



# Staffing Solutions for Nursing Homes Course

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

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January 17, 2024



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



AL  
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[Press Releases](#) / [Survey: Nursing Homes Still Facing Staffing & Economic Crisis](#)

## Survey: Nursing Homes Still Facing Staffing & Economic Crisis

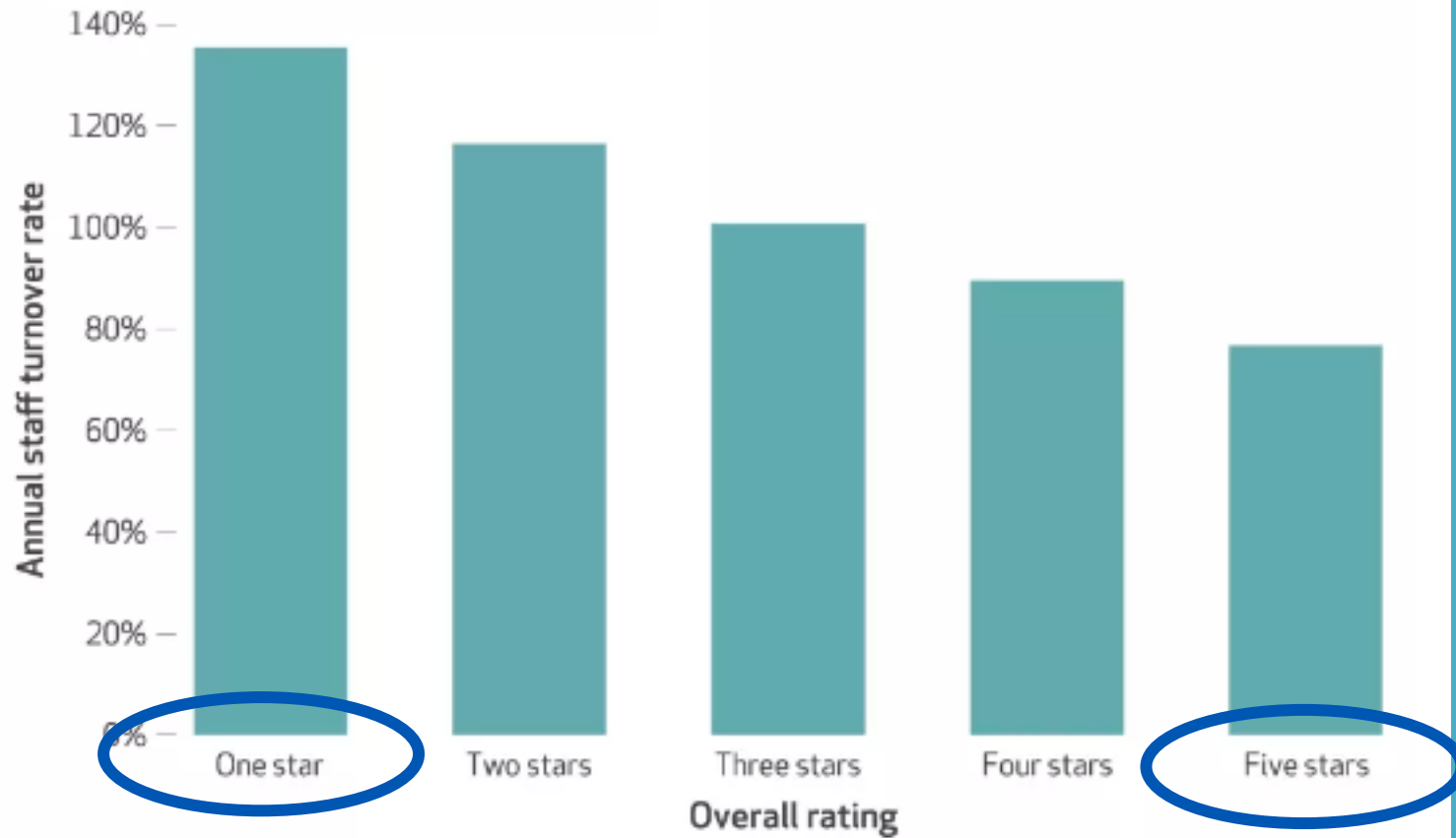
6 Out of 10 Nursing Homes Are Limiting New Patients Due To Staffing Shortages

RES

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

## 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

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 residents experience. For more than ten years, CMS has been posting information on facility staffing 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, most recently, in January 2022 we began posting new weekend staffing and staff turnover measures on Care Compare ([CMS memorandum QSO 22-08-NH](#)). Now, we are adding four new measures to the Nursing Home Five Star Quality Rating System effective with the July 27 release. We also note that improving nursing home staffing is a key component of the [White House Fact Sheet](#) on improving nursing home quality.

