



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

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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



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-even-higher-churn-at-low-rated-facilities/>

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



Source: Health Affairs

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 outcomes 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 Care Compare). Over the last several years, CMS has made improvements to the information reported recently, in January 2022 we began posting new weekend staffing and staff turnover data. Care Compare ([CMS memorandum QSO 22-08-NH](#)). Now, we are adding four new metrics to the Nursing Home Five Star Quality Rating System effective with the July 27 release. Note that improving nursing home staffing is a key component of the [White House](#) plan for improving nursing home quality.

#### Staffing rating



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

42.7

National average: 76.8  
Pennsylvania average: 94.4

Total number of nurse staff hours per resident per day

↑ Higher numbers are better

5 hours and 17 minutes

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

Registered Nurse hours per resident per day

↑ Higher numbers are better

1 hour and 15 minutes

National average: 41 minutes  
Pennsylvania average: 49 minutes

LPN/LVN hours per resident per day

↑ Higher numbers are better

1 hour and 10 minutes

National average: 53 minutes  
Pennsylvania average: 53 minutes

Nurse aide hours per resident per day

↑ Higher numbers are better

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-2022-updates.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**



### Nursing Home Staffing Solutions Registration



Staffing Solutions for Nursing Homes

FREE

EN

E-Learning



# Staffing Solutions for Nursing Homes:

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

**Kickoff  
Webinar**

**Welcome**

**LMS Demo**

**Data  
Instructions**

**How to Get  
Started**

**Course 1:  
Hiring**

Prioritizing  
Staffing Goals

Hiring and  
Attracting the  
Right People

Interviewing  
With a Fresh  
Perspective

**Course 2:  
Retaining**

Workplace  
Culture

How to Create  
a Vision for  
Change

Culture Change  
as a Quality  
Improvement  
Effort

**Course 3:  
Evaluating**

Evidence-  
Based  
Leadership

Staff and  
Resident  
Satisfaction

Competencies

**Celebration  
Webinar**

**Keynote  
Speaker**

**Share  
Successes**

**Recognition**


# Staff Toolkits

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

The graphic features the word "ACT" in large, blue, outlined letters at the top. Below it, the words "ACTION", "CHANGES", and "THINGS" are stacked in a bold, sans-serif font. "ACTION" and "THINGS" are in blue, while "CHANGES" is in green. At the bottom of the text stack is a blue button with the white text "TAKE ACTION" and a white hand icon pointing at it. Below the button, the text "It's Time to ACT: Action Changes Things" and "RN and Nurse Continuing Education Credit" is displayed in a smaller, dark blue font.

It's Time to ACT: Action Changes Things  
RN and Nurse Continuing Education Credit

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 12509-QI-QIN-02123-05

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CENTERS FOR MEDICARE & MEDICAID SERVICES  
QUALITY IMPROVEMENT & INNOVATION GROUP

# Staff Toolkits

Engage staff:

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



## Did You Have a Good Day?

Instructions: Place one pom pom into the container at the end of your shift.

Mostly Good Day

Mostly Bad Day

### Effective Communication: Easy to Say, Hard to Do!

**C**lear communication is one of the most important aspects of working in the health care industry. As someone who is dedicated 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-workers and management.

Barriers often get in the way of effective communication in nursing homes, including:

- Distractions
- Time limitations
- Language and cultural differences
- 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, process, and respond to conversations

Quality Insights has designed this toolkit to give you—a valuable nursing home staff member—the skills and resources you need to communicate effectively, improve workplace relationships, and make a meaningful difference in the lives of the residents you care for. We hope this toolkit equips you with the knowledge and know-how to become the kind of caretaker your team and your residents deserve.

**References**

1. Module 4: Teamwork and Communication: Facilitator Notes. (n.d.). Agency for Healthcare Research and Quality. <https://www.ahrq.gov/hai/quality/boots/coal-itc/modules/implementation/long-term-care/units/module4/module4guide.htm>
2. Barriers to Effective Communication. (2023, February 2). Quinnipiac University. <https://medforefronts.org/@go/page/49264>
3. Hempsy, B., Belardin, S., & Worrall, L. (2012). Nursing the patient with complex communication needs: time as a barrier and a facilitator to successful communication in hospital. *Journal of Advanced Nursing*, 68(1), 116–126. <https://doi.org/10.1111/j.1365-2648.2011.07572.x>

**Inside**

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Earn 1.5 FREE Nursing Contact Hours: Improve Care Team Communication with SBAR (Situation, Background, Assessment, Recommendation).... Page 3

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Mastering Effective Communication - Section 1 - Page 2

### We are ALL IN this together!

Complete this word search by locating the listed words in the smiley face puzzle below.

**Find these words:**

TEAMWORK	SUPPORT	COMMUNICATION	INTEGRITY	GOALS
OUTCOMES	ACTIONS	CULTURE	IMPACT	INVESTED
MORALE	STRENGTHS	WEAKNESSES	ATTITUDES	VALUES
MISSION	VISION	COLLABORATION		

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# Enroll Today

**Step 1:** Visit

<https://bit.ly/QINLearn> 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

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