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**

- Skilled Nursing: 65.3%
- Assisted Living: 26.6%
- Independent Living: 8.2%

**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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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.

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>No applicants</td>
<td>83%</td>
</tr>
<tr>
<td>Competition with other employers</td>
<td>80%</td>
</tr>
<tr>
<td>Lack of qualified applicants</td>
<td>51%</td>
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</tbody>
</table>

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.