

**2015 Survey of Health Care Employers in Arizona:
Home Health Agencies**

Conducted for St. Luke’s Health Initiatives by the UCSF Philip R. Lee Institute for Health Policy Studies

Please contact Lela Chu for any technical issues at (415) 476-9230 or Lela.Chu@ucsf.edu

Please email completed survey to Lela.Chu@ucsf.edu or fax to: (415) 476-0705

You also may complete the survey online, by going to: <http://rnworkforce.ucsf.edu/AZHomeHealth>

Directions: Please fill in the numbers or check the categories that most accurately reflect your response to each item or question. If the information requested is not readily available from your agency’s record-keeping system, please estimate. Please skip questions that don’t apply.

CONTACT INFORMATION

1. Contact information (for clarification purposes only, will NOT be reported):

Name of person completing this survey: _____

Title of person completing this survey: _____

Name of Organization: _____

Address 1: _____

Address 2: _____

City: _____

Zip: _____

E-mail address of contact: _____

Telephone number: _____

ORGANIZATION

2. What types of services are included in the data you are reporting?

(Please check all that apply)

Home health services

Hospice services

Physician / NP / PA Housecalls services

Other (Please specify all others):

EMPLOYMENT, TURNOVER, AND VACANCIES

3. How does your organization define “full time”? _____ hours per week

3a. For each of the positions listed, please report the total number of full-time and part-time employees, and the total number of full-time and part-time vacancies as of May 1, 2015.

	Number of employees full-time on 5/1/15	Number of employees part-time on 5/1/15	Number of vacancies full-time on 5/1/15	Number of vacancies part-time on 5/1/15	Does not apply
Staff RNs					
RNs in other roles (management, care coordination, etc.)					
Nurse Practitioners (NP)					
Clinical Nurse Specialists (CNS)					
Licensed Vocational Nurses (LVN)					
Certified nursing assistants					
Home health aides / assistants					
Personal care aides					
Physical Therapists					
Physical Therapy Assistants					
Occupational Therapists					
Occupational Therapy Assistants					
Social Workers (LCSW)					

4. How would you describe the labor market in your area for each of these occupations, **at the present time?**

(An estimate is fine)

	Perception of Labor Market					
	High demand: Difficult to fill positions	Some difficulty filling positions	Demand is in balance with supply	Demand is less than supply	Demand is much less than supply	Does not apply
Staff RNs						
RNs in other roles (management, care coordination, etc.)						
Nurse Practitioners (NP)						
Licensed Vocational Nurses (LVN)						
Certified nursing assistants						
Home health aides / assistants						
Personal care aides						
Physical Therapists						
Physical Therapy Assistants						
Occupational Therapists						
Occupational Therapy Assistants						
Respiratory Therapists						
Social Workers (LCSW)						

CHANGES OVER THE PAST YEAR

5. Has your employment of each of the following changed **in the past year**? (An estimate is fine)

	Decreased employment	No change	Increased employment	Does not apply
Staff RNs				
RNs in other roles (management, care coordination, etc.)				
Nurse Practitioners (NP)				
Licensed Vocational Nurses (LVN)				
Certified nursing assistants				
Home health aides / assistants				
Personal care aides				
Physical Therapists				
Physical Therapy Assistants				
Occupational Therapists				
Occupational Therapy Assistants				
Respiratory Therapists				
Social Workers (LCSW)				

6. Have you experienced any of the following **in the past year** (May 1, 2014 to April 30, 2015)?

(Please check all that apply)

Hiring freeze

Reduction in client volume

Increase in client volume

Budget constraints

Increase in range of services provided

Decrease in agency capacity

Increase in agency capacity

Decrease in use of contract staff

Increase in use of contract staff

Current staff working more shifts

Current staff working fewer shifts

Current staff converting from part-time to full-time positions

Current staff converting from full-time to part-time positions

Less turnover/greater retention of staff

More turnover/less retention of staff

Fewer staff retiring than expected

More staff retiring than expected

More foreign recruitment

Less foreign recruitment

Decreased patient acuity

Increased patient acuity

Other (Please specify):

7. Have you created new job classifications **in the past year**? (e.g., new case management roles, new care coordination roles, new type of specialized care, etc.)

Yes No

7a. If yes, please check all new job classifications created in the past year:

- Case manager
- Care coordinator
- Care navigator
- Clinical documentation specialist
- Other (Please specify): _____
- Health coach
- Promotora
- Informaticist

7b. Please describe some of the challenges of hiring or moving staff into these new roles?