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

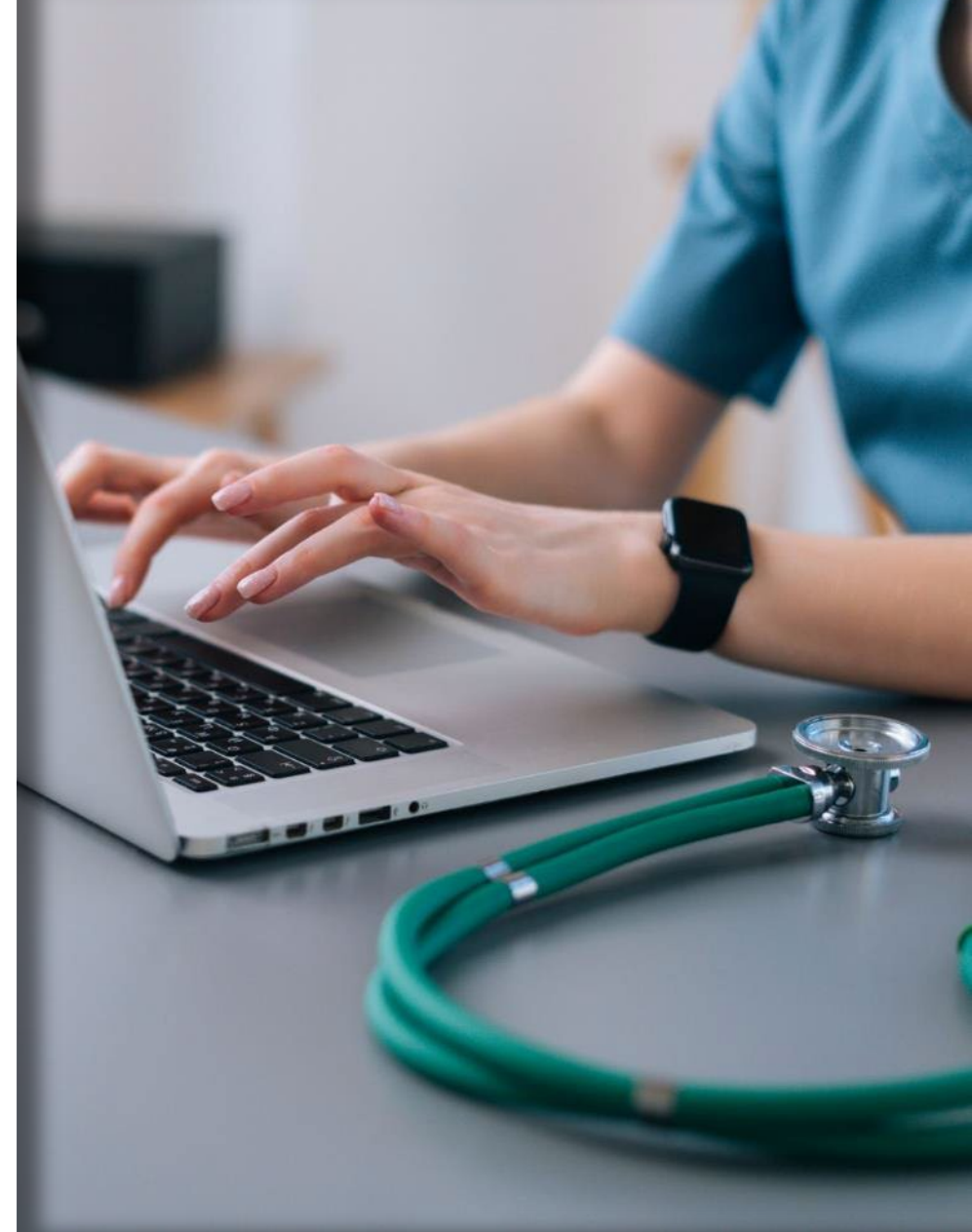
*Discover How to Create a Workplace  
Culture Staff Won't Want to Leave*





# Course Benefits

- Nursing and nursing home administrator continuing education credits
- Online program
- Data reports
- In-person assistance
- 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**

Welcome to

# LEARNING @

My



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Insights

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## About this Learning Plan

Staffing Solutions for Nursing Homes courses are located here!



