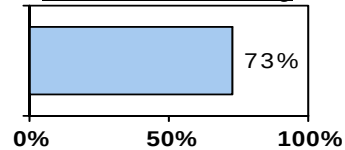
2 or 4-Year Degree Interest

- ❶ 83% would take more training toward a 2 or 4-year degree, with 55% wanting to take courses toward a 2-year degree.
- ❷ Most would be at least somewhat interested in such courses if they were held near their places of work.

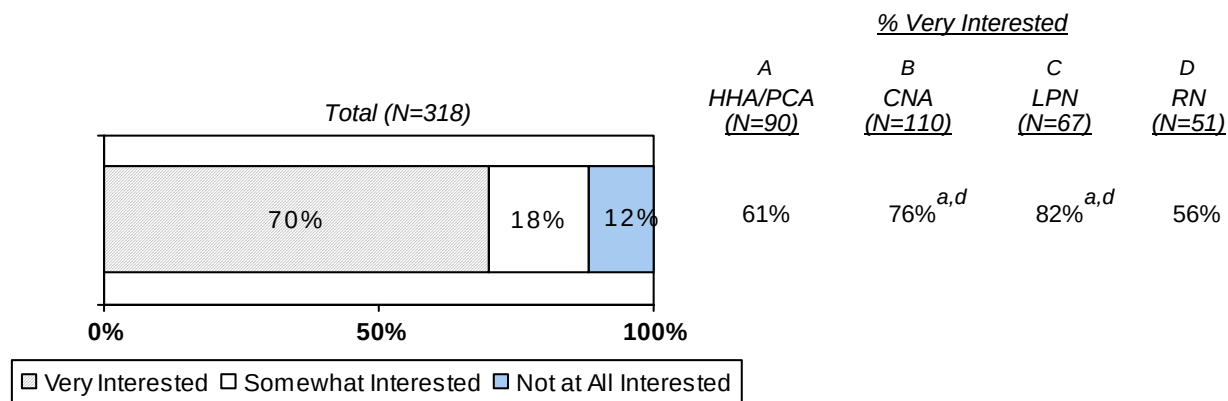
*"If You Took More Training, Would You Want to Take Courses for Academic Credit Towards a 2-Year or 4-Year Degree?"**

EMPLOYEE

Asked Only of Those Who Would Consider More Training



*"How Interested Would You Be in Academic Credit Courses Towards a 2-Year or 4-Year Degree, If They Were Held at or Near Where You Work?"**



a, b, c, d = Statistically significant difference at .05 level.

* Among those who would consider more training.

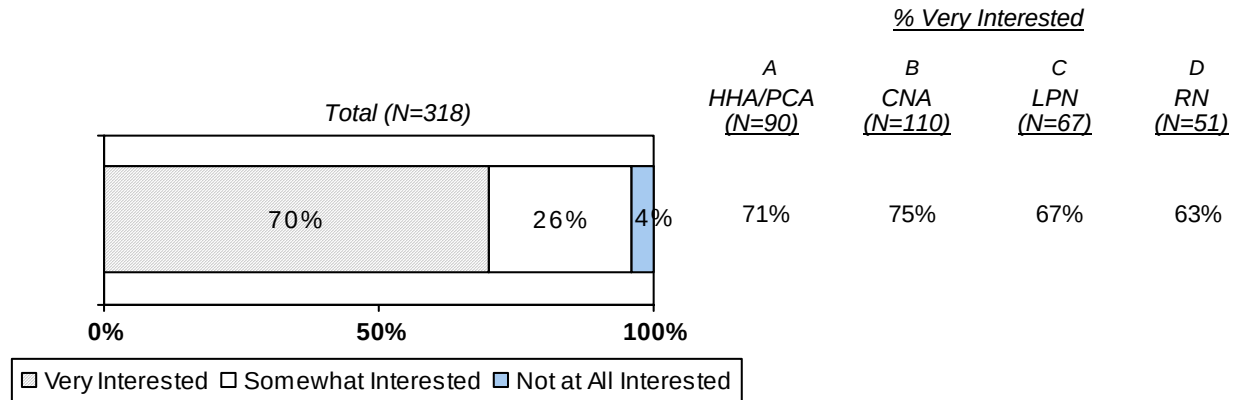
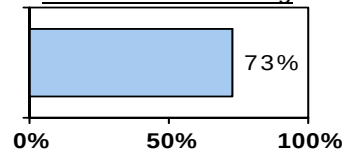
Certification Classes & Documentation

- ① Skills classes with documentation receive high interest and are considered very important.

*"How Interested Would You Be in Taking Short, Skill-by-Skill Classes Where You Receive Certification or Documentation When You Master Each Skill?"**

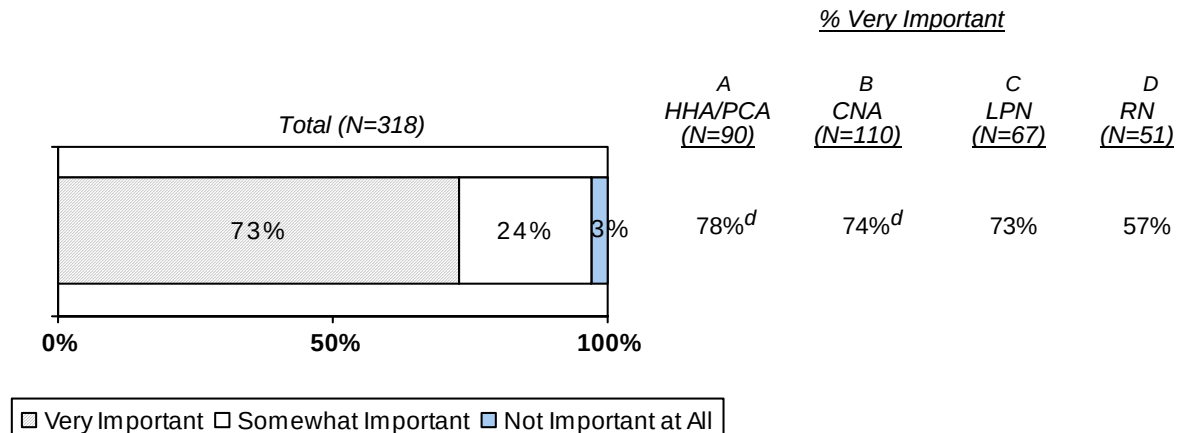
EMPLOYEE

Asked Only of Those Who Would Consider More Training



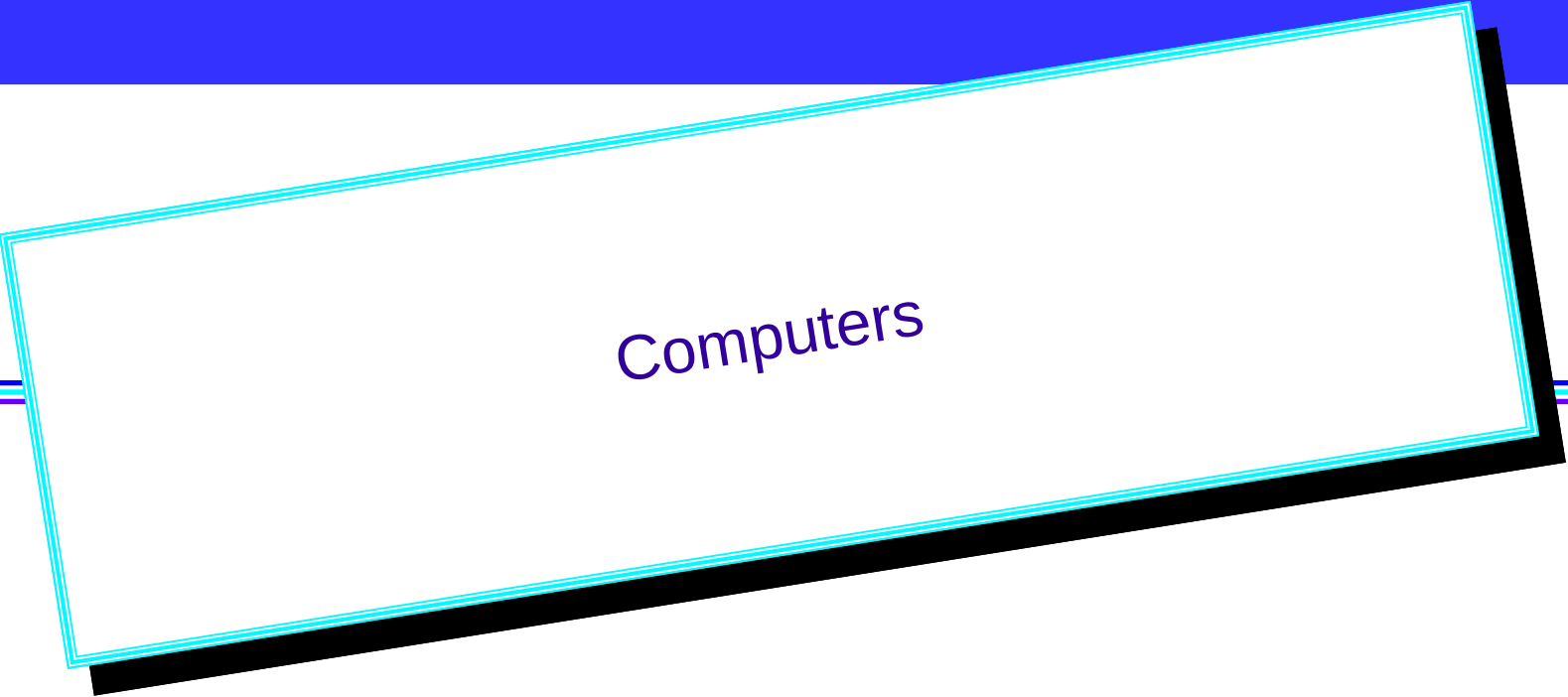
*"How Important Is It for You to Receive Certification or Documentation When You Master Certain Skills?"**

86% of those very interested in skills class feel certification/documentation is very important.



a, b, c, d = Statistically significant difference at .05 level.