HIRING EXPECTATIONS

8. What are your expectations for employment over the next 3 years?

	Decrease in employment	No change	Increase in employment	Does not apply
Staff RNs				
RNs in other roles (management, care coordination, etc.)				
Nurse Practitioners (NP)				
Licensed Vocational Nurses (LVN)				
Certified nursing assistants				
Home health aides / assistants				
Personal care aides				
Physical Therapists				
Physical Therapy Assistants				
Occupational Therapists				
Occupational Therapy Assistants				
Respiratory Therapists				
Social Workers (LCSW)				

9. If you expect employment to change over the next three years, please indicate the reasons for your expectations. (Please check all that apply)

- Hiring freeze
 - Reduction in client volume
 - Budget constraints
 - Decrease in agency capacity
 - Decrease in use of contract staff
 - Current staff working more shifts
 - Current staff converting from part-time to full-time positions
 - Less turnover/greater retention of staff
 - Fewer staff retiring than expected
 - More foreign recruitment
 - Decreased patient acuity
 - Other (Please specify):
- Increase in client volume
 - Increase in range of services provided
 - Increase in agency capacity
 - Increase in use of contract staff
 - Current staff working fewer shifts
 - Current staff converting from full-time to part time positions
 - More turnover/less retention of staff
 - More staff retiring than expected
 - Less foreign recruitment
 - Increased patient acuity
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10. For each of the following, please indicate how concerned you are regarding its impact on the adequacy of your agency's workforce.

	Not at all concerned	Slightly concerned	Somewhat concerned	Moderately concerned	Extremely concerned
a. Aging healthcare workforce within agency					
b. Population growth in region					
c. Population aging in region					
d. Cultural diversity					
e. Linguistic capabilities					
f. Impact of the expansion in health insurance coverage					
g. Impact of potential state budget cuts to Medicaid					
h. Staff leaves of absence					
i. Disability accommodations and/or physical limitations of staff					
j. Behavioral health needs of patients					
k. Reimbursement levels dropping					
l. Increasing desire of workers to be on a part-time schedule					
m. Changing employment goals of new workers (e.g., Millennials)					

11. Please list the three positions that have the highest percentage of staff that may retire in the next 3 years?

1. _____

2. _____

3. _____

12. Do you anticipate creating new job classifications **in the next two years**? (e.g., new case management roles, new care coordination roles, new type of specialized care, etc.)

Yes No

12a. If yes, please check all new job classifications you expect to create in the next two years:

Case manager

Health coach

Care coordinator

Promotora

Care navigator

Informaticist

Clinical documentation specialist

Other (Please specify): _____

12b. What strategies do you plan to use to hire or move workers into these new roles?

TRAINING PROGRAMS AND INCENTIVES

13. What support does staff receive while working toward a degree or certification (if any)?
(Please check all that apply)

Tuition reimbursement

Paid time off for coursework

Approved use of unpaid time off for coursework

None

Other (Please specify): _____

14. If you offer tuition reimbursement, what is the maximum benefit paid **per year, and per completed program**?

\$ _____ maximum per year

\$ _____ maximum per completed program

15. Describe the most important competency gaps you encounter.

Occupation	Competency gap

NURSE EMPLOYMENT AND HIRING QUESTIONS

THE FOLLOWING QUESTIONS IN THE SURVEY WILL FOCUS ON NURSE EMPLOYMENT AND HIRING

16. Which of these are **requirements** for an RN to be hired into your **general staff nursing** positions at your agency? **(Please check all that apply)**

Minimum experience as an RN _____# of months required

Minimum experience in home health _____# of months required

Baccalaureate degree or higher required

Second language required

Which languages? _____

Other requirements for employment (Please specify):

No specific requirements to be hired

17. Which of these are **preferences** for an RN to be hired into a general staff nursing position at your agency? **(Please check all that apply)**

Baccalaureate degree or higher preferred

Second language preferred

Which languages? _____

18. What percentage of your currently employed RNs have a BSN? _____%

19. Do you have a goal percentage of BSN-prepared nurses in 3 years?

Yes No

If yes, goal percent BSN: _____%

20. Does your facility require new hires who have an AD or diploma to complete a BSN in a specified time period?

Yes No

If yes, how much time do they have to complete the BSN? _____ years

21. Are RNs who do not have a BSN limited from being promoted beyond staff nurse positions?

Yes No

22. Does your organization differentiate RN salaries based on the type of nursing degree held?

Yes No

23. Does your organization differentiate RN salaries based on whether RNs have advanced certifications, such as in critical care, oncology, peri-operative, etc.)?

Yes No

24. Do you have an internship/formal residency/training program for newly graduated RNs who are **not guaranteed to be hired?** (Do not include normal orientation programs for newly-hired RNs).

Yes No

If yes, describe your internship/residency/training program for newly graduated RNs:

a. Length of program _____ weeks

b. Capacity of program: # of RNs: _____ Frequency: _____ # of times per year

c. Is your internship/residency/training program:

Externally contracted (working with a vendor)

Internally developed (home-grown)

Partnership with a school of nursing

d. Is this program paid?

Yes No

e. What percentage of graduates of your program did you hire last year? _____%

25. Do you have an orientation/onboarding program for newly-hired RNs?

Yes No

If yes, length of program: _____ weeks

Thank you for your time and expertise.

We appreciate your participation and will be alerting you as reports based on these data become available.

If you have other comments or thoughts about the nursing workforce in your region or across the state, we encourage you to share them with us.

Comments: