

COVID - Another Blow to LTSS Workforce Challenges

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INTRODUCTION

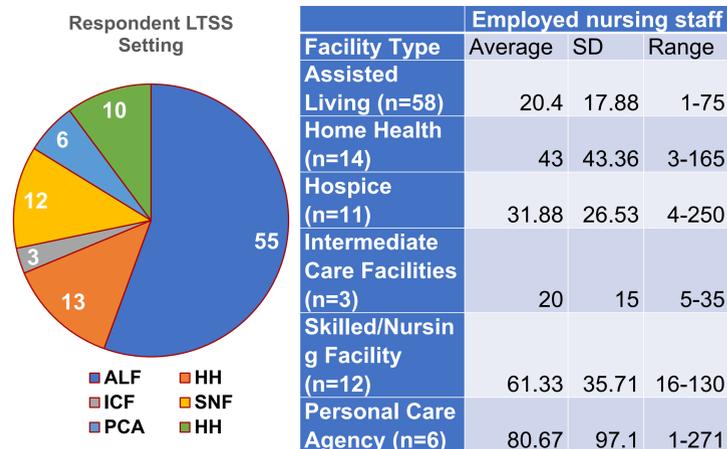
- Long-term services and supports (LTSS) staffing challenges have increased since the COVID-19 pandemic, particularly for hiring and retention of certified nursing assistants (CNAs) and licensed nurses (LNs)
- The Utah Geriatric Education Consortium partnered with LTSS leaders from the Department of Health and state LTSS agencies to survey administrators about current and expected staffing challenges.

METHODS

- A 34-item online questionnaire was developed by UGEC and LTSS leaders.
- Administrators from all Utah Assisted Living (ALF), Intermediate Care (ICF), and Skilled Nursing (SNF) facilities; Home Health (HH), Hospice (H) and Personal Care (PCA) agencies were invited to complete the questionnaire.
- The questionnaire was available for 2 weeks in Fall 2021
- Quantitative data were analyzed in R using non-parametric descriptive tests. Two qualitative questions were analyzed using content analysis.

SURVEY DEMOGRAPHICS

- 106 questionnaires completed



Survey responses from LTSS administrators support Goal 2 of the 2022 National Imperative to Improve Nursing Home Quality - Ensuring a well-prepared, empowered, and appropriately compensated workforce.

KEY FINDINGS

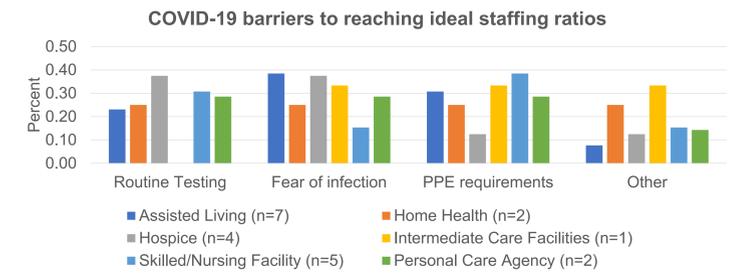
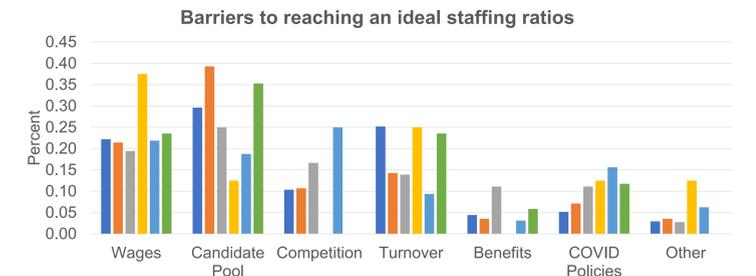
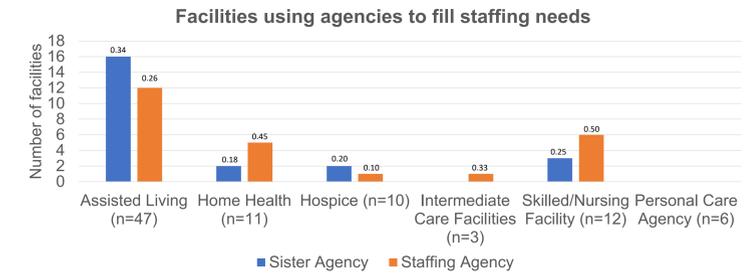
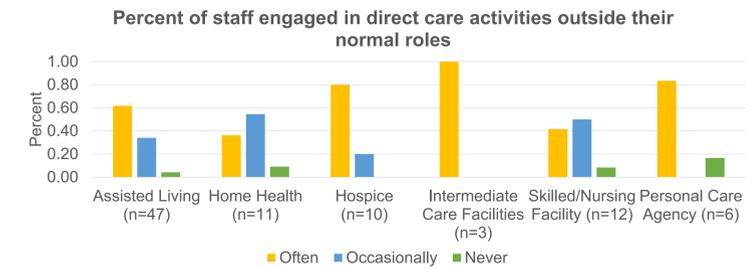
CNA and licensed nurse recruitment and retention pose significant challenges to the ability of LTSS setting to adequately staff and provide quality care.

- Staff are working outside normal roles
- Agency staff are needed to ensure coverage
- Wages and the candidate pool were top barriers to achieving an ideal staffing ratio

LTSS administrators' comments about how staffing can be improved centered on four domains:

- Politics – COVID relief aid, vaccine mandates
- Available applicant pool – qualifications, responsiveness
- Staff retention – burnout, poor pay, competition,
- Lack of staff coverage - sick calls, dependability, willingness to work weekends/ nights

RESULTS



| Facility Type | Current Open Full-Time Positions vs. Anticipated Open Positions Post- COVID Mandate | | | |
|------------------------------|---|------|-------------|------|
| | Current | | Anticipated | |
| Assisted Living | CNA | LN | CNA | LN |
| Home Health | 3.23* | .24 | 3.87* | .31 |
| Hospice | 2.00 | 1.14 | 3.5 | 2.5 |
| Intermediate Care Facilities | 3.00 | 2.75 | 3.04 | 1.39 |
| Skilled/Nursing Facility | 10.00* | 1.33 | 11* | 2.00 |
| Personal Care Agency | 6.20* | 3.17 | 4.33* | 1.78 |
| | 7.50* | 0 | 5.00* | 0 |

p<0.05 Mann-Whitney U; CNA vs LN

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