



Staffing Issues & Regulatory Landscape in Indiana LTC

How's Mom
Powered by **SafeKeeping**

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Objectives



Understand current staffing challenges



Review Indiana and federal requirements



Identify operational risks



Discuss improvement opportunities

Current Staffing Landscape



Workforce shortages across LTC facilities



High CNA turnover



Difficulty recruiting nurses



Increased resident acuity



More reliance on agency staff

Turnover & Burnout

High CNA turnover rates

Staff fatigue and overtime

Burnout impacting retention

Lower morale across teams

Impact on Operations



Missed or delayed care



Documentation gaps



Incomplete charting



Increased survey risk

Indiana Requirements

Sufficient staffing
based on
resident acuity

24/7 nursing
services required

RN 8 hrs/day, 7
days/week

Licensed nurse
coverage each
shift

Governed under
410 IAC 16.2

Indiana Survey Focus



Care plan
accuracy



Documentation
completeness



Staff
competency



Staffing
adequacy

Federal CMS Requirements

- 3.48 HPRD minimum staffing
- 0.55 RN hours requirement
- 2.45 CNA hours requirement
- 24/7 RN coverage (phased)



Compliance Gap

- Many facilities below staffing thresholds
- Workforce shortages limit hiring
- Increased regulatory pressure

Operational Challenges



Documentation & Workflow Issues



Missed
documentation



Duplicate charting



Unclear task
responsibilities



Workflow
inefficiencies

Opportunities for Improvement



Improve staff-to-acuity alignment



Standardize workflows



Strengthen communication



Reduce unnecessary steps

Practical Staffing Improvement Strategies

Standardized
shift checklists

Assignment
consistency

Cross-training
staff

Better use of
dashboards

Stronger shift
handoffs

Improve Assignment Consistency

Reduces time spent relearning cases and improves documentation accuracy.

Instead of changing assignments every shift, consistency helps staff build familiarity with residents.

Use Staffing Based on Resident Acuity

Balancing acuity helps prevent burnout.

For example, a high-acuity resident who requires multiple interventions should not be paired with multiple other high-need residents on the same assignment.

Standardize Daily Workflow Checklists

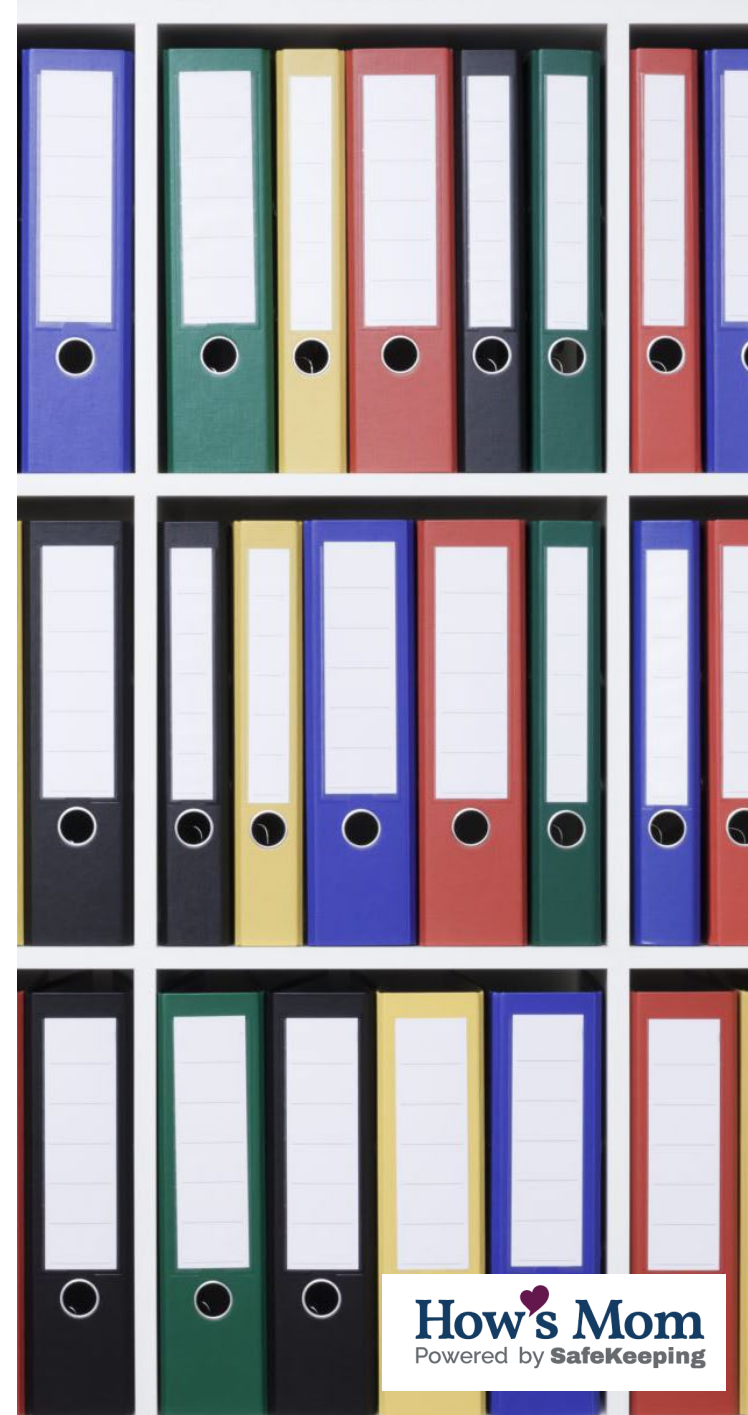
This prevents missed tasks from building up throughout the day.

- For example, every shift could include:
 - Reviewing pending orders
 - Checking alerts
 - Reviewing care plan updates
 - Confirming documentation completion

Reduce Duplicate Documentation

Many facilities unintentionally require staff to document the same information in multiple areas or sections.

Streamlining this reduces time burden and improves accuracy.







Strengthen CNA Support Structure

This helps CNAs feel more supported and less overwhelmed.

- Assign clear team leads per shift
- Creating “go-to” escalation points
- Reducing ambiguity in who handles what



Improve Use of Existing Staff Through Cross- Training

This helps facilities stay more flexible when staffing is tight.

- Training CNAs to recognize documentation gaps
- Teaching nurses to prioritize high-impact charting first
- Cross-training departments to support during staffing shortages

Reduce “Hidden Work” in the System

Cleaning up workflows so information is easier to find saves significant time across shifts.

- A lot of time is lost in:
 - Searching for information
 - Fixing incomplete charts
 - Chasing missing documentation

Strengthen Daily Leadership Visibility

This helps catch problems
early instead of letting
them carry over



Example:

DON or unit
managers
rounding at
shift start

Reviewing
dashboards
with staff in
real time

Addressing
issues during
the shift
instead of after

Technology as a Staffing Support Tool

While facilities may not always be able to increase staffing immediately, they can improve how existing staff time is utilized through better workflows and supportive technology.

Technology won't solve staffing shortages, but it can help reduce administrative burden and improve efficiency so staff can focus more on resident care.

How's Mom:

Streamlines family communication by providing updates, engagement, and visibility for families without adding additional manual work for staff.

Reduces Interruptions to Nursing Staff

Families calling repeatedly for updates can interrupt:

- Medication passes
- Documentation
- Resident care tasks
- Apps help centralize communication.

Improves Family Satisfaction

When families feel informed:

- Complaints decrease
- Escalations decrease
- Trust improves

Supports Staff Efficiency

Instead of multiple individual calls:

- Information is streamlined
- Updates are easier to share
- Communication becomes more proactive

Helps During Staffing Shortages

When staffing is tight:

- Communication tools help fill operational gaps
- Staff can prioritize care more effectively

Overview of How's Mom

- Real-Time Health Updates
- Mass Notifications
- Feedback and Ratings
- Secure and HIPAA Compliant
- Customizable Access
- Seamlessly integrates with facility EHR systems
- Helps facilities meet Cures Act and CMS communication compliance requirements
- Reduces administrative burden by automating documentation and streamlining workflows.



Data availability:

- Medication Lists: Current list of medications
- Vital Signs: Numerous vital readings including temperature, blood sugar, weight, and more
- Conditions: Any change to current conditions and brief summary update of existing conditions
- Nutrition Orders: Listing of allergies and food restrictions. Updates on recent meals and consumption levels



Key Takeaways



Staffing shortages will continue



Regulations are increasing



Efficiency is critical

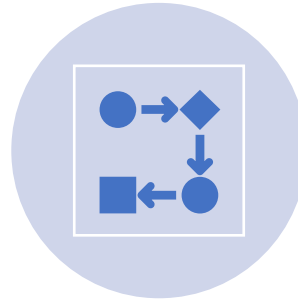


Workflow improvements matter

Discussion



WHAT STAFFING
CHALLENGES ARE MOST
COMMON?



WHERE ARE WORKFLOWS
BREAKING DOWN?



WHAT IMPROVEMENTS HAVE
WORKED?