* Among those who would consider more training.



Computers

- Computer Use
- Computer Availability
- Internet Access & Training

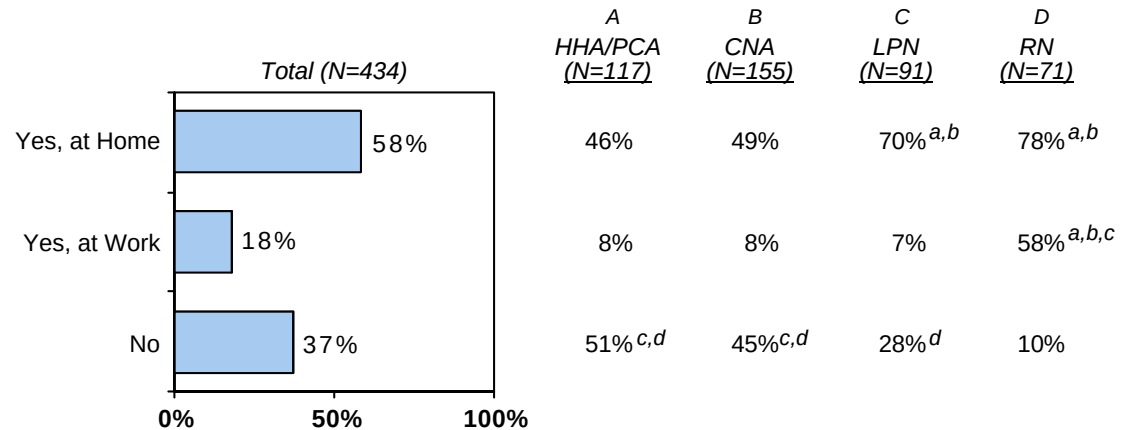
Computer Use

❶ 63% have access to a computer either at home or at work, and 71% know how to use a computer at some level.

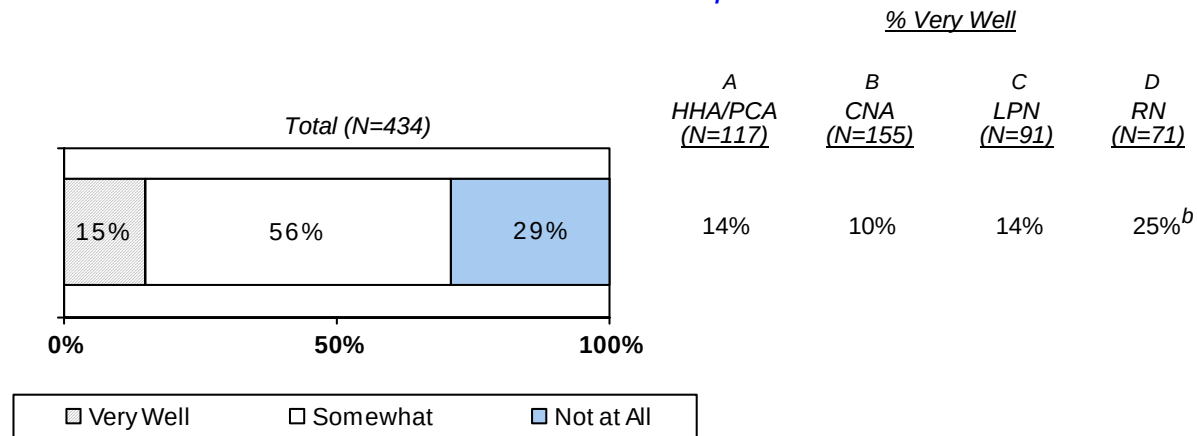
EMPLOYEE

"Do You Have Access to a Working Computer, Either at Home or at Work?"
(Multiple Response)

Those who have access to a computer (at home/work) more likely than those who don't to know how to use one very well (24% to 25%).



"How Well Do You Know How to Use a Computer?"



Questions 27,28

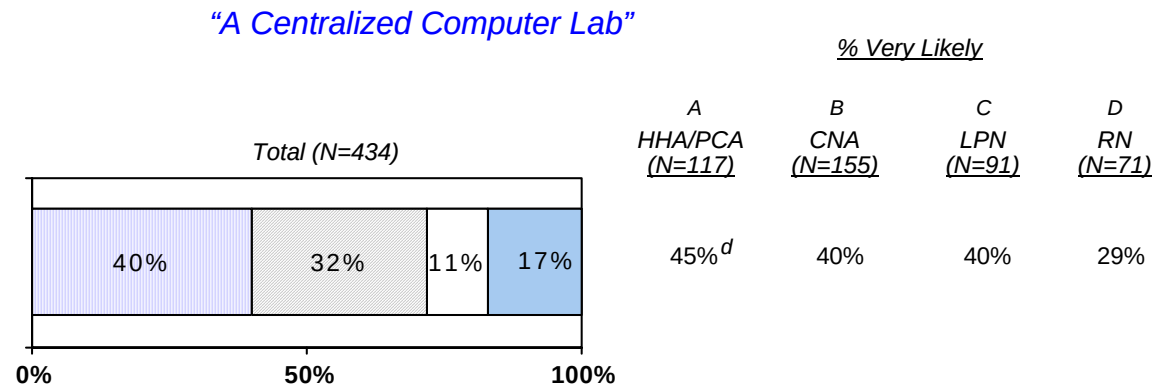
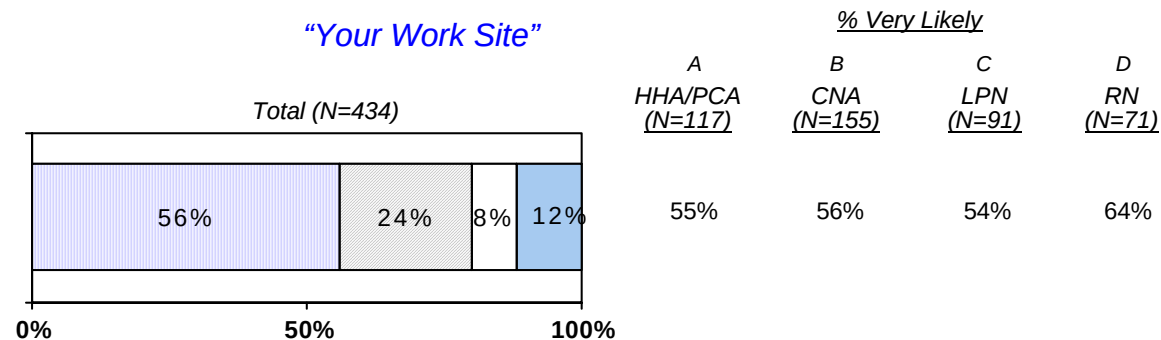
a, b, c, d = Statistically significant difference at .05 level.

Computer Availability

- ① Higher likelihood to take time to learn to use a computer indicated if it were available at the work site versus a centralized computer lab.

"How Likely Would You Be to Take Time to Use or Learn to Use a Computer If It Were Available at..."

EMPLOYEE



☐ Very Likely
 ☐ Somewhat Likely
 ☐ Somewhat Unlikely
 ☐ Very Unlikely

Questions 30a,b

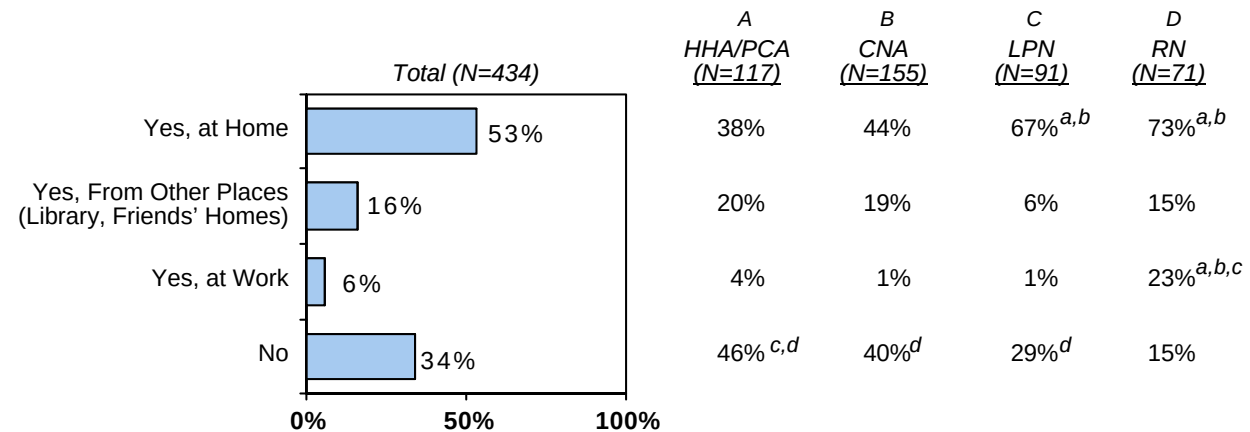
a, b, c, d = Statistically significant difference at .05 level.

Internet Access & Training

- ❶ 66% have access to the Internet, most often from the home.
- ❷ High interest indicated in training programs offered over the Internet.

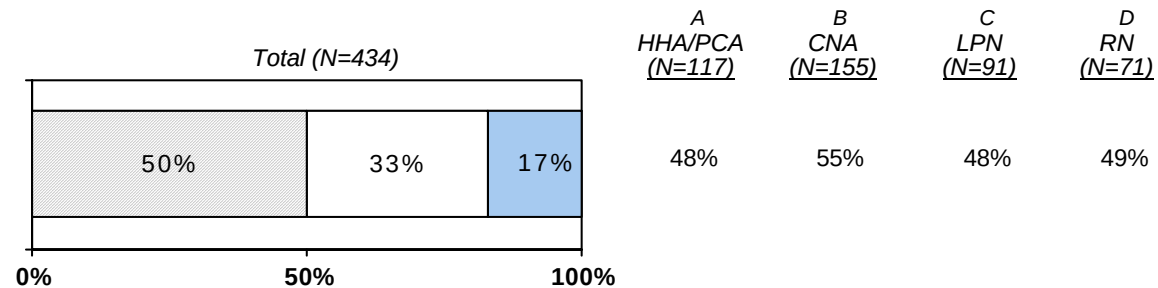
*“Do You Have Internet Access?”
(Multiple Response)*

EMPLOYEE



*“How Interested Would You be in a Training Program Where You Took
Courses at Your Own Pace, Over the Internet?”*

% Very Interested



☐ Very Interested
 ☐ Somewhat Interested
 ☐ Not at All Interested

Questions 29,31

a, b, c, d = Statistically significant difference at .05 level.

