

# The Home Care Workforce: Where Are We? Where are We Going?

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# Center for Health Workforce Studies

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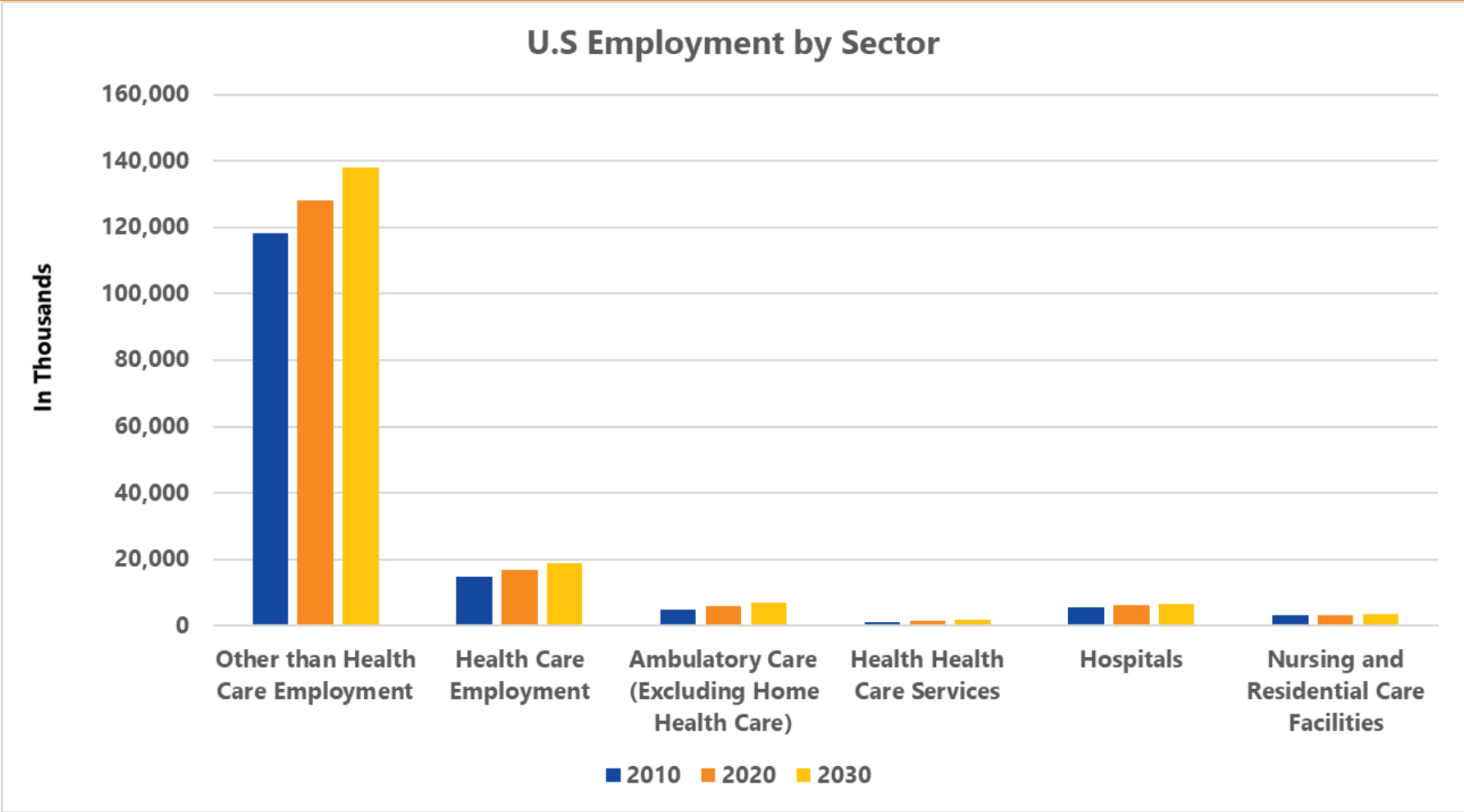
- The Center for Health Workforce Studies (CHWS) —established in 1996— is an academic research center based at the School of Public Health at the University at Albany, State University of New York (SUNY)
- Mission: To provide timely, accurate information and conduct policy-relevant research about the health workforce
- Goal: To assist health, professional, and educational organizations, policy makers, planners, and other stakeholders to understand issues related to the supply, demand, distribution, and the use of health workers