### LIVE WEBINAR EVALUATION: Kickoff: Staffing Solutions for Nursing Homes (Cohort 3)

If you attended the live webinar event on 1/25/24, complete the webinar evaluation here. A completed evaluation is required for CE credit. Discover ...

E-Learning



### WEBINAR RECORDING: Kickoff: Staffing Solutions for Nursing Homes (Cohort 3)

If you did not attend the live 1/25/24 webinar, watch the recording here. Complete the evaluation at the end to earn CE credit. Discover How to Creat...

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### COURSE 1: Starting the Journey: Optimizing Hiring Processes (Cohort 3)

Available 2/1/24: Click here to get started or continue your course progress. Staffing Solutions for Nursing Homes: Discover How to Create a Workpla...

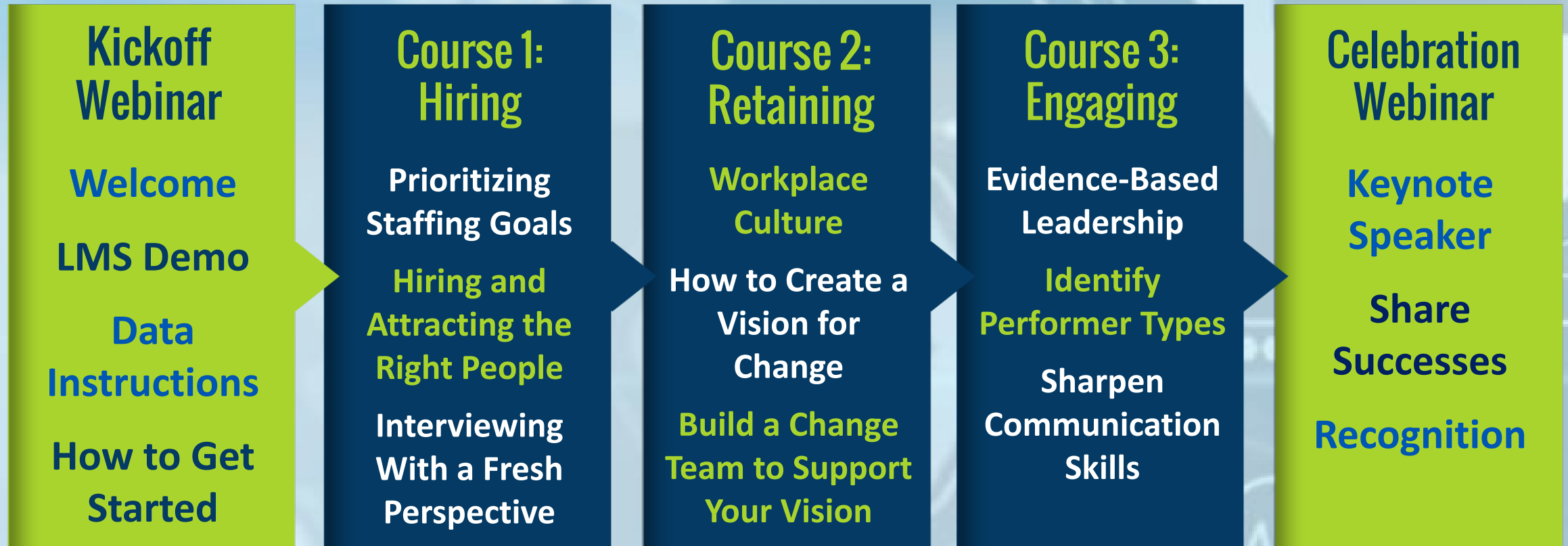
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# Staffing Solutions for Nursing Homes:

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




# Staff Toolkits

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

The graphic features the text 'ACT ACTION CHANGES THINGS' in a large, bold, sans-serif font. 'ACT' is in blue, 'ACTION' is in blue, 'CHANGES' is in green, and 'THINGS' is in blue. Below this text is a blue button with the white text 'TAKE ACTION' and a white hand icon pointing at it. At the bottom of the graphic, the text reads 'It's Time to ACT: Action Changes Things RN and Nurse Continuing Education Credit'. The background is light blue with a faint eye icon.

