

# BELTSS Member Survey 2019

Summary of Results

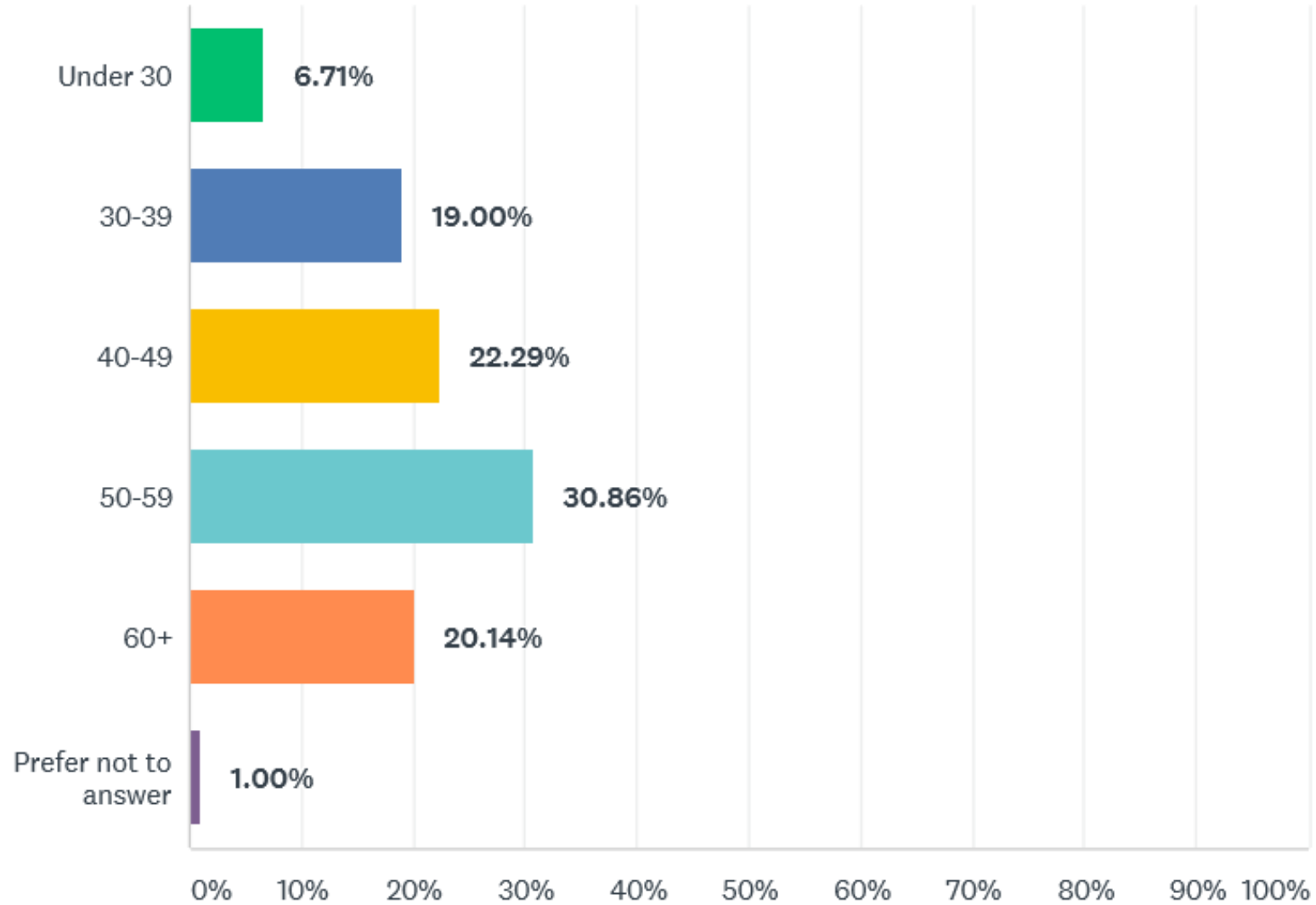
# Responses

- 700 of 1904 for 36.8% response rate!
- Open for 3 weeks
- Not designed by researcher
- Intentionally asked 3 open ended questions that require further analysis