General Perceptions

- Expected Continued Education
- Specializing Interests
- Barriers to Further Training
- Disinterest in Further Training
- Perceived Respect
- Perceived Job Importance
- Supervisor Rating
- Likelihood to Recommend LTC to Others

Expected Continued Education

- ❶ 26% do not see themselves going any further educationally.
- ❷ RN degree to be pursued by 22% of respondents, particularly LPN respondents.

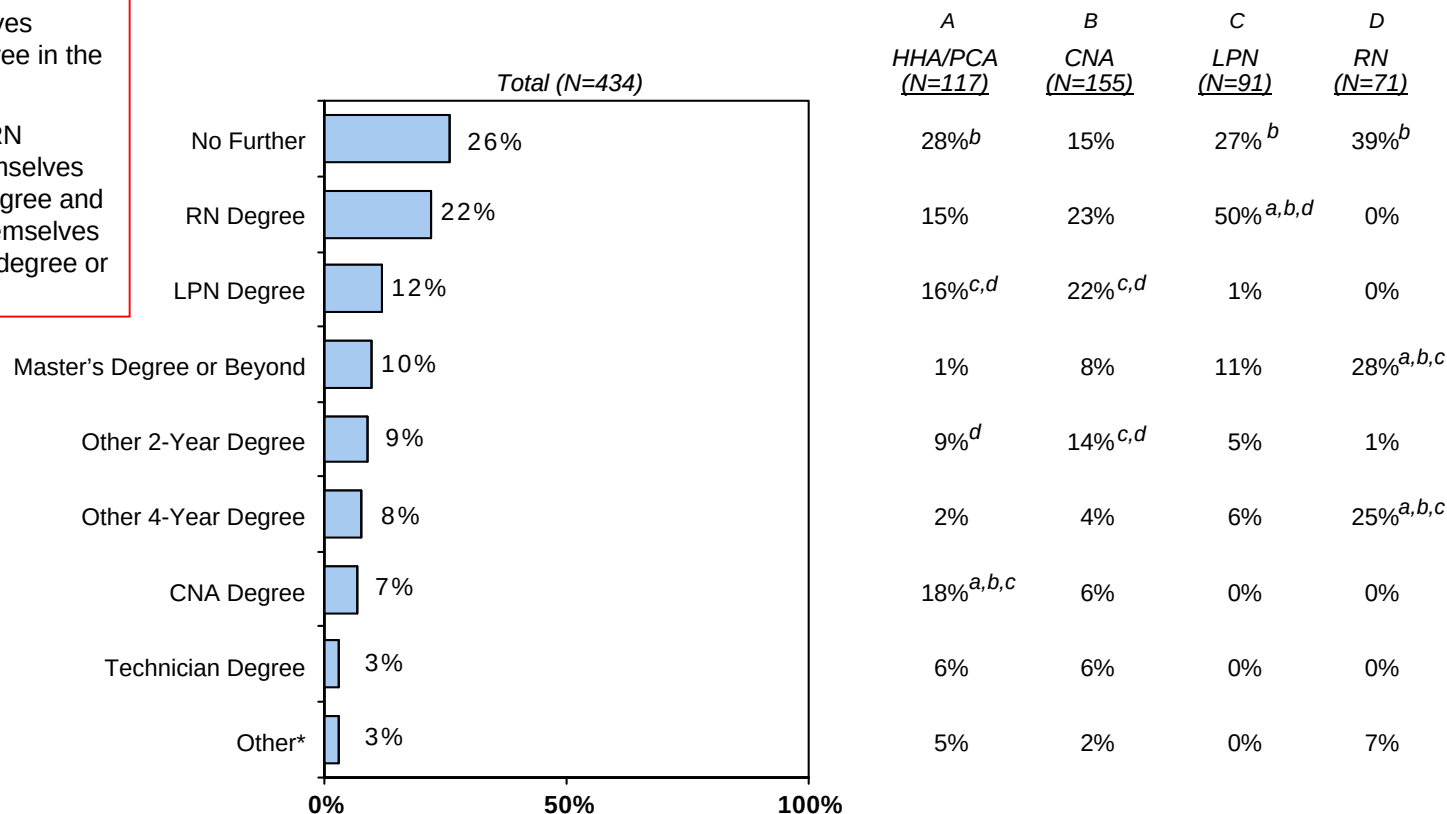
EMPLOYEE

•50% of those with a 4-year college degree see themselves attaining a Master's Degree or beyond.

•48% of those with an LPN license see themselves attaining an RN degree in the future.

•27% of those with RN certification see themselves attaining a 4-year degree and another 27% see themselves attaining a Master's degree or beyond.

"How Far Do You See Yourself Going Educationally, Beyond Where You Are Today?"



Question 32

* Other includes Physical Therapist, general certification.

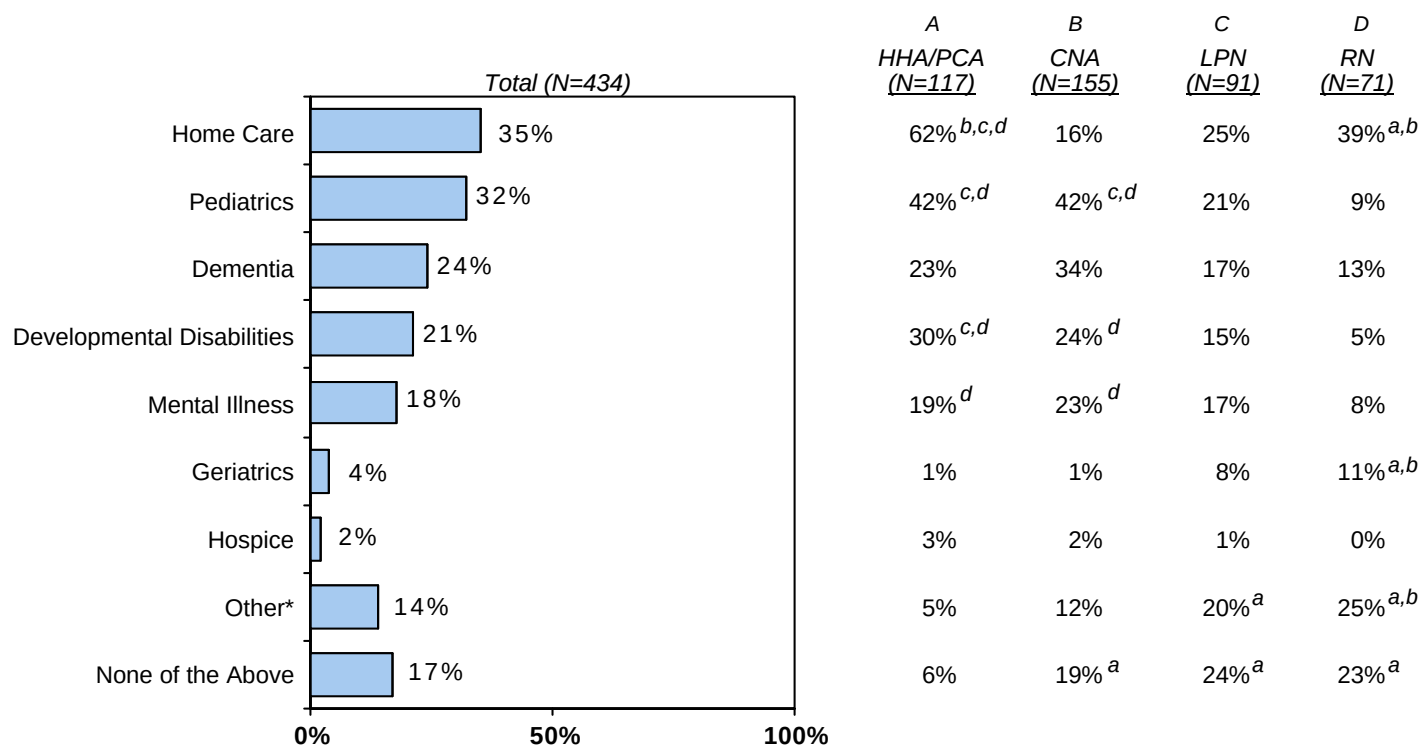
a, b, c, d = Statistically significant difference at .05 level.

Specializing Interests

- ❶ 32% to 35% are interested in specializing in home care and/or pediatrics. Dementia, developmental disabilities and mental illness also considered by many.

EMPLOYEE

"In Which, If Any, of the Following Areas Are You Interested in Specializing?"
(Multiple Response)



Question 33

* Other includes Oncology, Cardiac, Rehab.

