

Staffing Solutions for Nursing Homes Course: Discover How to Create a Workplace Culture Staff Won't Want to Leave

July 12, 2023 Amy Porter, BS, LPN



The healthcare improvement experts.

THE CORONAVIRUS CRISIS

The nursing home staffing crisis right now is like nothing we've seen before

January 20, 2022 · 6:31 PM ET

STAFFING

Nursing Homes Have 94% Staff Turnover Rate — With Even Higher Churn at Low-Rated Facilities

By Alex Spanko | March 2, 2021

ases / Survey: Nursing Homes Still Facing Staffing & Economic Crisis

rvey: Nursing Homes Still Facing affing & Economic Crisis

ut of 10 Nursing Homes Are Limiting New ents Due To Staffing Shortages

Source: https://www.ahcancal.org/News-and-Communications/Fact-Sheets/FactSheets/SNF-Survey-June2022.pdf Source: https://skillednursingnews.com/2021/03/nursing-homes-have-94-staff-turnover-rate-with-evenhigher-churn-at-low-rated-facilities/



🙁 Login 🛛 🔚 Bookstore 🛛 🖂 Contact Us 🖉 🖨 Coronav



Median annual total nursing staff turnover rates, by overall Nursing Home Compare star rating, 2017–18



DEPARTMENT OF HEALTH & HUMAN SERVICES Centers for Medicare & Medicaid Services Room 352-G 200 Independence Avenue, SW Washington, DC 20201



FACT SHEET

July 7, 2022

Contact: CMS Media Relations (202) 690-6145 | CMS Media Inquiries

Updates to the Nursing Home Compare Website July 2022 Updates

Staffing in nursing homes has a substantial impact on the quality of care and outco experience. For more than ten years, CMS has been posting information on facility measures on the Medicare.gov website Nursing Home Compare (now known as C Over the last several years, CMS has made improvements to the information repor recently, in January 2022 we began posting new weekend staffing and staff turnov Care Compare (CMS memorandum QSO 22-08-NH). Now, we are adding four ne the Nursing Home Five Star Quality Rating System effective with the July 27 rele note that improving nursing home staffing is a key component of the White House improving nursing home quality.



Much above average

Staffing levels and turnover of staff in nursing homes may impact the quality of care nursing home residents get. Higher staffing ratings mean... Read more

Average number of residents per day

Total number of nurse staff hours per resident per day † Higher numbers are better

Registered Nurse hours per resident per day + Higher numbers are better

LPN/LVN hours per resident per day T Higher numbers are better

Nurse aide hours per resident per day † Higher numbers are better

42.7

National average: 76.8 Pennsylvania average: 94.4

5 hours and 17 minutes

National average: 3 hours and 46 minutes Pennsylvania average: 3 hours and 44 minutes

1 hour and 15 minutes

National average: 41 minutes Pennsylvania average: 49 minutes

1 hour and 10 minutes

National average: 53 minutes Pennsylvania average: 53 minutes

2 hours and 52 minutes

National average: 2 hours and 12 minutes Pennsylvania average: 2 hours and 2 minutes



Source: https://edit.cms.gov/files/document/updates-nursing-home-compare-website-july-2022updates.pdf Source: https://www.medicare.gov/care-compare/#search

Polling Question #1

Q: How long has it been since you had no vacant positions?

- I don't have any vacancies
- 1 6 months
- 6 12 months
- Too long ago I can't remember



Polling Question #2

Q: What are common causes of understaffing in your facility? (Pick your top 3)

- Budget concerns
- Staff turnover
- Overtime pay issues
- Lack of interested or qualified candidates
- Aging workforce
- Staff burnout







Launching Soon!

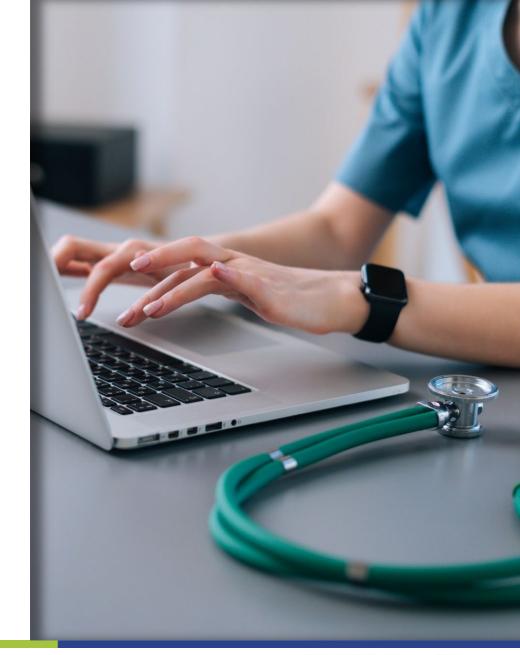
STAFFING SOLUTIONS FOR NURSING HOMES

Discover How to Create a Workplace Culture Staff Won't Want to Leave



Course Benefits

- Nursing and nursing home administrator continuing education credits
- 90-day online program
- Data reports
- Cohort learning
- Earn awards





Data Collection

CMS Staff Satisfaction Survey

Self-Reported Termination Rate

Resident Safety Events Related to Falls PPE for Transmission Based Precautions

Joy in Work Assessment







QIN Home Homepage for Quality Improvement Network



Nursing Home Staffing Solutions Registration



Staffing Solutions for Nursing Homes

FREE

EN

E-Learning



Q

Staffing Solutions for Nursing Homes:

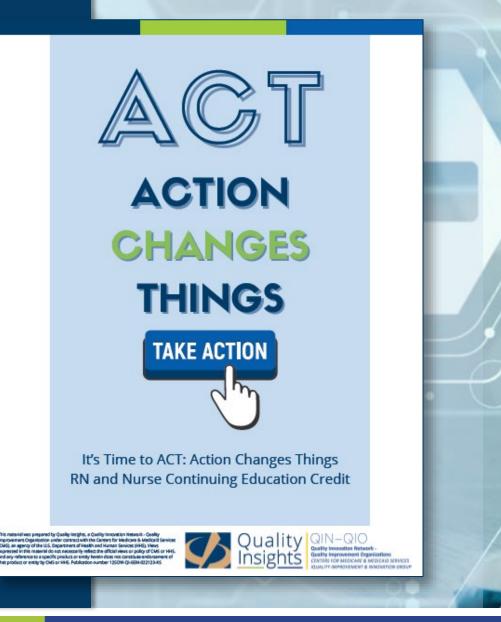
Discover How to Create a Workplace Culture Staff Won't Want to Leave

Kickoff Webinar	Course 1: Hiring	Course 2: Retaining	Course 3: Evaluating	Celebration Webinar
Welcome	Prioritizing Staffing Goals	Workplace Culture	Evidence- Based	Keynote
LMS Demo	Hiring and	How to Create	Leadership	Speaker
Data	Attracting the	a Vision for Change	Staff and Resident	Share
Instructions	Right People Interviewing	Culture Change	Satisfaction	Successes
How to Get	With a Fresh	as a Quality	Competencies	Recognition
Started	Perspective	Improvement Effort		
	7/ 10	29		× /



Staff Toolkits

- Nursing CE available
- Knowledge application resources
- Useful and compatible in day-to-day workflow





Staff Toolkits

Engage staff:

- Videos
- Games
- **Emotional Wellness Resources**
- Free e-learning courses ۲
- **Professional Development** ۲





C lear communication is one of the most im-

portant aspects of working in the health care industry.

As someone who is dedi-

cated to working in long-

term care, you know the WAY the information is (or is not) communicated and HOW the information is received has a massive impact on care, resident quality of life, and your

relationships with co-work ers and management Barriers often get in the way

of effective communication

Distractions

Time limitations

differences

References

in nursing homes, including:

Language and cultural

Lack of clarity related to

roles and/or protocols

Missing details about a

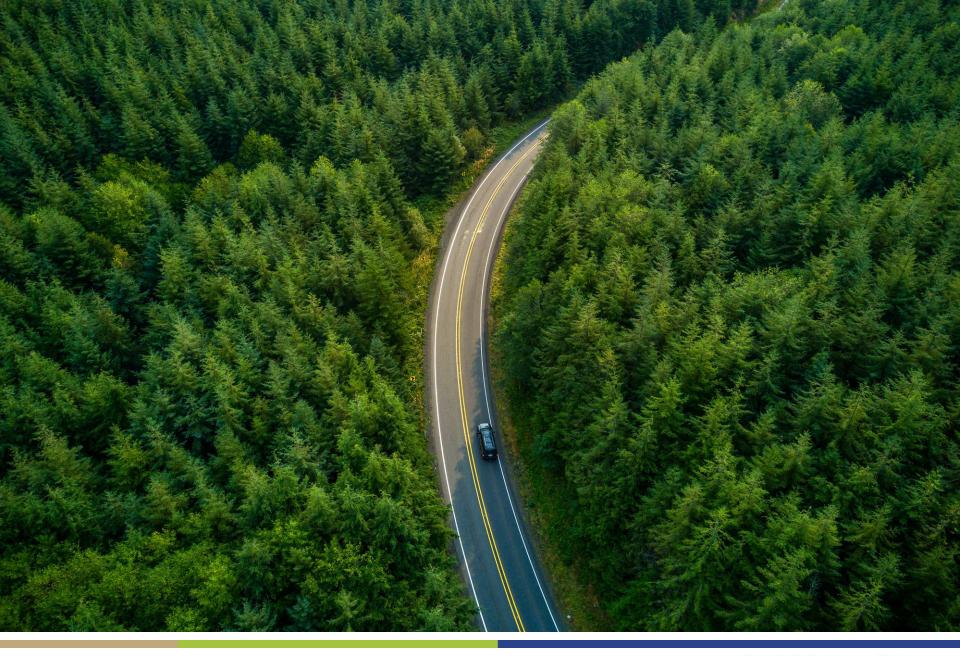
resident's specific needs

Limitations that can

affect a person's ability

to understand, proces

and respond to conver





Enroll Today

Step 1: Visit <u>https://bit.ly/QINLearn</u> or scan the QR Code at right.

Step 2: Log in to MyQI or create an account.

Step 3: Answer the course enrollment questions.

Step 4: Watch for updates from Quality Insights leading up to the official course launch date!







Contact Information

Amy Porter
Resource Specialist
<u>aporter@qualityinsights.org</u>



Visit https://bit.ly/QINLearn or scan the QR Code

This material was prepared by Quality Insights, a Quality Innovation Network - Quality Improvement Organization under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. Publication number 12SOW-QI-GEN-071223-CC-B