# Today's Presentation

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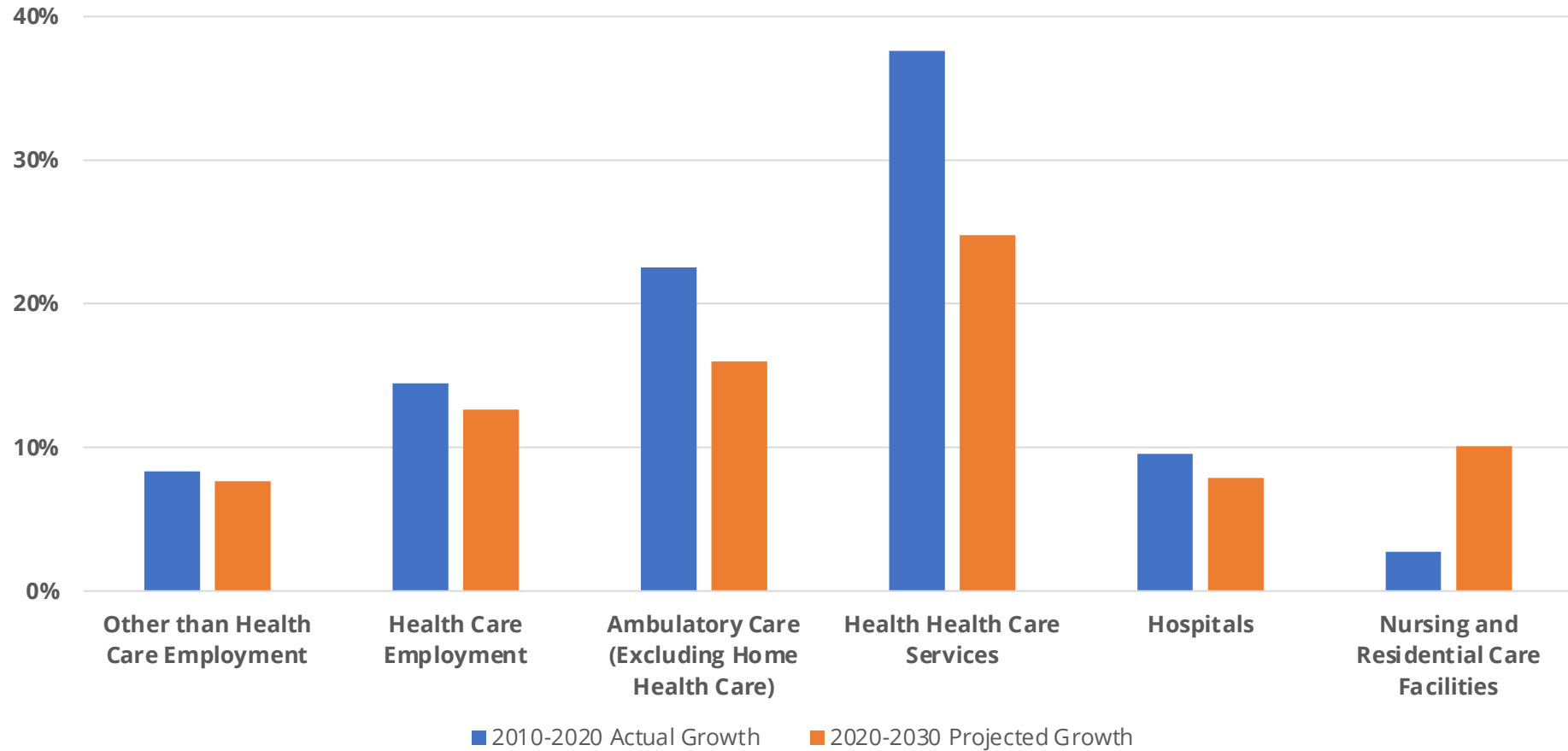
- Industry Projections
  - National
  - State
  - Regional
- Occupational Projections
  - National
  - State
  - Regional
- Recruitment and Retention Issues
- Potential Solutions
- Questions and Discussion