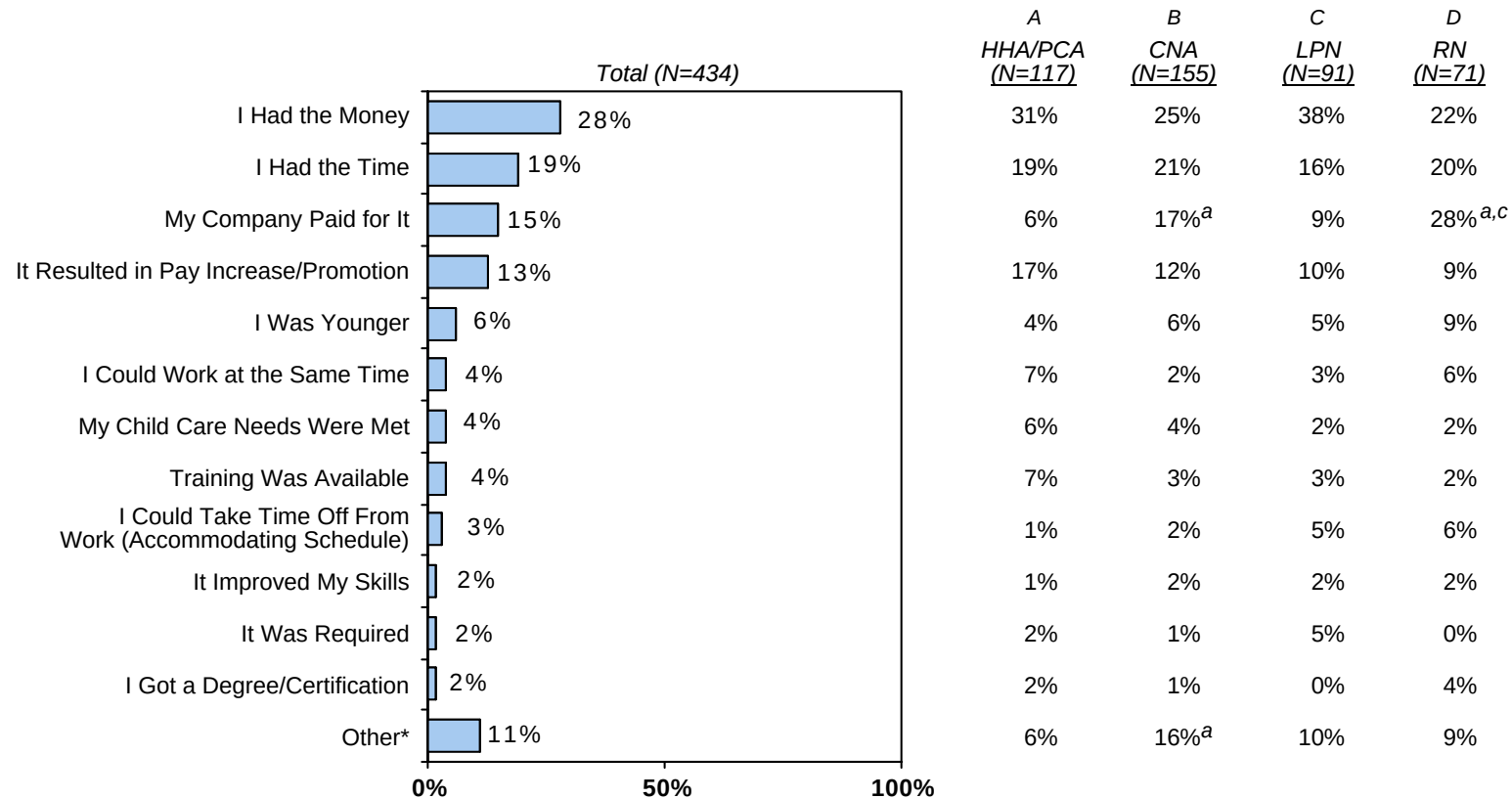
a, b, c, d = Statistically significant difference at .05 level.

Barriers to Further Training

❶ Limited money and time considered the two major barriers to going further with health care training.

EMPLOYEE

"Please Complete the Following Sentence"
"I Would Go Further With Training or Education in the Health Care Field If Only..."
 (Multiple Response)



Question 34a

* Other includes motivation, appreciation, transportation.

a, b, c, d = Statistically significant difference at .05 level.

Disinterest in Further Training

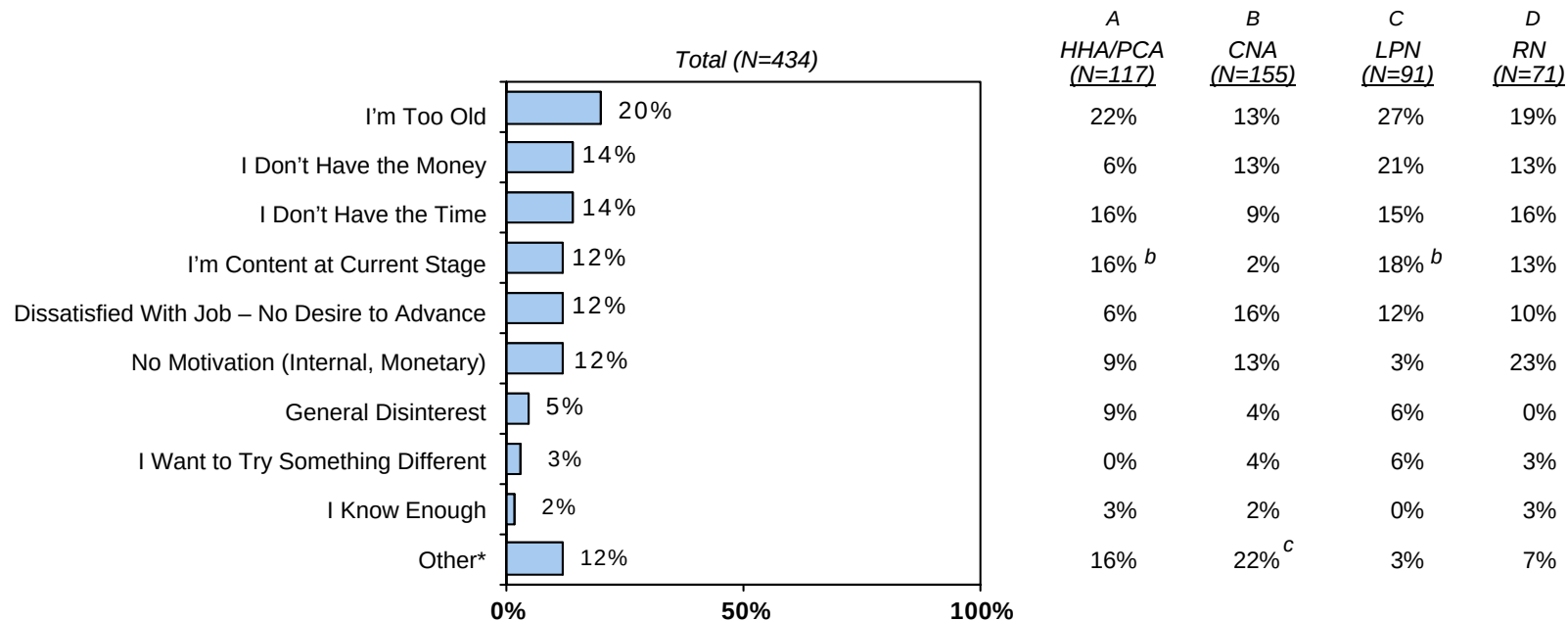
❶ Disinterest in pursuing further training related to age, time and money.

EMPLOYEE

"Please Complete the Following Sentence"

"I Am Not Interested in Further Training or Education in the Health Care Field Because..."

(Multiple Response)



* Other includes don't want to neglect family, difficulty with school.

Question 34b

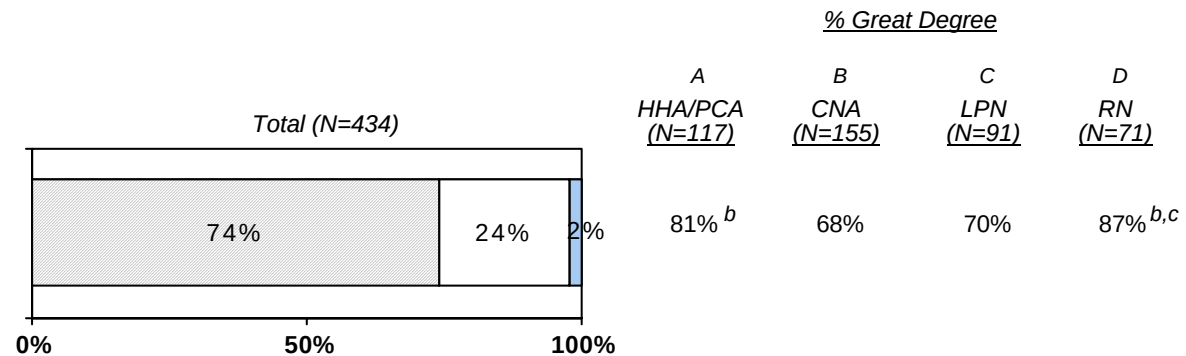
a, b, c, d = Statistically significant difference at .05 level.

Perceived Respect

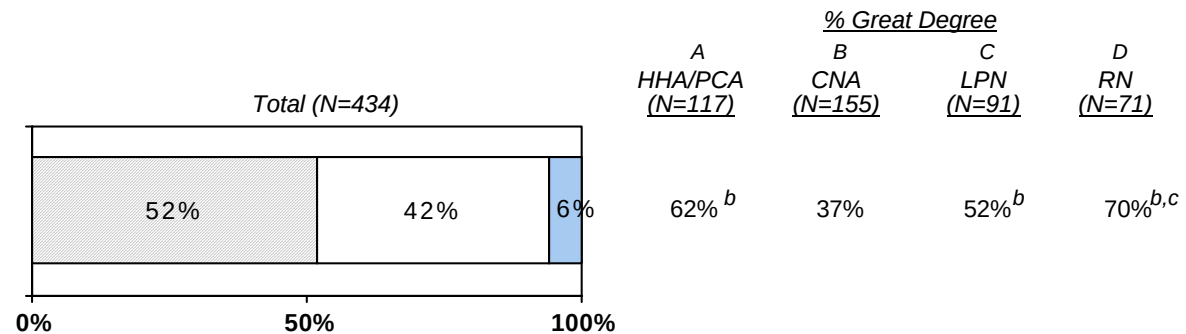
- ❶ Nearly all feel patients and health care workers, respect them at least somewhat as part of a patient's health care team, though perceived respect from peers, along with society, is lower than patient respect.
- ❷ HHA's and RN's more often feel respected by others.
- ❸ CNA's in particular feel they are less respected by colleagues.

EMPLOYEE

"To What Degree Do You Feel Patients Respect You, As Part of a Patient's Health Care Team?"



"To What Degree Do You Feel Other Health Care Workers (for Example, Supervisory Nurses, Coordinators and Doctors) Respect You, As Part of a Patient's Health Care Team?"



☐ Great Degree
 ☐ Somewhat
 ☐ Not at All

a, b, c, d = Statistically significant difference at .05 level.

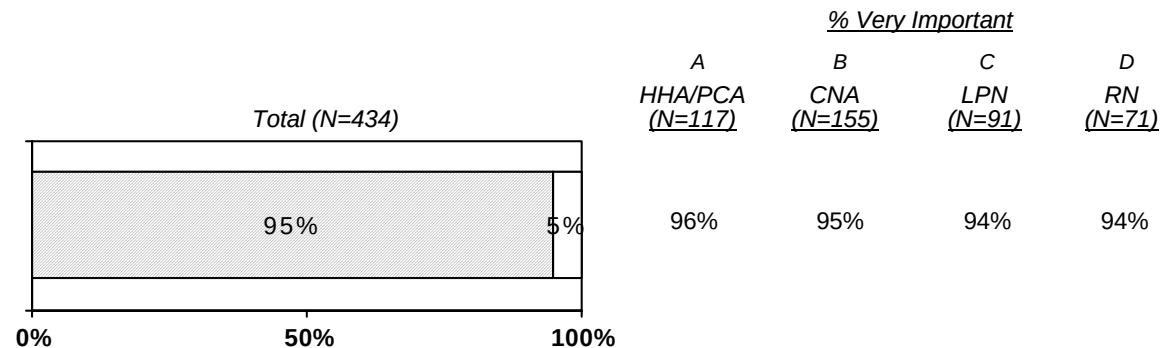
Questions 35,36

Perceived Job Importance

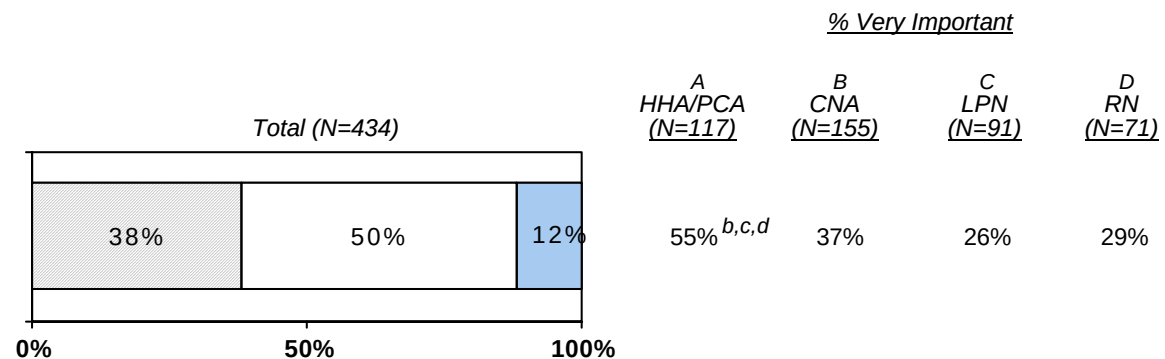
- ① Nearly all consider the work they do to be very important, particularly HHA/PCA's, though they feel society rates their work as somewhat less important.

EMPLOYEE

"How Important Do You Rate the Work That You Do?"



"How Important Do You Think Society Rates the Work That You Do?"



□ Very Important □ Somewhat Important □ Not at All Important

Questions 37,38

a, b, c, d = Statistically significant difference at .05 level.

Supervisor Rating

- ❶ 65% to 76% rate their supervisor good-to-excellent across most supervisor support attributes. Slightly lower rating for career development support.

EMPLOYEE

"How Would You Rate Your Supervisor on Each of the Following?"



Question 39

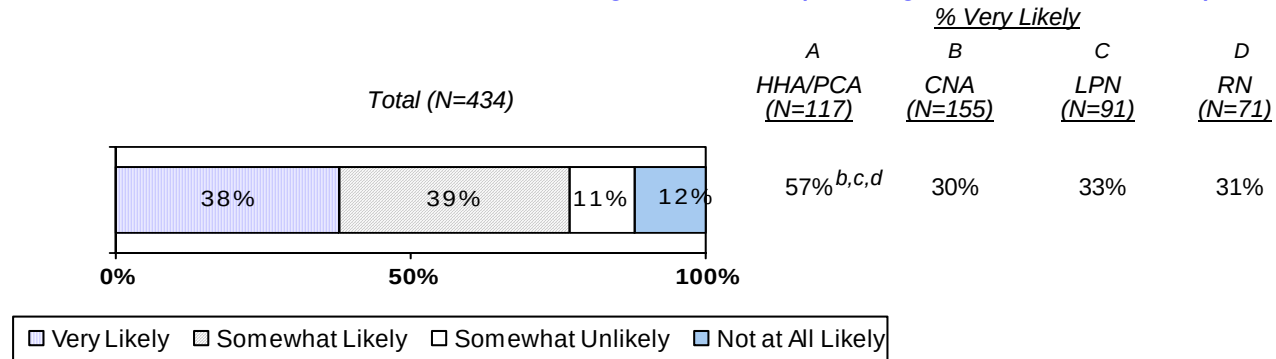
a, b, c, d = Statistically significant difference at .05 level.

Likelihood to Recommend Profession to Others

- ① 77% are at least somewhat likely to recommend working in long-term care to others.
- ② Key reasons for likelihood to recommend include rewarding work and health care workers are needed. Key detractors are that it's hard work and employees are underpaid and under-appreciated.

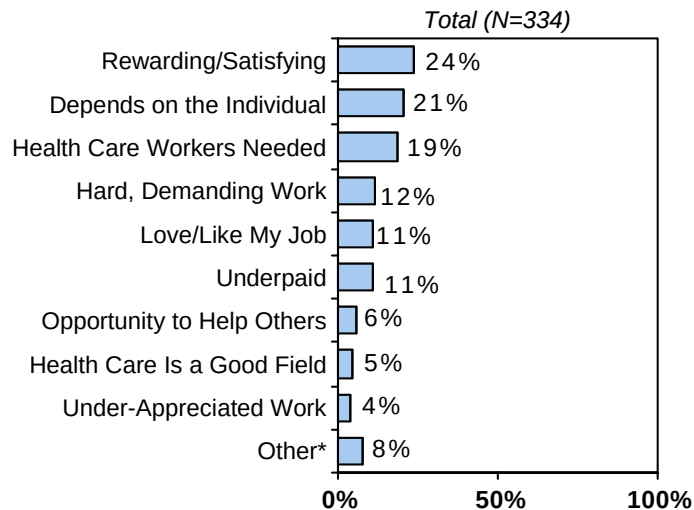
"How Likely Are You to Recommend Others to Work in Long-Term Care (Nursing Home or Homecare)?"

EMPLOYEE

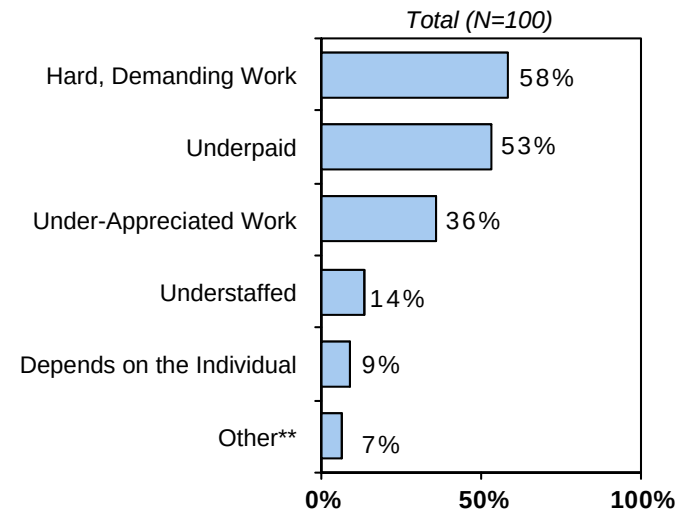


"Why Do You Say That?"

Very/Somewhat Likely



Not at All Likely/Somewhat Unlikely



Questions 40,41

* Other includes benefits, social contact, past experience.

** Other includes negative experience, depressing.

a, b, c, d = Statistically significant difference at .05 level.

Child Care

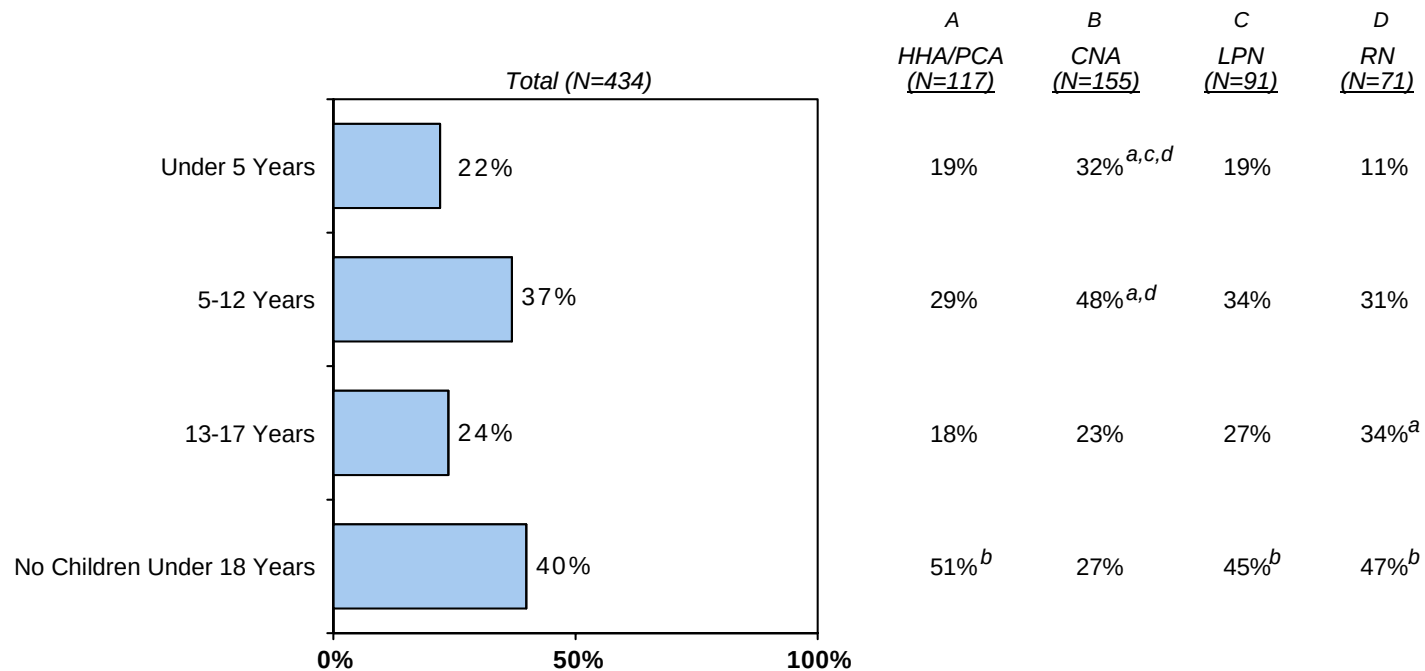
- Children Ages
- Child Care Problems – General
- Child Care Problems – Children Under 5
- Child Care Problems – School-Age Children
- Child Care Location Preference

Children Ages

- ❶ 60% have children under 18 years of age.
- ❷ CNA's more often have younger children than other positions.

EMPLOYEE

"If You Have Children, What Are Their Ages?"
(Multiple Response)



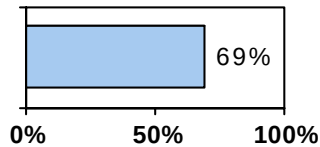
Question 42

a, b, c, d = Statistically significant difference at .05 level.

Child Care Problems – General

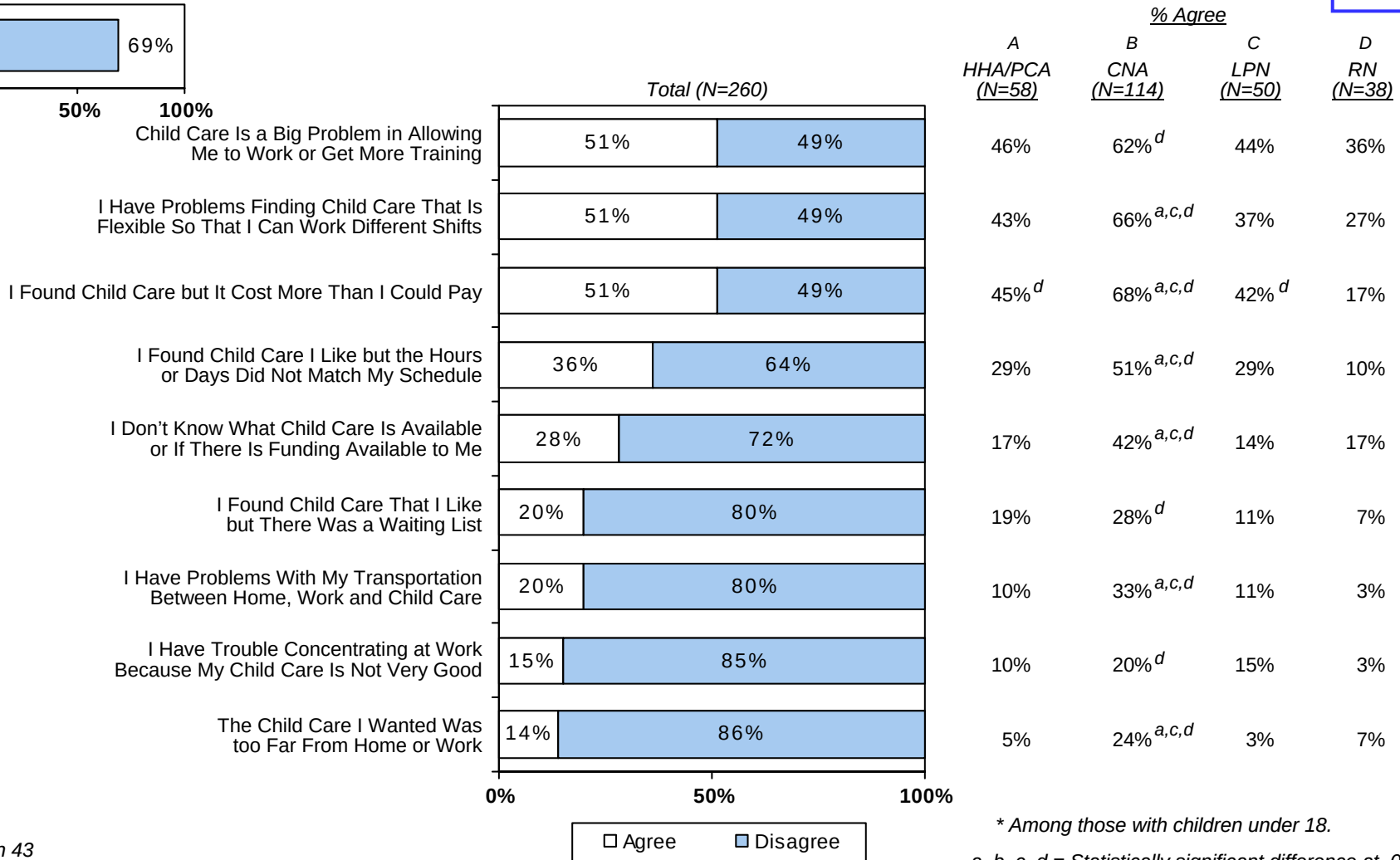
- ❶ 51% of those with children agree that child care prevents them from getting further training, that they have difficulty finding child care with flexible hours, and that child care is too expensive for them to afford.
- ❷ CNA's more often indicate problems or issues in nearly every aspect of child care.

Asked Only of Those With
Children Under 18



*"Do You Agree or Disagree With Each of the Following Statements About Child Care?"**

EMPLOYEE



* Among those with children under 18.

a, b, c, d = Statistically significant difference at .05 level.

Question 43

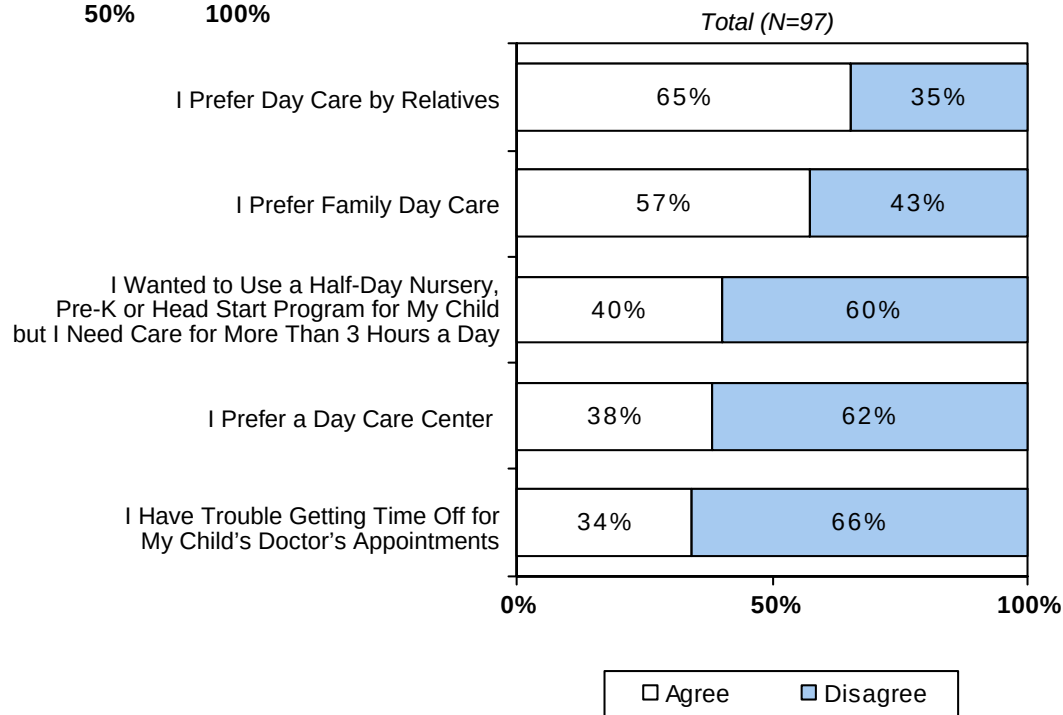
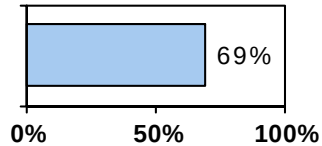
Child Care Problems – Children Under 5

❶ Most respondents with children under 5 prefer day care by relatives or family day care.

“Do You Agree or Disagree With Each of the Following Statements About Child Care for Children Under 5?”*

EMPLOYEE

Asked Only of Those With
Children Under 5



* Among those with children under 5.

a, b, c, d = Statistically significant difference at .05 level.