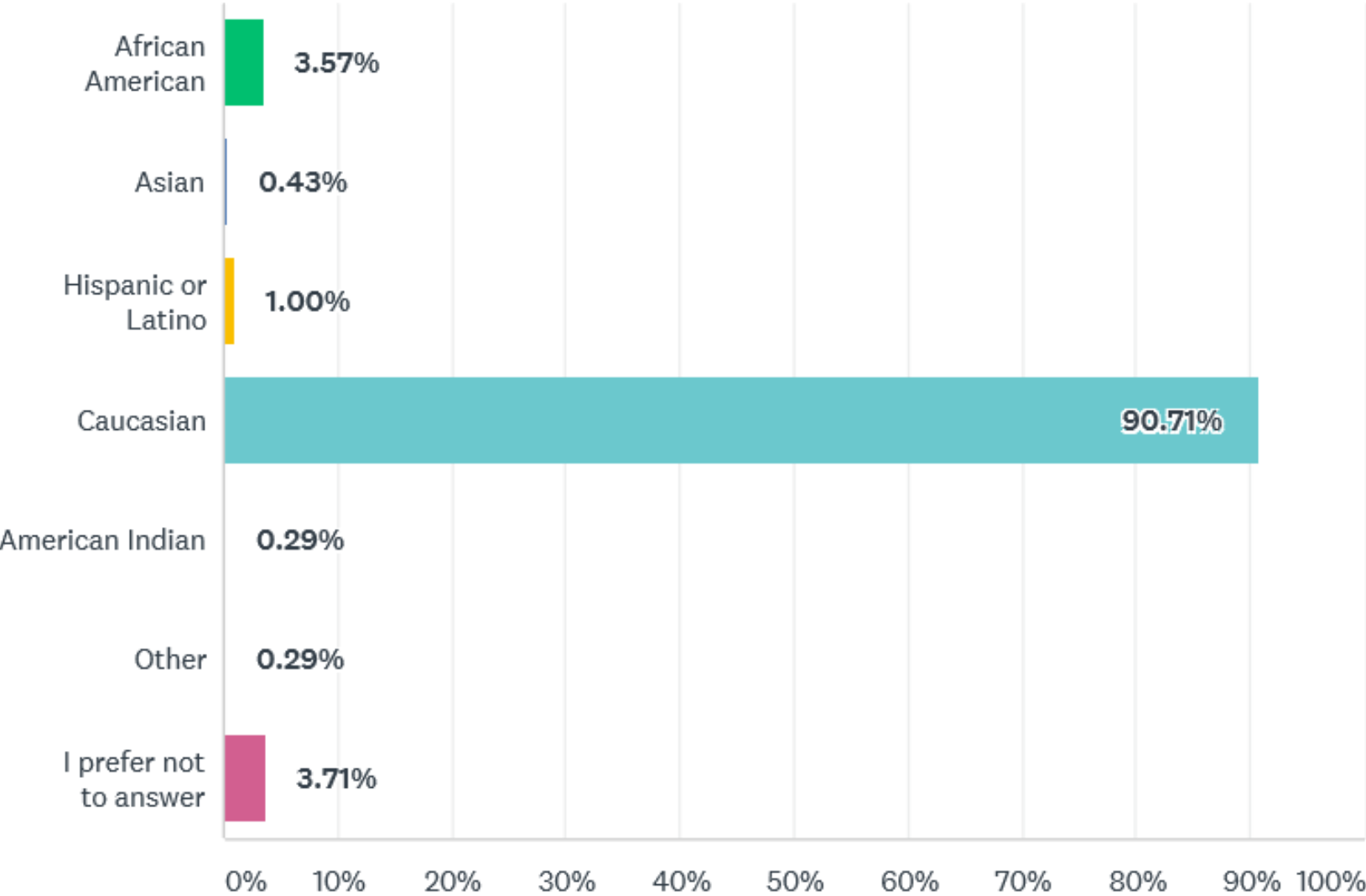
# Gender

- ▶ 38% female
- ▶ 61.1% male
- ▶ 0% fluid, non-binary
- ▶ 0.9% prefer not to answer

# Age



# Race



# Disability

- ▶ 95.3% report no disability
- ▶ 2.3% prefer not to answer
- ▶ 2.0% have a disability and manage without accommodations
- ▶ Less than 1% have disability accommodated by employer

# Path to Licensure

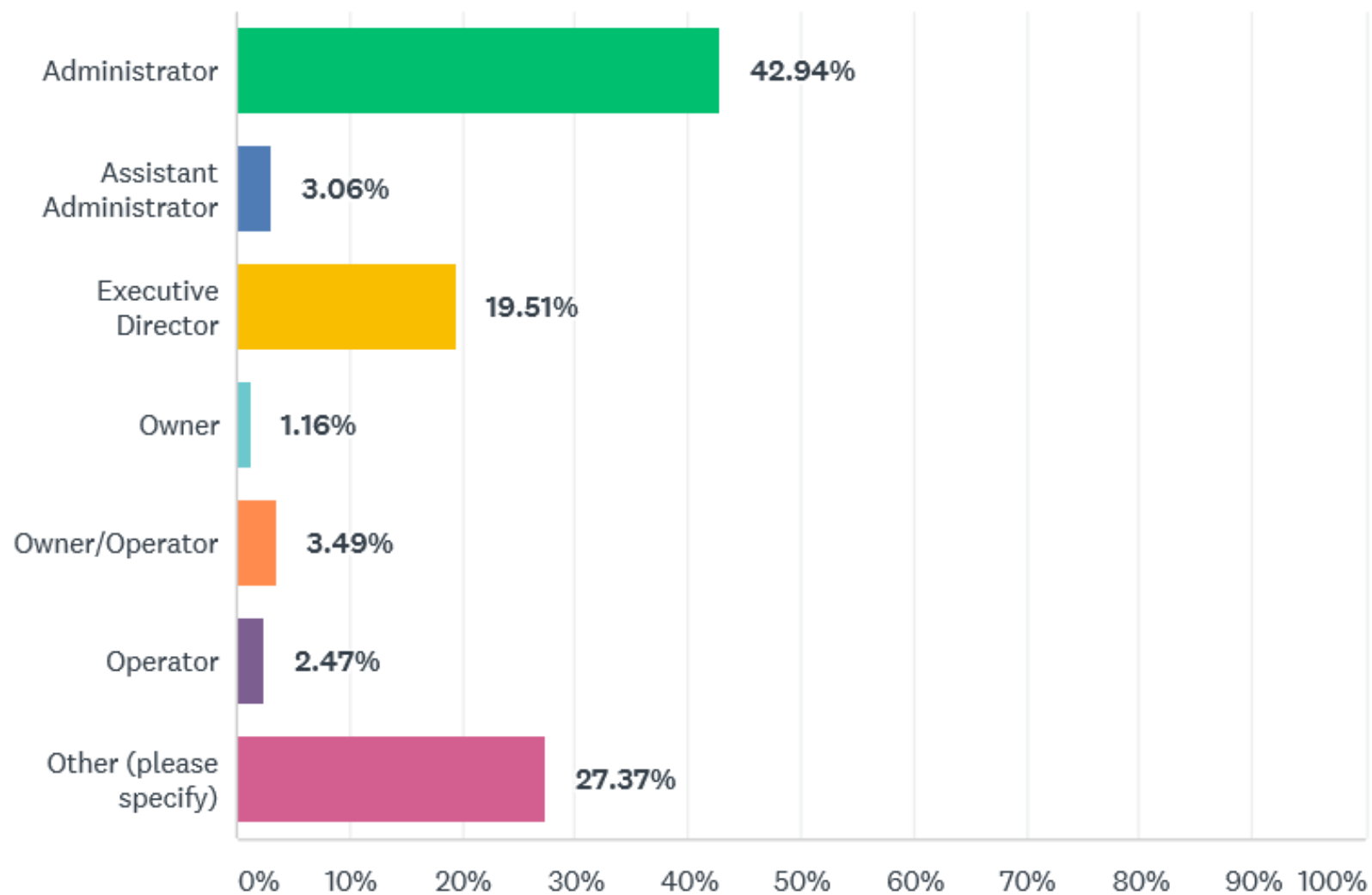
- ▶ 72.3% completed AIT
- ▶ 21.5% graduated from accredited university
- ▶ 6.1% transferred from another state

# Current job

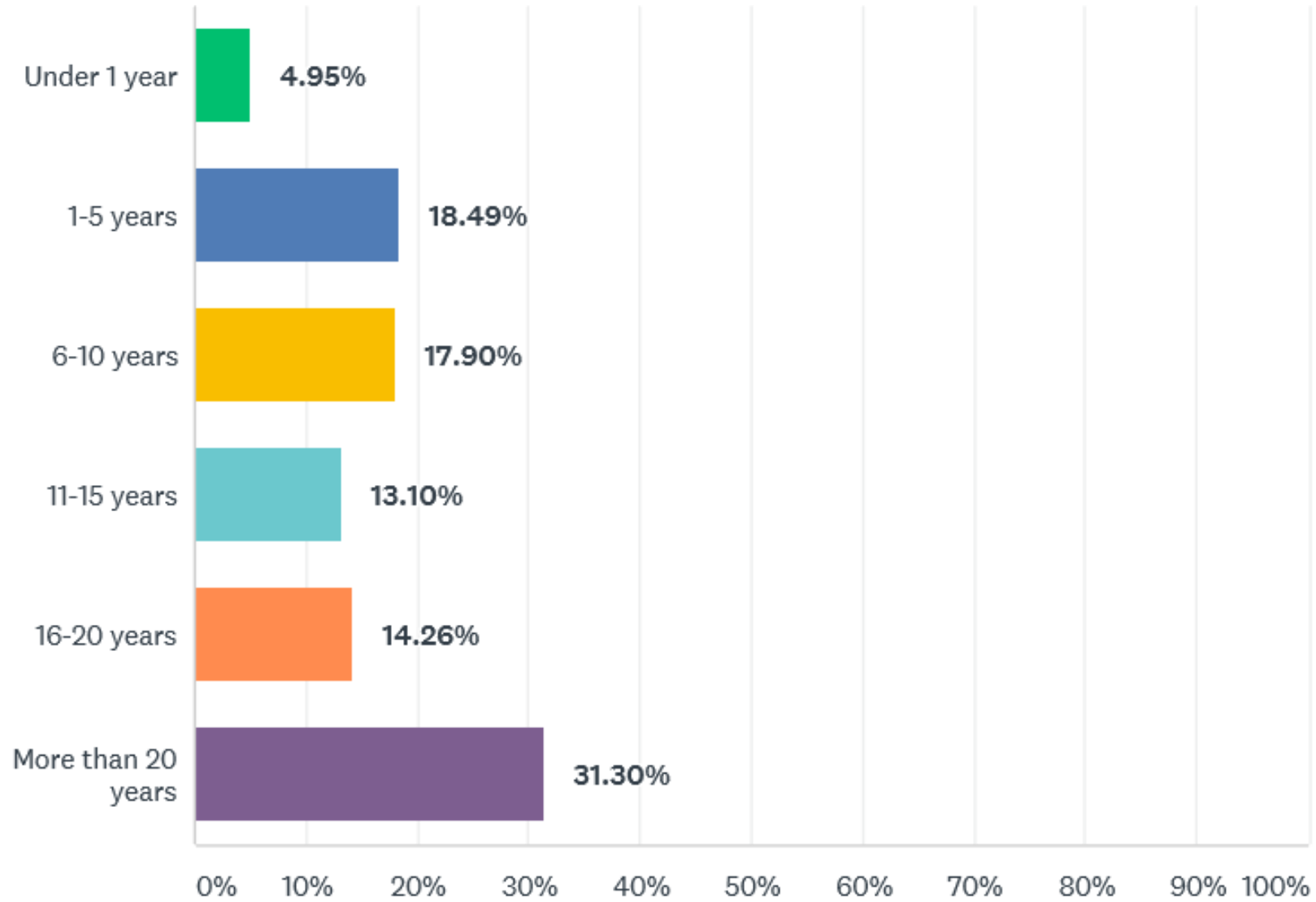
- ▶ 62.9% are currently in a job that requires their license
- ▶ 5.5% unable to find job
- ▶ 11% changed jobs within LTC
- ▶ 4.7% not working in LTC
- ▶ 15.4% other - AL, retired, etc.



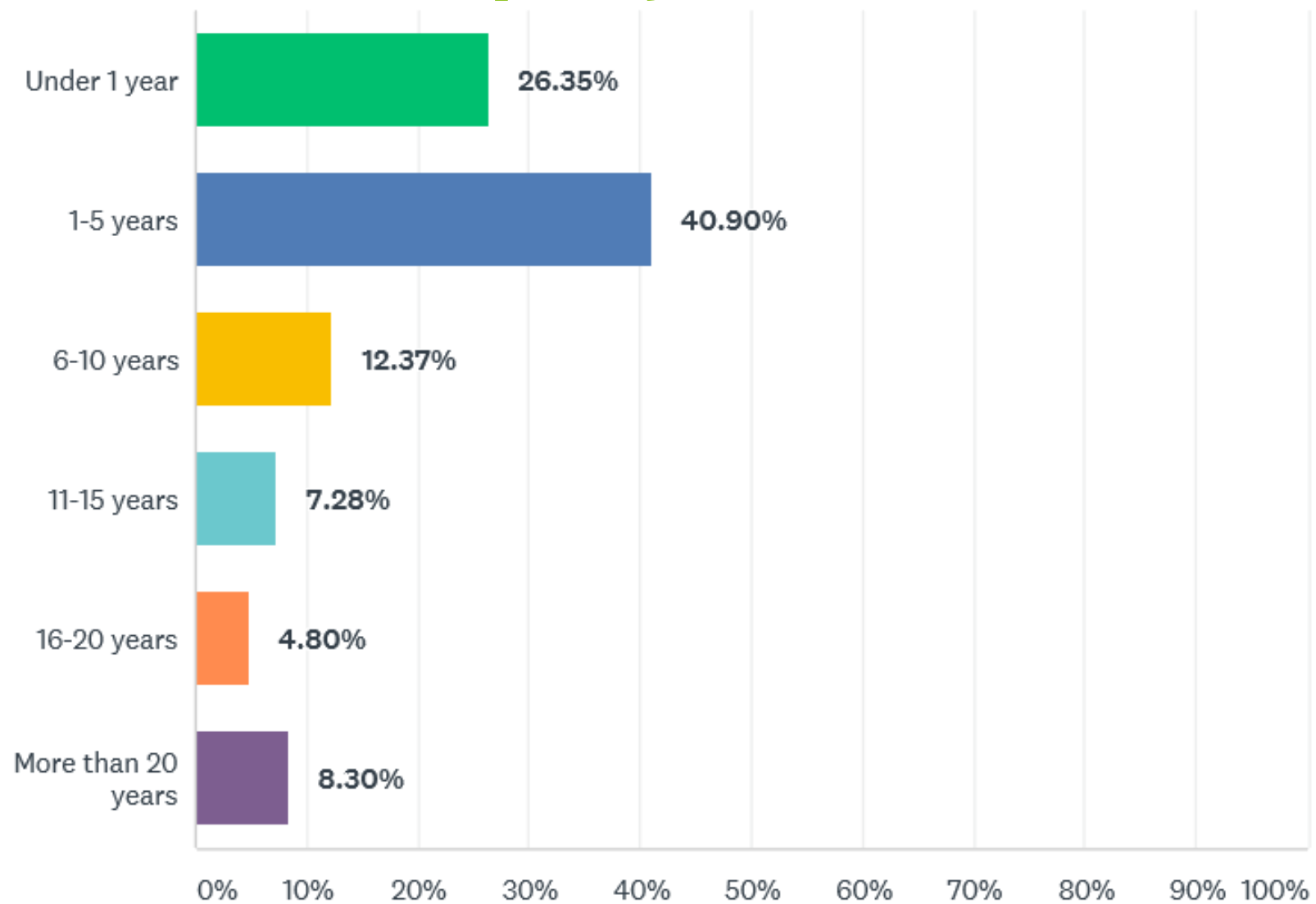
# Current role/title



# Tenure



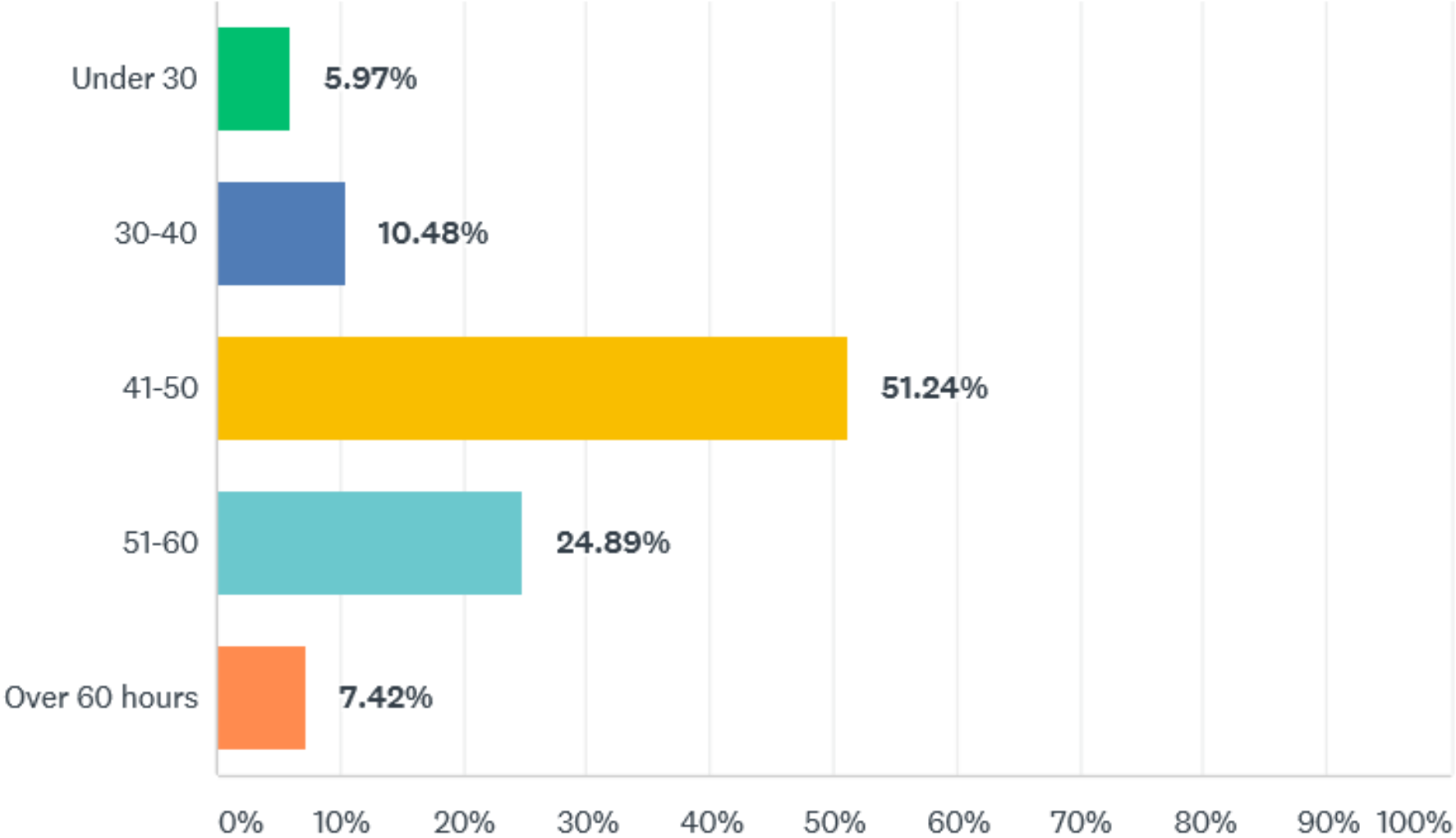
# Current employment



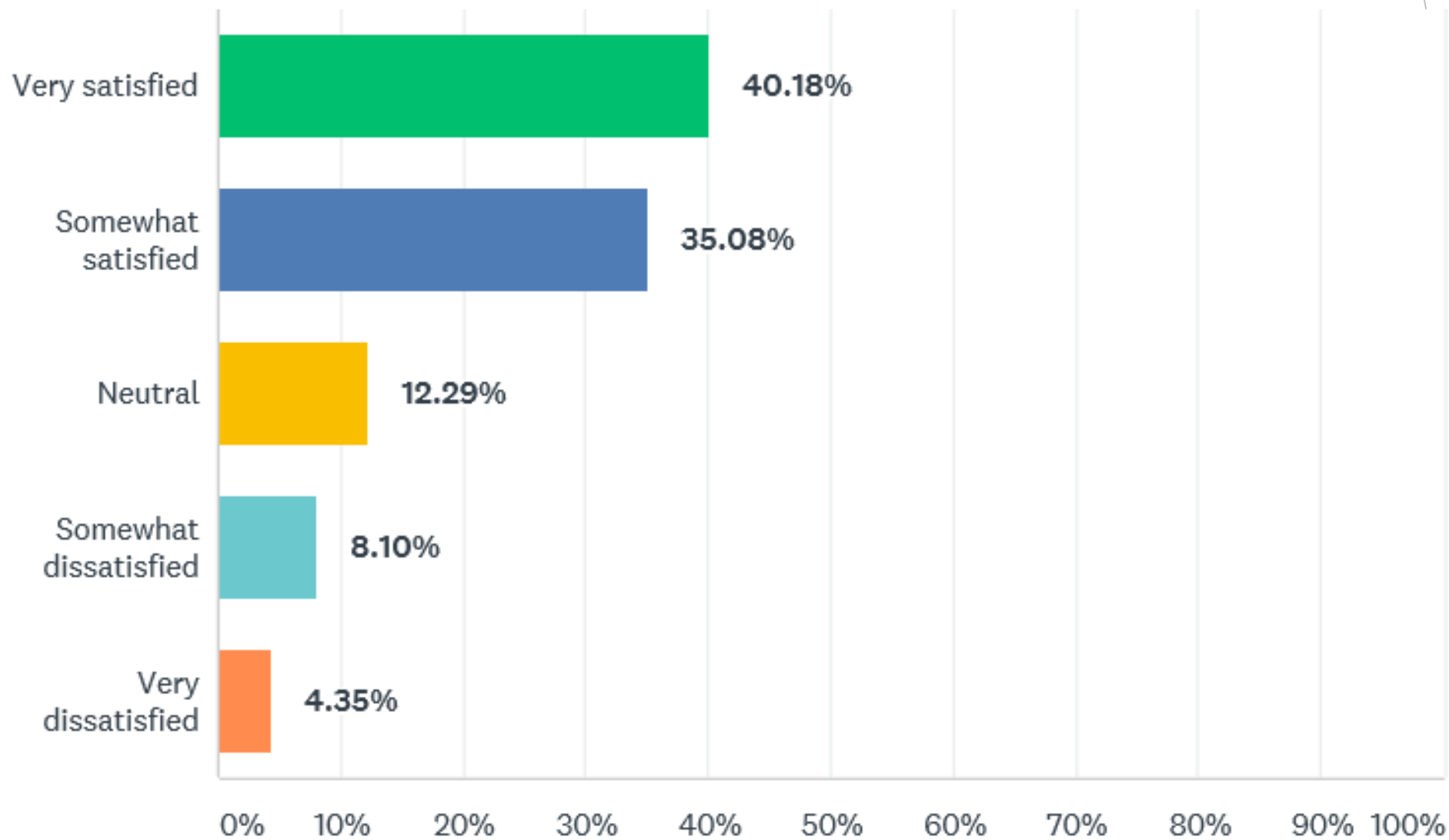
# LNHA of record

- ▶ 56% of respondents are listed as administrator of record at one facility
- ▶ 4.2% are administrator of record at 2 facilities
- ▶ 40% chose “other” - primarily not working at LNHA or not listed as LNHA of record at any facility

# Hours



# Job satisfaction



# Job satisfaction last 12 mo

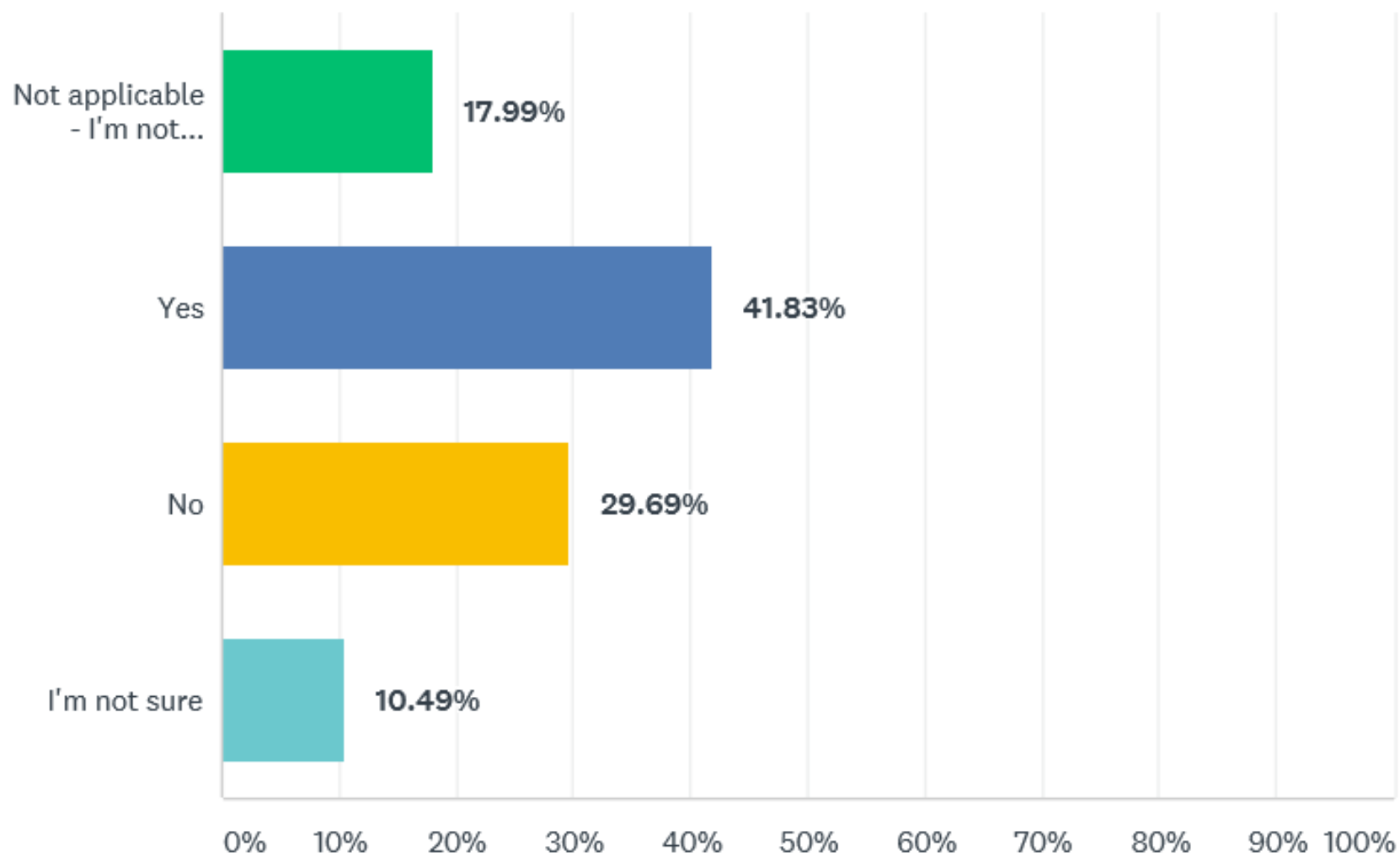
- ▶ 23.8% increased
- ▶ 42.4% stayed the same
- ▶ 30.3% decreased

# Involuntary unemployment

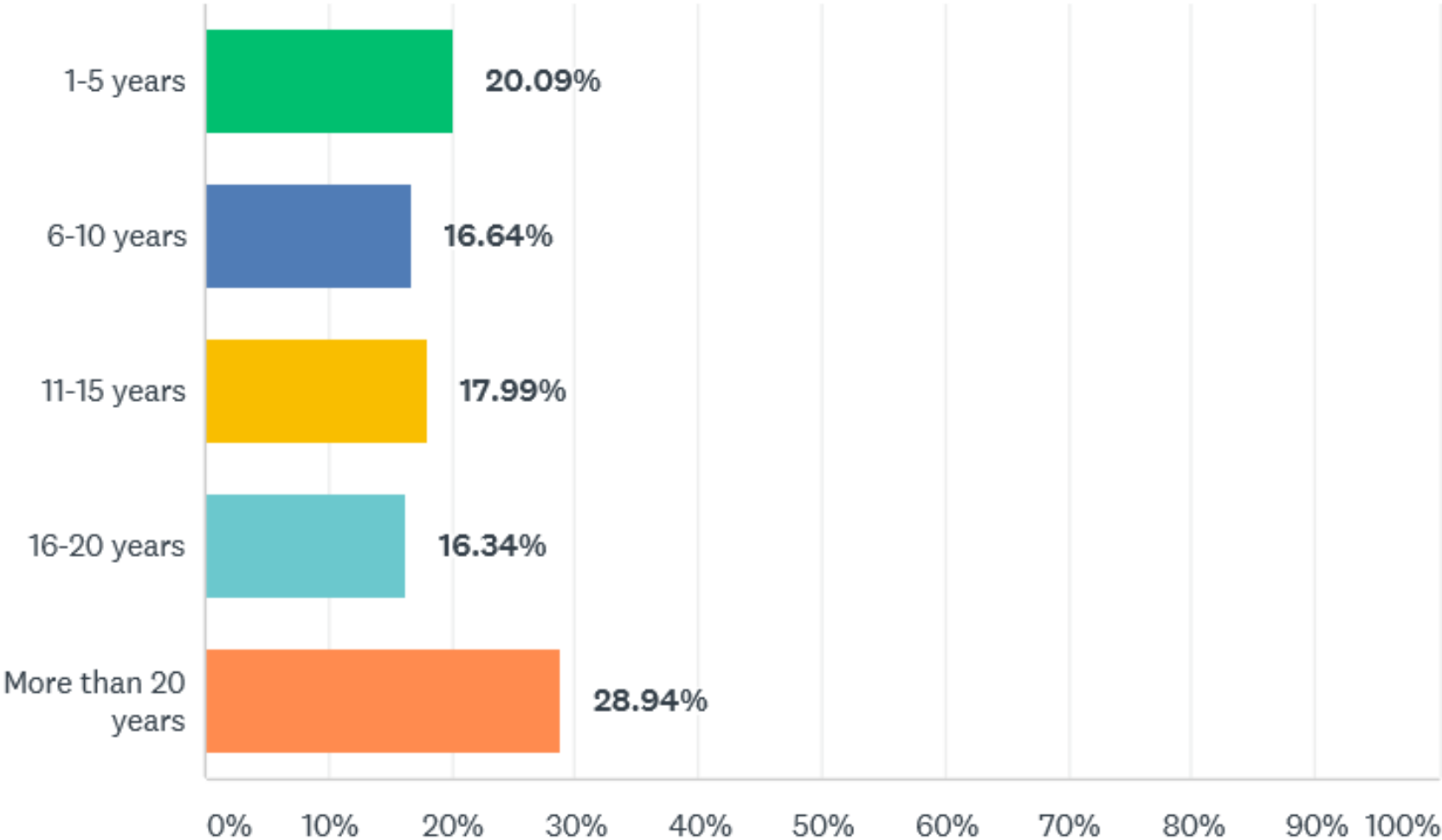
- 12.7% experienced involuntary unemployment in last two years
  - 4% ownership changes
  - 7.7% “other” – census, bad mgt, ownership change, unknown



# Staying in NH administration



# Retirement



# Greatest challenges

Most significant and difficult to manage

- ▶ #1 Recruiting and retaining quality staff (76%)
- ▶ #2 Regulatory compliance
- ▶ #3 Meeting performance expectations
- ▶ #4 Reimbursement rates

# Greatest Challenges

Routine but significant challenge

- ▶ #1 Survey process
- ▶ #2 Family satisfaction
- ▶ #3 Consumer satisfaction
- ▶ #4 Fiscal management

# Greatest challenges

Routine & not particularly difficult

- ▶ #1 Compensation
- ▶ #2 Negative stigma of nursing homes
- ▶ #3 Fiscal management
- ▶ #4 Liability or risk of litigation

# Greatest challenges

## Easier aspects of the job

- ▶ #1 Lack of adequate support from employer
- ▶ #2 Compensation
- ▶ #3 Consumer satisfaction
- ▶ #4 Negative stigma of nursing homes

# Why?

Most important reason you work as LNHA

- ▶ Approximately 43% responded with an answer that put consumers first - making a difference, impacting lives of seniors in need, providing quality of care/life, etc.

# Change one thing?

- ▶ Staff - quantity, quality, wages
- ▶ Regulation - too much oversight
- ▶ Survey process - punitive



# How better train & support

- Make my life easier
- All geared toward reducing expectations of the job
- Regulations
- Pressure
- Financial goals
- Too many responsibilities

# Summary

- ▶ Profession of white men age 40-59 licensed through ALT, 62% in job that requires license
- ▶ Majority licensed more than 16 years but in current job 1-5 years
- ▶ Satisfaction is steady
- ▶ 42% intend to remain in the field

THANK YOU