# Health Care Represents About 12% of Total US Employment

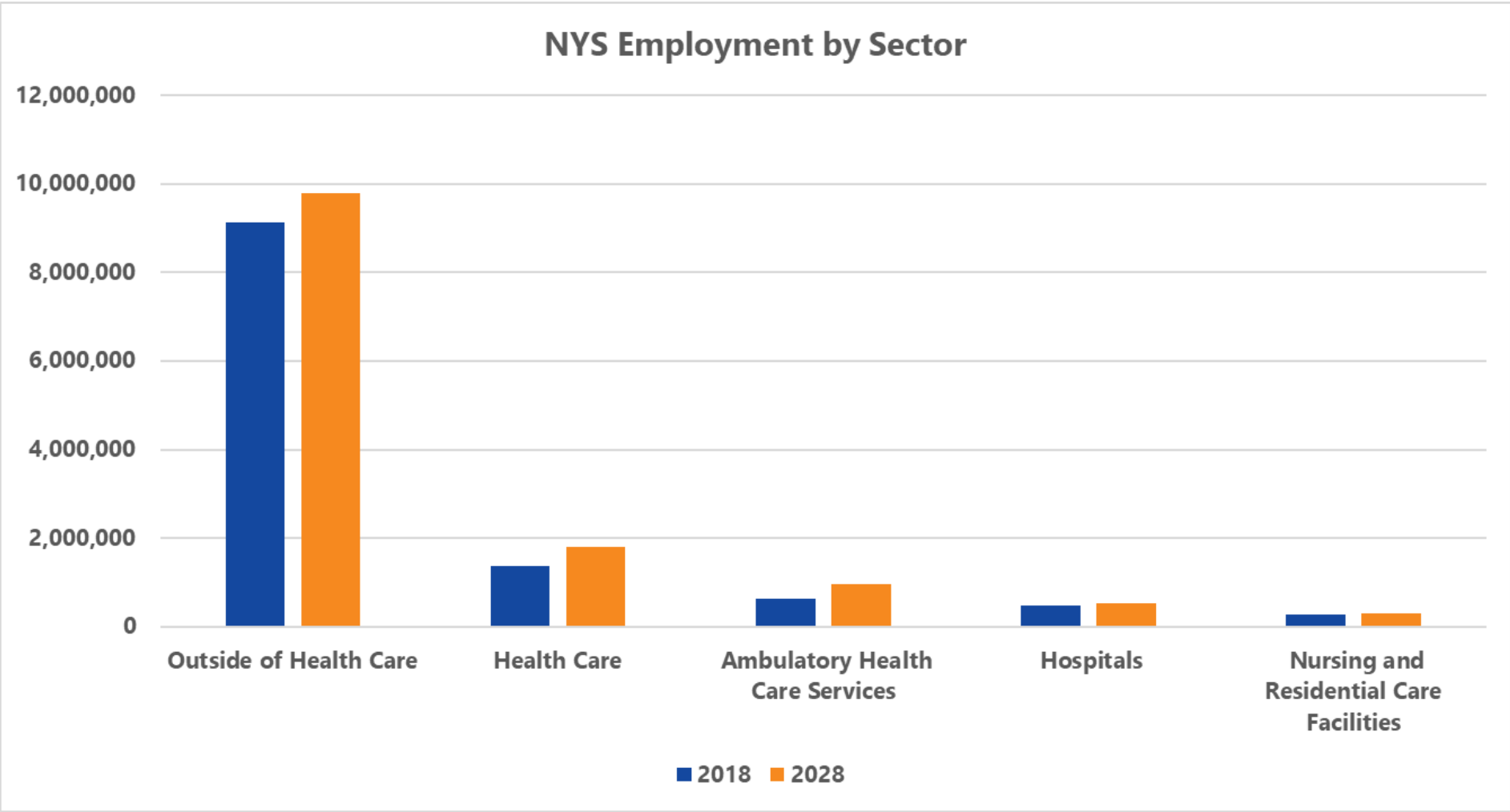


# Home Care is Growing Faster than Any Other Health Setting in the US

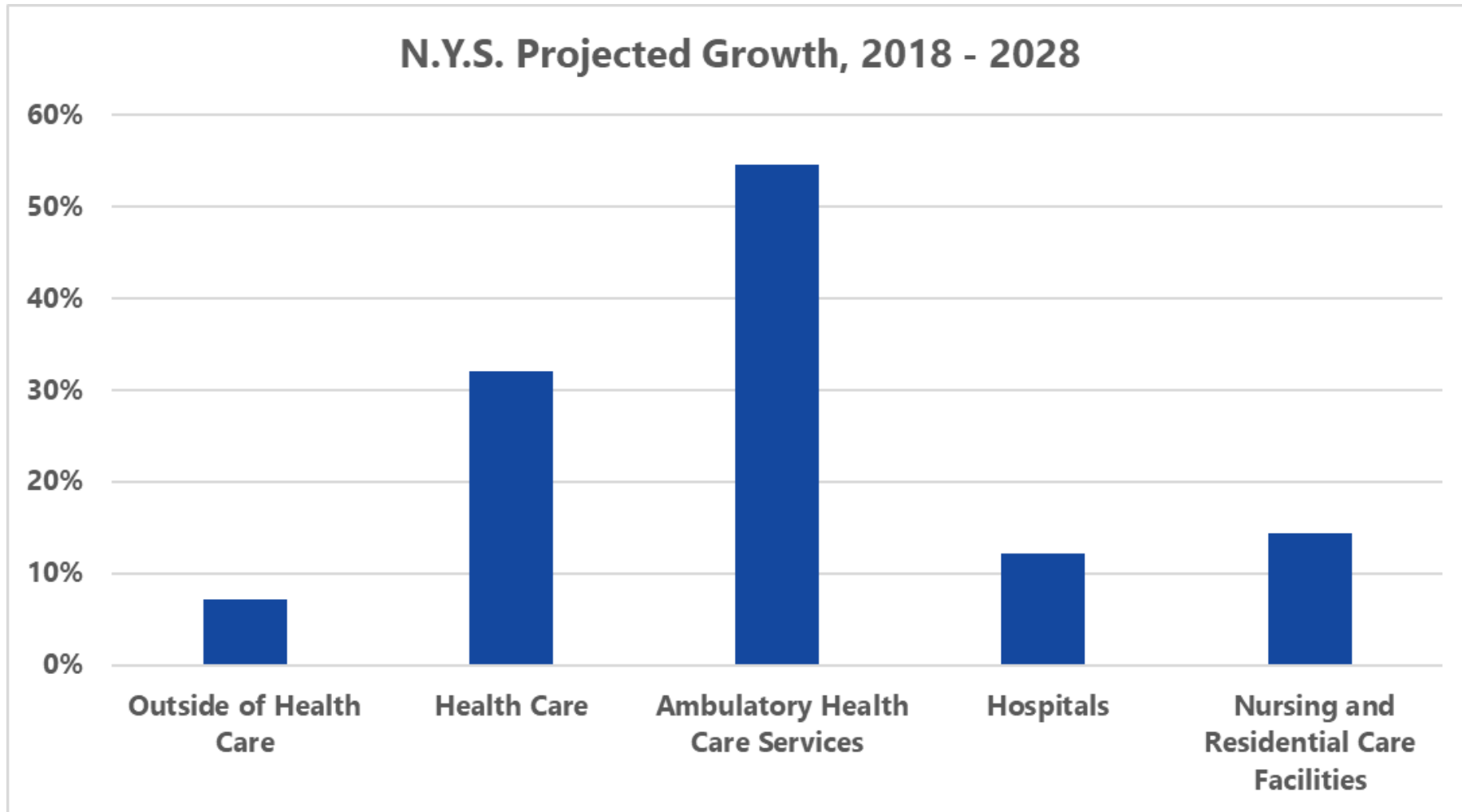
U.S. Actual (2010 - 2020) and Projected Growth (2020 - 2030)



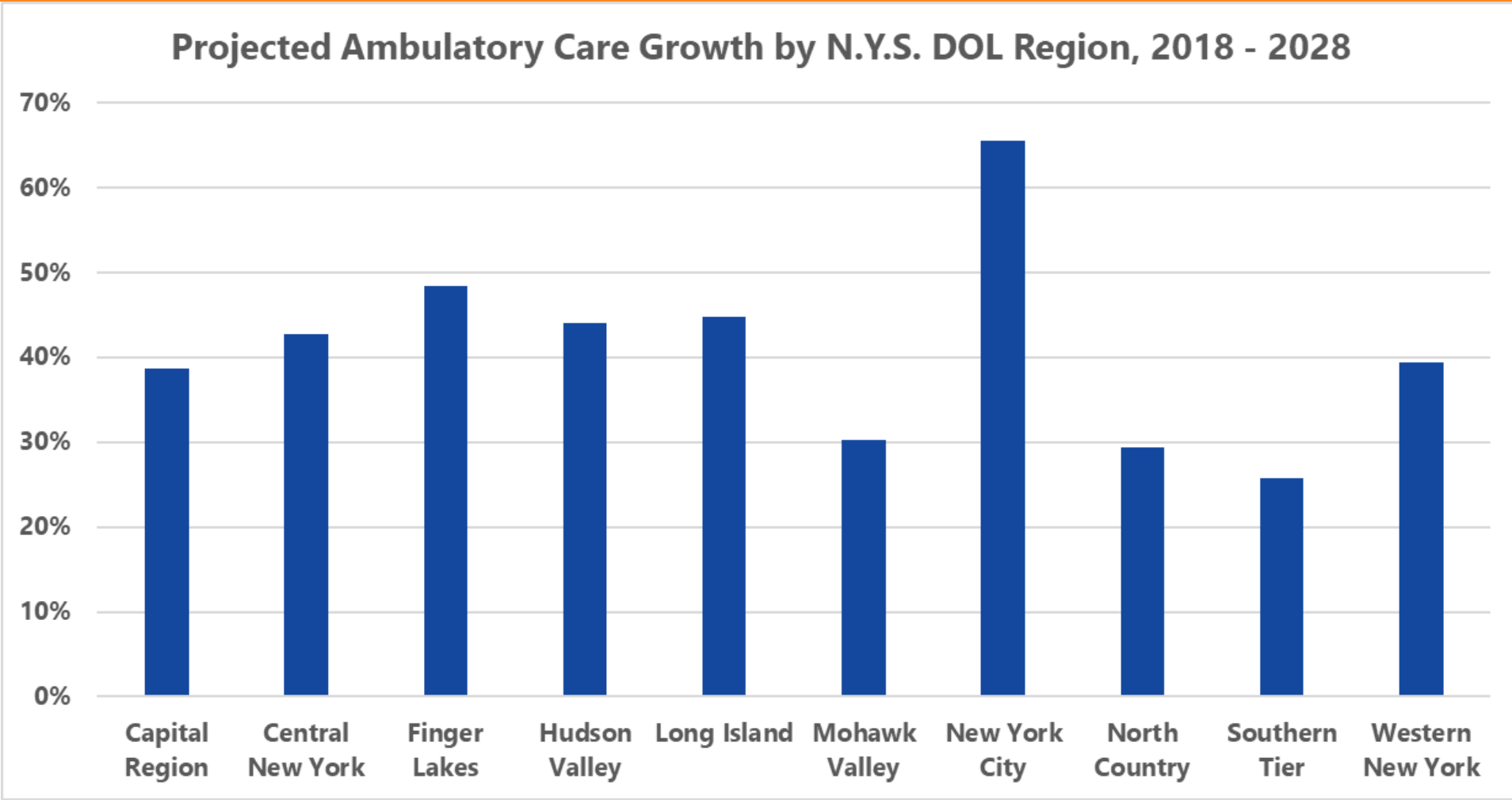
# Health Care Represents About 13% of Total N.Y.S Employment



# Ambulatory Care (including Home Health Care) is Growing Faster than Any Other Health Setting in N.Y.S.



# Growth in Ambulatory Care in N.Y.S. Projected to Grow Faster in Urban Areas than in Rural Areas





# The Number of Home Health and Personal Care Aides Jobs Projected to Growth the Fastest in the U.S.

## Projected Job Growth for Selected Occupations in Home Health Care, 2020 – 2030

Occupation	Job Growth	% Increase
Home Health and Personal Care Aides	235,700	27.3%
Registered Nurses	36,000	21.3%
Licensed Practical Nurses	17,900	21.3%
Nursing Assistants	16,400	21.3%
Medical and Health Services Managers	9,300	45.5%
Physical Therapists	5,400	21.3%
Physical Therapist Assistants	5,100	57.6%
Healthcare Social Workers	4,400	21.3%
Occupational Therapists	2,300	21.3%
Speech-Language Pathologists	2,100	33.4%

# The Vast Majority of New Home Health Care Aide Jobs will be in New York City

## Projected Home Health Care Aide Jobs and Average Annual Openings, 2018 – 2028

Region	New Jobs	Aver. Annual Openings
Capital District	2,760	1,017
Central New York	1,050	364
Finger Lakes	3,410	1,190
Hudson Valley	7,250	2,404
Long Island	11,730	3,700
Mohawk Valley	530	192
New York City	119,220	37,185
North Country	250	145
Southern Tier	880	322
Western New York	1,550	624

# Two-thirds of New Personal Care Aide Jobs will be in New York City

## Projected Personal Care Aide Jobs and Average Annual Openings, 2018 – 2028

Region	New Jobs	Aver. Annual Openings
Capital District	3,320	1,676
Central New York	3,390	1,447
Finger Lakes	4,740	2,086
Hudson Valley	9,610	4,335
Long Island	15,380	6,170
Mohawk Valley	2,870	1,403
New York City	83,640	31,855
North Country	1,290	822
Southern Tier	1,120	937
Western New York	5,380	2,730

# Home Health Aides and Personal Care Aides Most Difficult to Recruit Statewide for Home Health Care Agencies

Occupational Title	Percentage of Respondents Indicating Difficulties
Home Health Aides	80.6%
Personal Care Aides	77.5%
Speech-Language Pathologists	68.6%
Registered Nurses	68.3%
Homemakers	65.2%
Occupational Therapists	61.5%
Licensed Master Social Workers	57.8%
Physical Therapists	57.1%
Licensed Practical Nurses	56.5%
Licensed Clinical Social Workers	54.1%
Respiratory Therapists	53.8%

# There Were Varied Reasons for Recruitment Difficulties

Occupational Title	Reasons for Recruitment Difficulties				
	Shortage of Workers	Non-Competitive Salaries	Fear of Exposure to COVID-19	Family Commitments	State Unemployment Benefits Provided Incentive to Remain Unemployed
Home Health Aides	72.2%	35.4%	59.0%	31.3%	59.0%
Personal Care Aides	71.7%	34.2%	59.2%	37.5%	60.8%
Speech-Language Pathologists	62.9%	14.3%	22.9%	2.9%	8.6%
Registered Nurses	48.2%	17.3%	30.9%	22.3%	12.2%
Homemakers	63.6%	28.8%	57.6%	33.3%	59.1%
Occupational Therapists	43.6%	17.9%	20.5%	5.1%	7.7%
Licensed Master Social Workers	42.2%	24.4%	15.6%	6.7%	15.6%
Physical Therapists	40.8%	12.2%	22.4%	8.2%	6.1%
Licensed Practical Nurses	48.2%	14.1%	28.2%	16.5%	17.6%
Licensed Clinical Social Workers	43.2%	16.2%	16.2%	8.1%	13.5%
Respiratory Therapists	50.0%	11.5%	19.2%	3.8%	7.7%

# Recruitment Difficulties Consistent Across Regions

	Top 3 Most Difficult to Recruit		
Capital District	Home Health Aides	Speech-Lang Pathologists	Respiratory Therapists
Central NY	Speech-Lang Pathologists	Registered Nurses	Home Health Aides
Finger Lakes	Home Health Aides	Speech-Lang Pathologists	Personal Care Aides
Hudson Valley	Occupational Therapists	Home Health Aides	Personal Care Aides
Long Island	Home Health Aides	Registered Nurses	Personal Care Aides
Mohawk Valley	Home Health Aides	Personal Care Aides	Registered Nurses
New York City	Home Health Aides	Personal Care Aides	Registered Nurses
North Country	Speech-Lang Pathologists	Home Health Aides	Personal Care Aides
Southern Tier	Personal Care Aides	Home Health Aides	Registered Nurses
Western NY	Home Health Aides	Speech-Lang Pathologists	Personal Care Aides

# Home Health Aides and Personal Care Aides Most Difficult to Retain Statewide for Home Health Care Agencies

Occupational Title	Percentage of Respondents Indicating Difficulties
Personal Care Aides	73.4%
Home Health Aides	72.0%
Homemakers	68.4%
Speech-Language Pathologists	63.0%
Physical Therapists	54.8%
Occupational Therapists	53.6%
Respiratory Therapists	52.9%
Licensed Master Social Workers	50.0%
Licensed Practical Nurses	47.8%
Licensed Clinical Social Workers	46.4%
Registered Nurses	42.7%

