



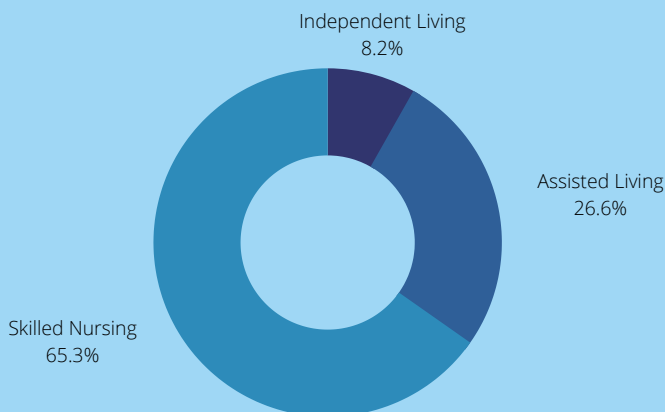
IHCA/INCAL Member Survey on Staffing Shortage

SEPTEMBER - OCTOBER 2021

Long-term care providers across the nation have faced staffing challenges for years, but amid the COVID-19 pandemic, facilities are facing a growing crisis. Providers are struggling to fill critical roles such as CNAs, QMAs, and RNs because there aren't enough workers to meet the demand.

The IHCA/INCAL surveyed **295** members on staffing shortages and the data analysis puts the crisis further into perspective.

Survey Respondents



IHCA/INCAL members are trying to address these workforce challenges:

- 54%** are using agency staff to cover shifts.
- 99%** are using overtime and/or double shifts to cover shifts.
- 94%** are currently admitting residents from hospitals.

Long-term care providers indicated the following positions that are vacant or they are recruiting to fill.

DIETARY MAINTENANCE CNA QMA
LAUNDRY/HOUSEKEEPING LPN RN

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Members indicated using the following actions to address workforce shortages:

Traditional and online media to post openings	95%
Bonuses	88%
Increased hourly pay	84%
Hourly differential	83%
Wage adjustments	78%
Utilizing staff for positions not hired for. i.e. Administrators working in kitchen, nurses working as housekeepers etc.	75%
Utilizing PCAs	66%
Reducing services to residents (i.e. fewer baths)	8%
Other	12%

Nearly 32% of facilities agreed that they are limiting their census to an amount below their capacity because they are unable to staff full capacity

When asked to share the key reasons providers are unable to fill vacant or open positions, nearly 80% of members cited lack of applicants as the primary cause.

83%

No applicants

80%

Competition with other employers

51%

Lack of qualified applicants