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 1202W-QI-004-0212-045.

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QUALITY IMPROVEMENT & INNOVATION GROUP

# Staff Toolkits

## Engage staff:

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

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

Clear 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.

**Inside**

- Section 1: Communication With Your Nursing Home Care Team and Leaders
  - Earn 1.5 FREE Nursing Contact Hours: Improve Care Team Communication with SBAR (Situation, Background, Assessment, Recommendation)... Page 3
  - Achieving Meeting Success: 7 Tips for Nursing Home Staff ..... Page 4
  - Resources for Navigating Conflict with Co-Workers ..... Page 5
- Section 2: Communication Strategies for COVID-19 and Vaccinations
  - Words Matter: How to Talk About the COVID-19 Vaccine ..... Page 6
  - Boost Your Rates Protocol ..... Page 7
  - Dress For Success: Choose the Right Personal Protective Equipment (PPE) for COVID ..... Page 8
  - Centers for Disease Control and Prevention: Sequence for Putting On PPE ... Pages 9-11

**References**

1. Module 4: Teamwork and Communication: Facilitator Notes. (n.d.). Agency for Healthcare Research and Quality. <https://www.ahrq.gov/hai/quality-tools/qa/itc/modules/implementation/long-term-modules/module4/module4-facilitator-notes.html>
2. Barriers to Effective Communication. (2023, February 21). @umichpage University. <https://med.libretexts.org/@qna/qa/49264>
3. Hemstrey, B., Bealadin, S., & Worrall, L. (2012). Nursing the patient with complex communication needs: this is a barrier and a facilitator to successful communication in hospital. *Journal of Advanced Nursing*, 68(1), 116-126. <https://doi.org/10.1111/j.1365-2648.2011.05722.x>

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.

Want to complete this puzzle online? Scan the QR code below.

**Find these words:**

SUPPORT	COMMUNICATION	INTEGRITY	GOALS
ACTIONS	CULTURE	IMPACT	INVESTED
STRENGTHS	WEAKNESSES	ATTITUDES	VALUES
VISION	COLLABORATION		

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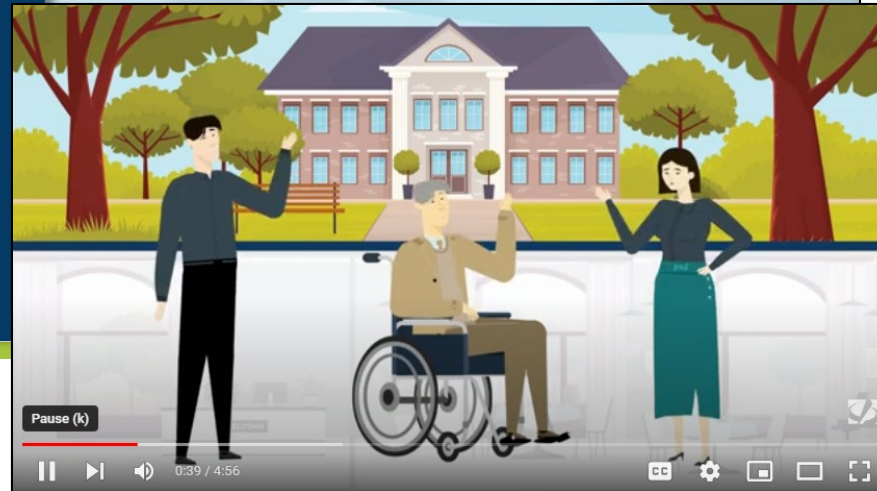
## Did You Have a Good Day?

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

Mostly Good Day

Mostly Bad Day

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# Enroll Today

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

**Step 2:** A Quality Insights representative will email next steps for MyQI access.

**Step 3:** Consider inviting another member of your team to join you in completing the courses and submitting data.





# Contact Information

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