# There Were Varied Reasons for Retention Difficulties

Occupational Title	Reasons For Retention Difficulties				
	Staff Found Higher Pay Elsewhere	Staff Left for Other Sectors	Paperwork and Regulatory Burdens	Retirement	Termination Due to Non-Satisfactory Performance
Personal Care Aides	56.9%	42.2%	21.1%	9.2%	30.3%
Home Health Aides	49.2%	37.9%	19.7%	4.5%	25.0%
Homemakers	57.9%	36.8%	8.8%	3.5%	15.8%
Speech-Language Pathologists	18.5%	14.8%	29.6%	3.7%	0.0%
Physical Therapists	25.8%	12.9%	32.3%	0.0%	3.2%
Occupational Therapists	21.4%	7.1%	21.4%	0.0%	0.0%
Respiratory Therapists	23.5%	5.9%	29.4%	5.9%	0.0%
Licensed Master Social Workers	31.3%	15.6%	18.8%	3.1%	0.0%
Licensed Practical Nurses	40.6%	15.9%	27.5%	2.9%	7.2%
Licensed Clinical Social Workers	28.6%	14.3%	25.0%	3.6%	0.0%
Registered Nurses	42.7%	29.8%	31.5%	16.1%	12.9%



# There Were Varied Reasons for Retention Difficulties

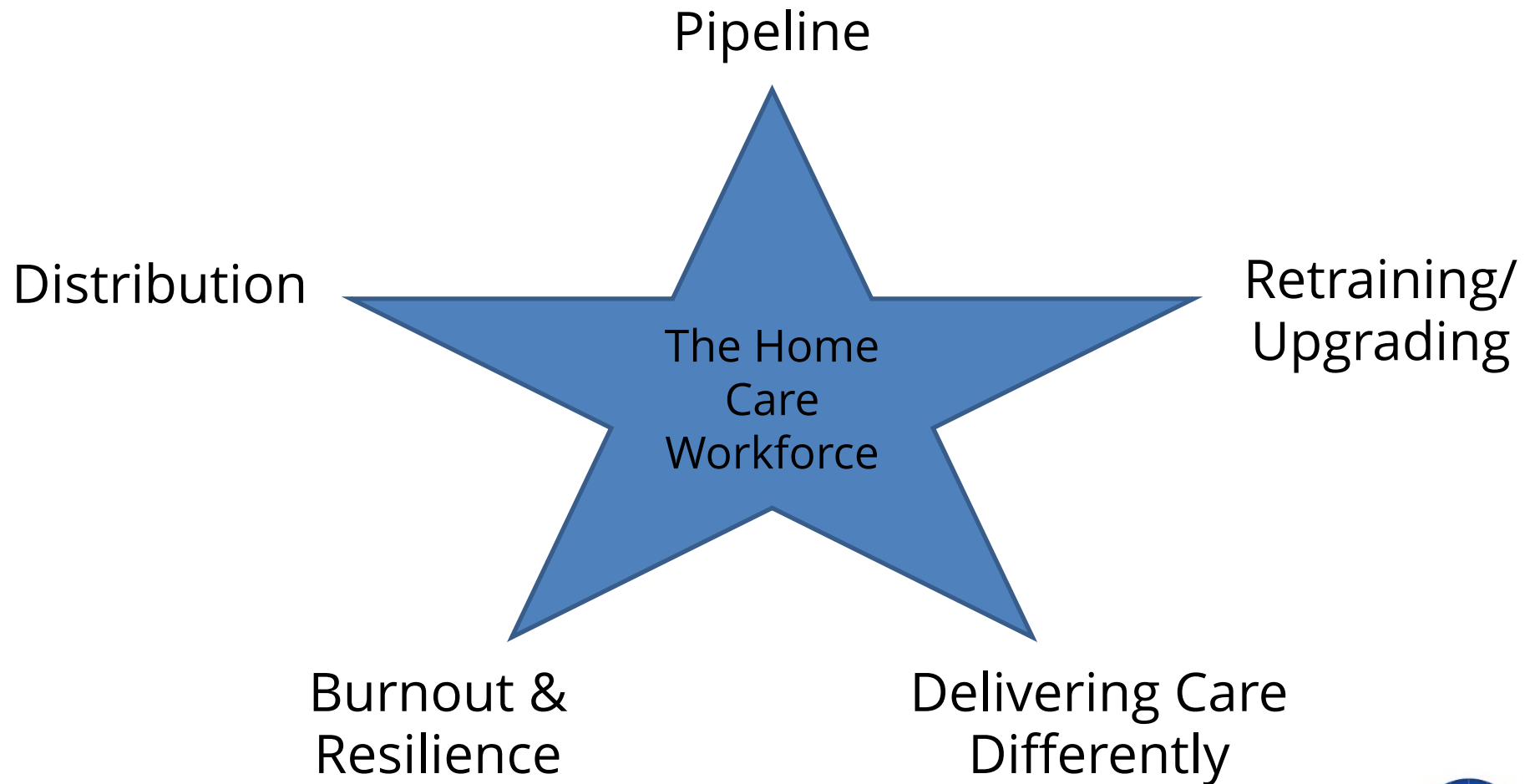
Occupational Title	Reasons For Retention Difficulties			
	Scheduling Challenges	Family Commitments	Paperwork or Other Regulatory Burdens Associated with Pandemic	Transportation Issues (Lack of, Fear of Exposure on Mass Transit)
Personal Care Aides	41.3%	48.6%	21.1%	45.0%
Home Health Aides	38.6%	51.5%	20.5%	47.0%
Homemakers	43.9%	49.1%	8.8%	45.6%
Speech-Language Pathologists	7.4%	14.8%	22.2%	11.1%
Physical Therapists	12.9%	25.8%	25.8%	9.7%
Occupational Therapists	10.7%	17.9%	21.4%	14.3%
Respiratory Therapists	11.8%	11.8%	17.6%	11.8%
Licensed Master Social Workers	6.3%	9.4%	18.8%	3.1%
Licensed Practical Nurses	26.1%	29.0%	21.7%	15.9%
Licensed Clinical Social Workers	7.1%	7.1%	17.9%	7.1%
Registered Nurses	16.1%	22.6%	20.2%	14.5%

# Retention Difficulties More Varied Across Regions

	Top 3 Most Difficult to Recruit		
Capital District	Physical Therapists	Personal Care Aides	Occupational Therapists
Central NY	Speech-Lang Pathologists	Personal Care Aides	Homemakers
Finger Lakes	Home Health Aides	Personal Care Aides	Homemakers
Hudson Valley	Occupational Therapists	Speech-Lang Pathologists	Physical Therapists
Long Island	Physical Therapists	Occupational Therapists	Home Health Aides
Mohawk Valley	Home Health Aides	Physical Therapists	Personal Care Aides
New York City	Physical Therapists	Occupational Therapists	Homemakers
North Country	Speech-Lang Pathologists	Personal Care Aides	Homemakers
Southern Tier	Personal Care Aides	Home Health Aides	Homemakers
Western NY	Home Health Aides	Personal Care Aides	Homemakers

# Thinking About the Solutions Broadly

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# Understanding the Pipeline

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- Pipeline
  - Potential workers
    - Diversity
    - Culture/language
    - Family
  - Training programs
    - Internships
    - Linkages/affiliations
  - Downsizing industries
    - Retail
    - Other

# Distribution and Retaining/Upgrading

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- Distribution
  - Rural vs. urban
  - Vulnerable populations
- Retraining/Upgrading
  - Upskilling
    - Staff
    - Patient
  - Career ladders/lattices

# Burnout & Resilience

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- What are the symptoms
  - Cynicism
  - Depersonalization of patients
  - Dissatisfaction with job
  - Emotional exhaustion
- What are the solutions
  - Create a connection to the work
  - Foster a well-being mindset
  - Help to build relationships
  - Reduce exposures to job stressors

# Delivering Care Differently

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- Role Substitution
  - Where can we substitute?
- Team Care
  - How can we reorganize the staff to treat patients as a team?
  - Increased use of case management
- Use of volunteers or family
  - Companionship/emotional support
  - Transportation
- Community services
  - Meals on Wheels

# Link to Annual Report

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- <https://www.chwsny.org/wp-content/uploads/2022/04/CHWS-Health-Care-Workforce-in-New-York-State-2022-002.pdf>



# Questions and Discussion

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- For more information, please email me at:
- Visit us at:



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