Question 44

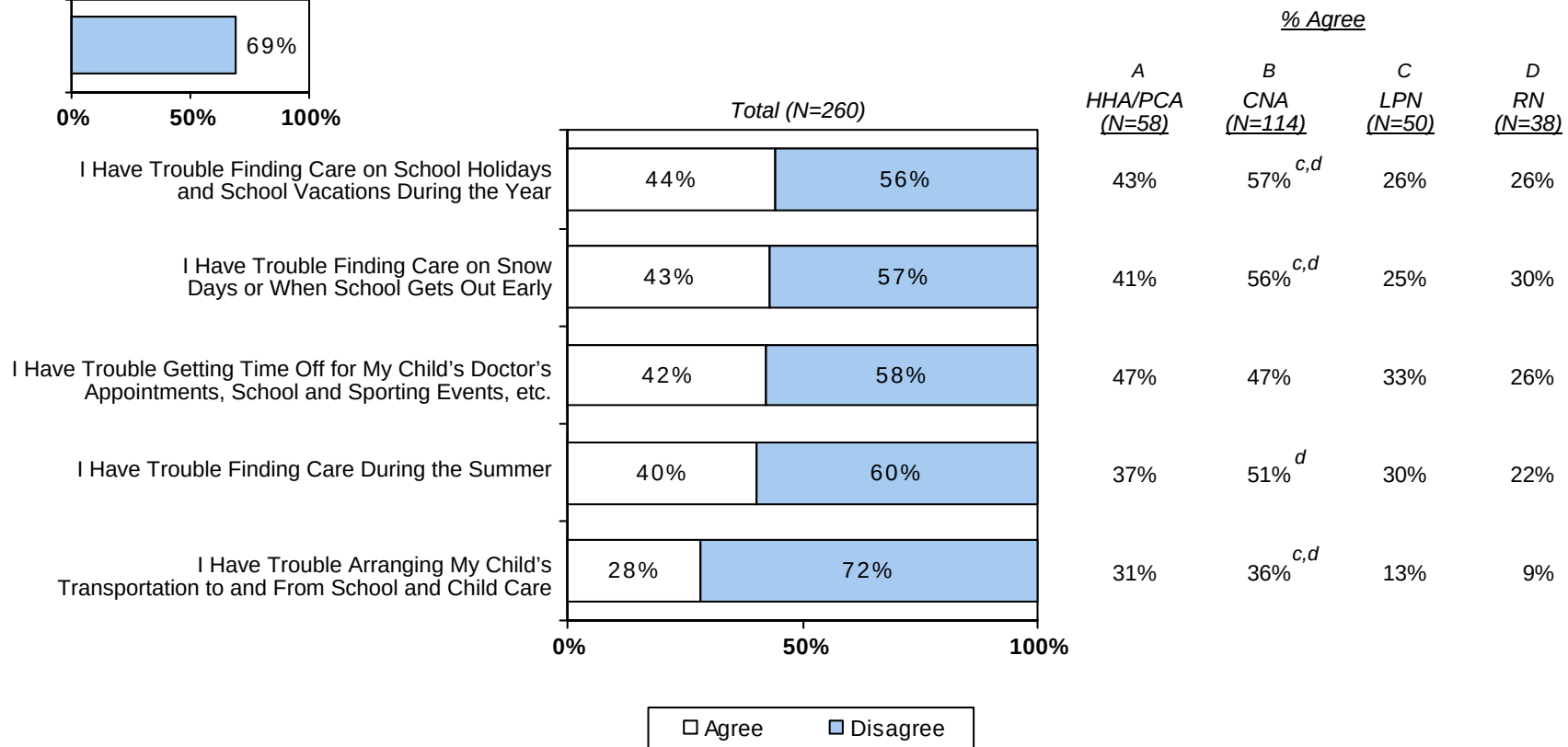
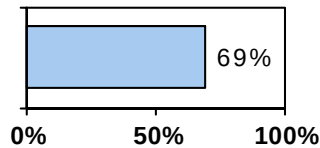
Child Care Problems – School-Age Children

- Child care on school holidays, snow days, for doctor's appointments and events, and during the summer are all issues for 40% to 44% of respondents.
- Again, CNA's more often indicate they have most child care issues listed.

*"Do You Agree or Disagree With Each of the Following Statements About Care for Your School-Age Children?"**

EMPLOYEE

Asked Only of Those With School-Age Children



**Among those with children under 18.*

Question 45

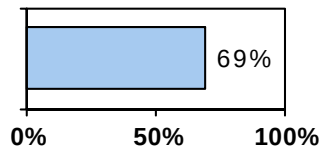
** Among those with school-age children.*

a, b, c, d = Statistically significant difference at .05 level.

Child Care Location Preference

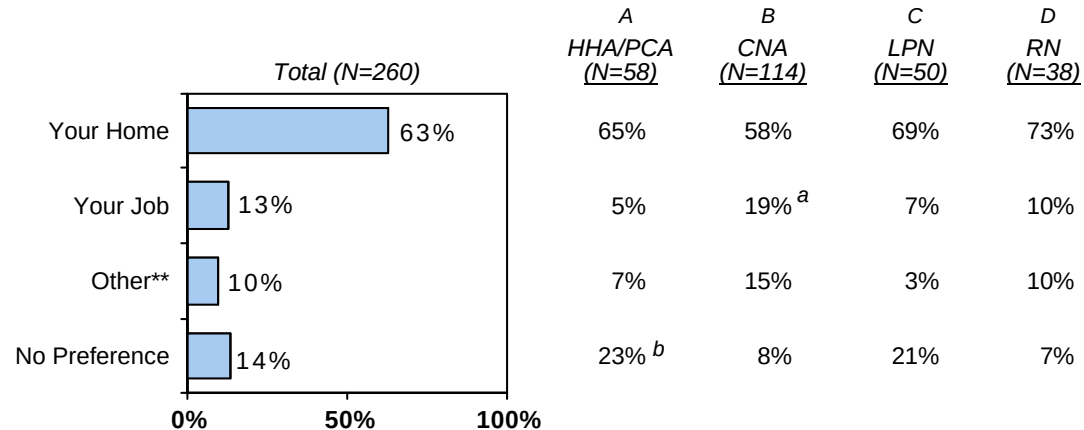
- Most prefer child care that is close to the home.
- Being able to bring school-age children with them would lead to 81% being at least somewhat likely to attend training.

Asked Only of Those With Children Under 18

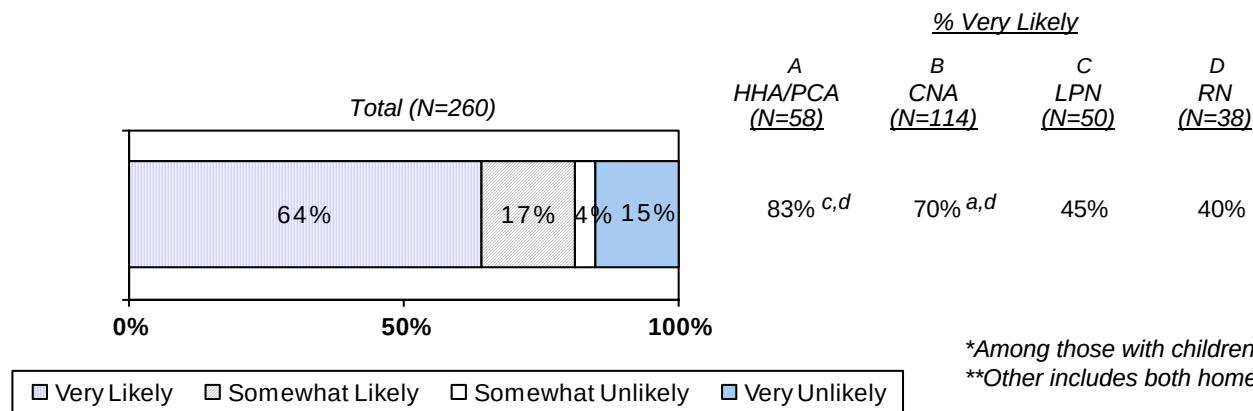


*"Do You Prefer Child Care Close to..."**

EMPLOYEE



*"How Likely Are You to Get More Training If You Could Bring Your School-Age Child With You, and Tutors Would Be Available to Help Children With Homework?"**



**Among those with children under 18.*

***Other includes both home and job.*

a, b, c, d = Statistically significant difference at .05 level.

Questions 46,47

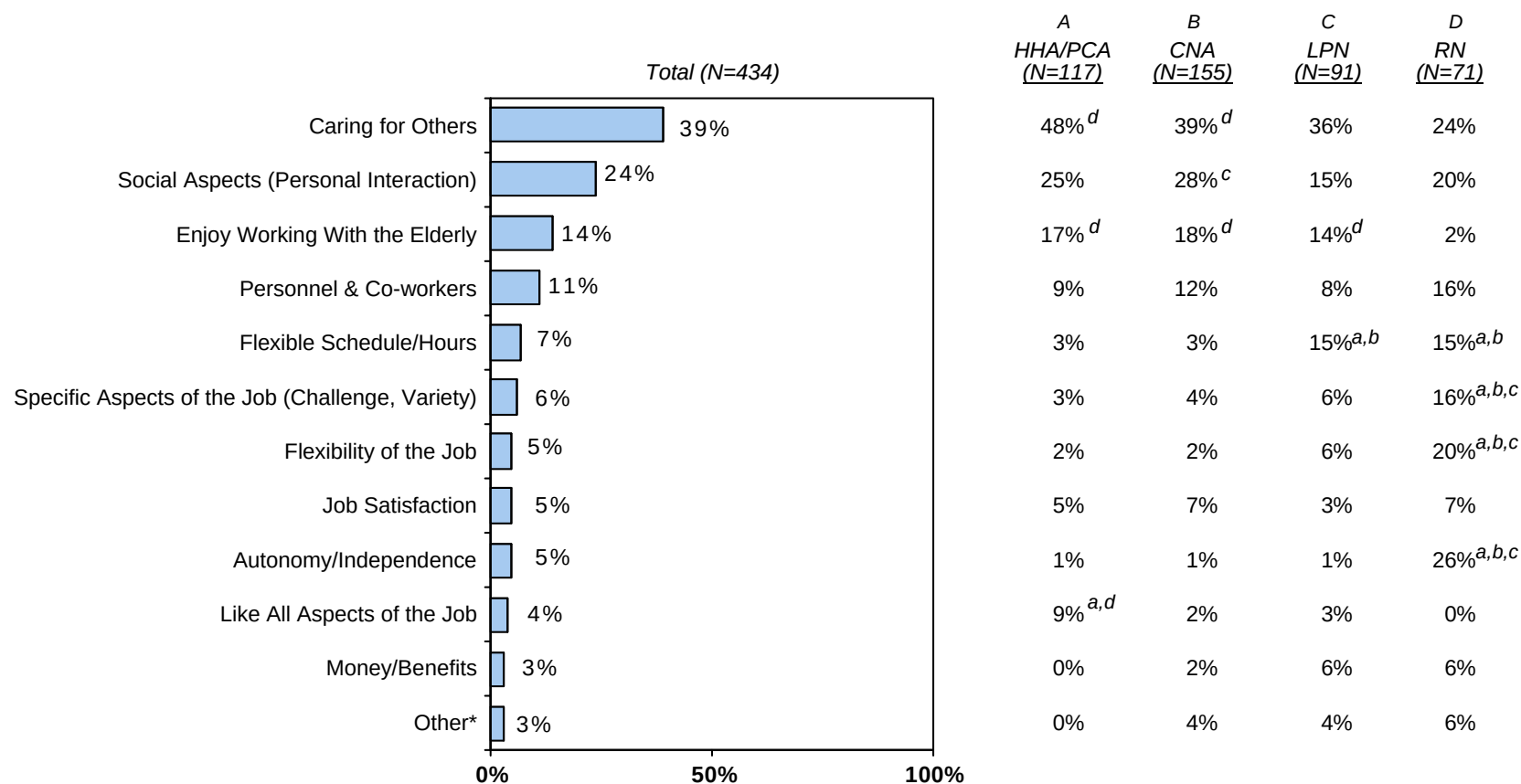
Other Perceptions

- Job Likes
- Reasons for Working in Long-Term Care
- Additional Comments & Suggestions

- ❶ Caring for others and social aspects like personal interaction are the key aspects respondents like about their jobs. RN's also like the independence and flexibility of their jobs.

EMPLOYEE

"What Do You Like About Your Job?"
(Unaided, Multiple Response)



Question 10

* Other includes nothing, general likes.

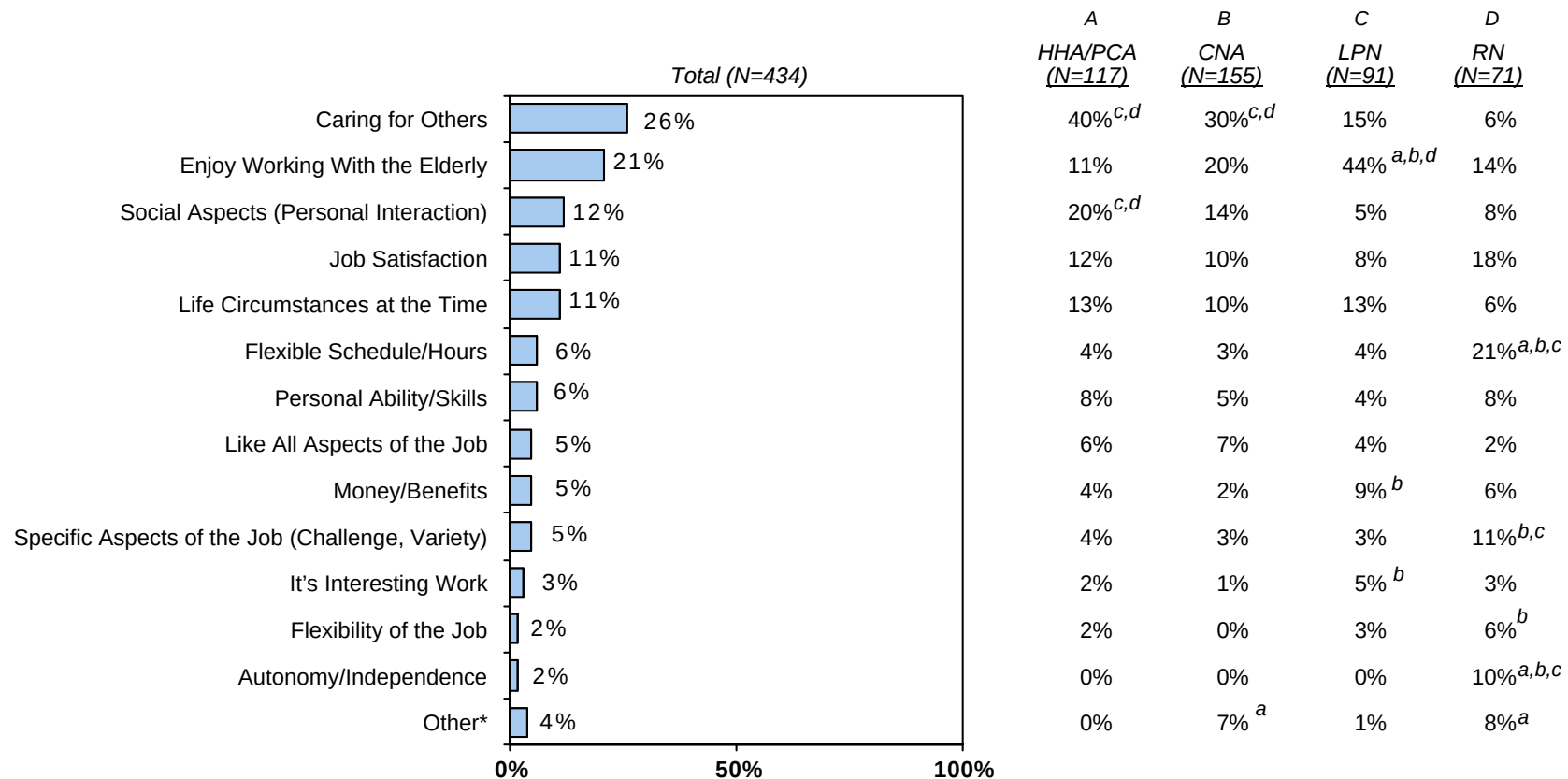
a, b, c, d = Statistically significant difference at .05 level.

Reasons for Working in Long-Term Care

- ① Key reasons for working in long-term care are similar to respondents' list of likes. Life circumstances also lead to some entering long-term care field.

EMPLOYEE

"What Is the Main Reason Why You Choose to Work in Long-Term Care?"
(Unaided, Multiple Response)



Question 48a

* Other includes consistency, continued learning.

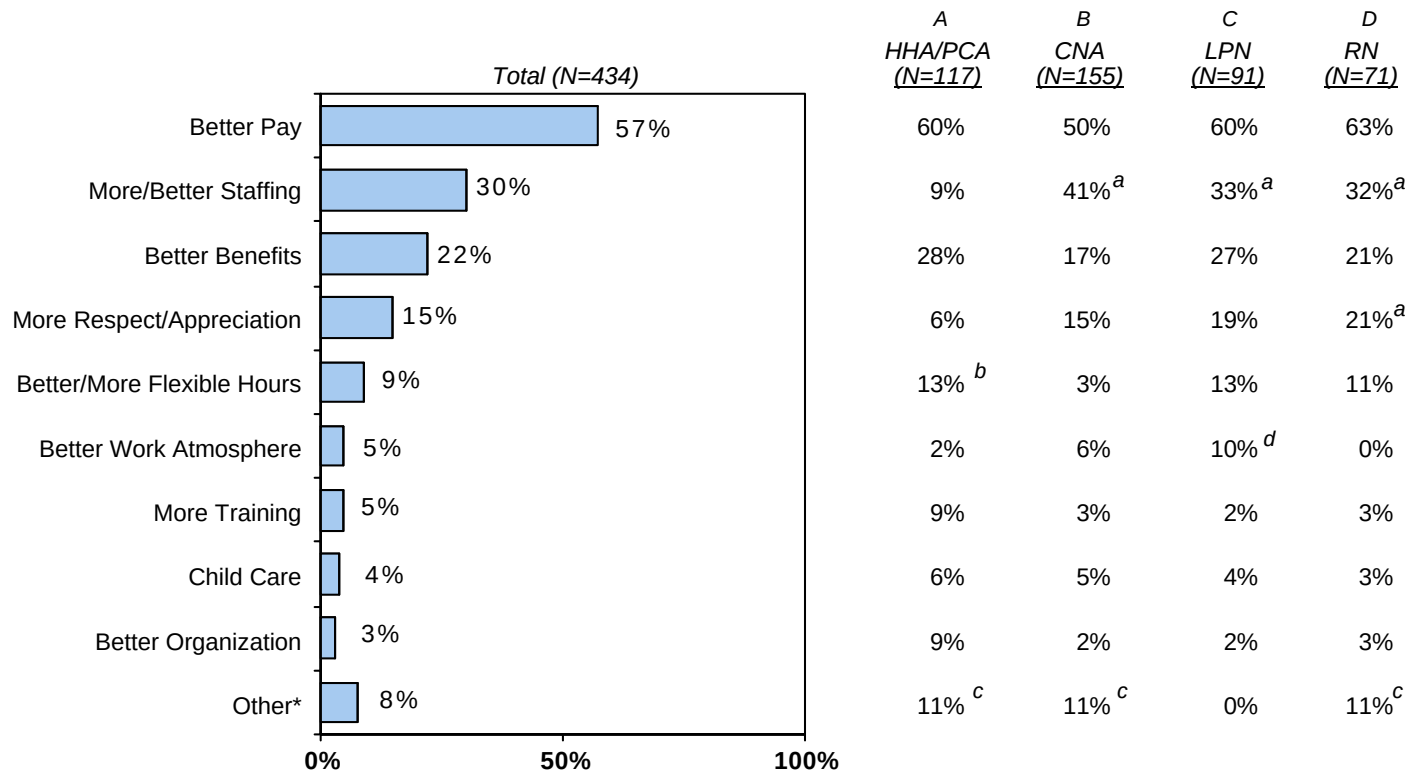
a, b, c, d = Statistically significant difference at .05 level.

Additional Comments & Suggestions

- ❶ When asked how long-term care could be made more attractive, better pay was indicated most often. Other suggestions included more/better staffing, better benefits, and more respect and appreciation.

EMPLOYEE

*"Please Share Any Additional Comments on How the Long-Term Care Field Could Be Made More Attractive to You."
(Unaided, Multiple Response)*



Question 48b

* Other includes general accommodation to needs, less paperwork.

a, b, c, d = Statistically significant difference at .05 level.

TAB 5:
Appendix – Survey Instruments

- Employer
- Employee