Understanding Health Care Workforce in the Finger Lakes and in Western New York

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Common Ground Health & Finger Lakes PPS
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Today's Agenda

- Shortage Area Designations
- The Environment
- Addressing the Health Care Workforce
- Our Health Care System
- RN Education
- Recruitment and Retention Survey Methods
- Survey Findings
- RN Burnout
- Questions and Answers

The Center for Health Workforce Studies (CHWS) at SUNY Albany School of Public Health

- Established in 1996
- Based at the UAlbany School of Public Health
- Committed to collecting and analyzing data to understand workforce dynamics and trends
- Goal to inform public policies, the health and education sectors and the public
- Broad array of funders supporting our research

CHWS Work

- Shortage Designations
  - Develop/update federal shortage designations
  - Provide technical assistance on designations and service obligated programs
- Annual workforce report
- Recruitment and retention surveys
- RN Education Program Survey
- Re-registration surveys

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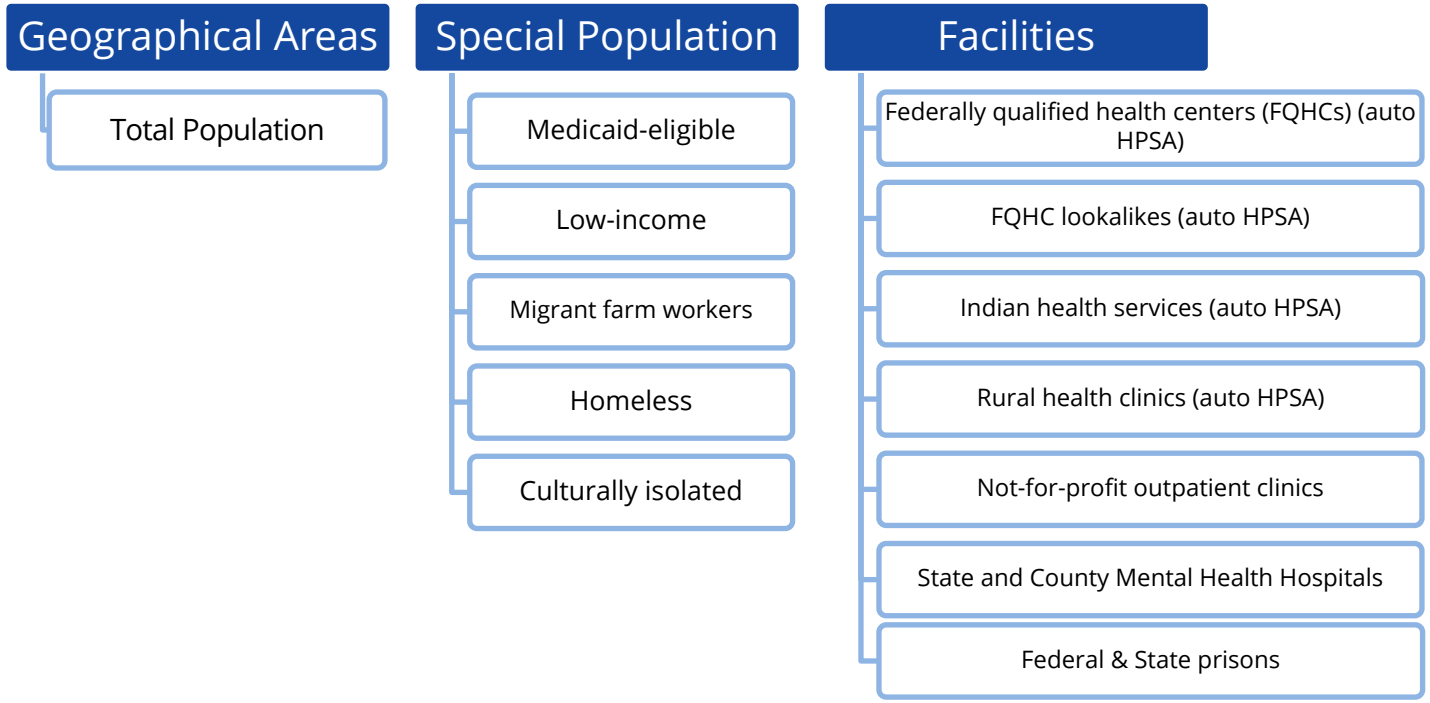
Federally-Designated Shortage Designations

Shortage designations identify an area, population, or facility with a shortage of healthcare providers in **primary care, Mental health and dental health**

Shortage designations types include:



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Assessing Provider Capacity and Barriers to Healthcare Services

Health provides characteristics

Provider's FTE in:

Primary Care

- Family medicine
- General medicine
- General internal medicine
- Obstetrics/Gynecology
- General pediatrics

Mental Health

- Psychiatry

Dental Health

- Dentists

Working in:

Geographic/Special Population

- Private practices
- Freestanding clinics, including FQHCs
- Hospital outpatient clinics

Correctional Facilities

State and County Mental Health Hospitals

- Inpatient and outpatient services

Health and demographic characteristics

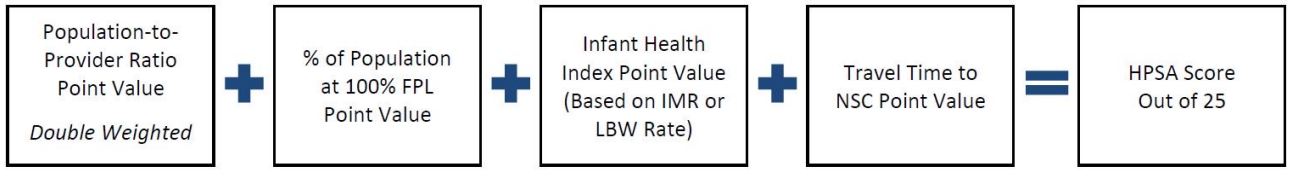
- Population counts
- 100%/200% of Federal Poverty Level
- Racial/ethnic composition
- Medicaid population

HPSA Scoring

Each shortage designation is based on a score calculated from a set a specific criteria

- Population to provider ratio
- Percent of population below 100% of federal poverty level
- Travel time to the nearest source of care
- Infant health index (PC)
- Water fluoridation (DH)
- Elderly ratio (MH)
- Youth ratio (MH)
- Alcohol abuse prevalence (MH)
- Substance abuse prevalence (MH)

Primary Care



*Dental health: 1 – 26, Mental health: 1 – 26

Higher score = greater need

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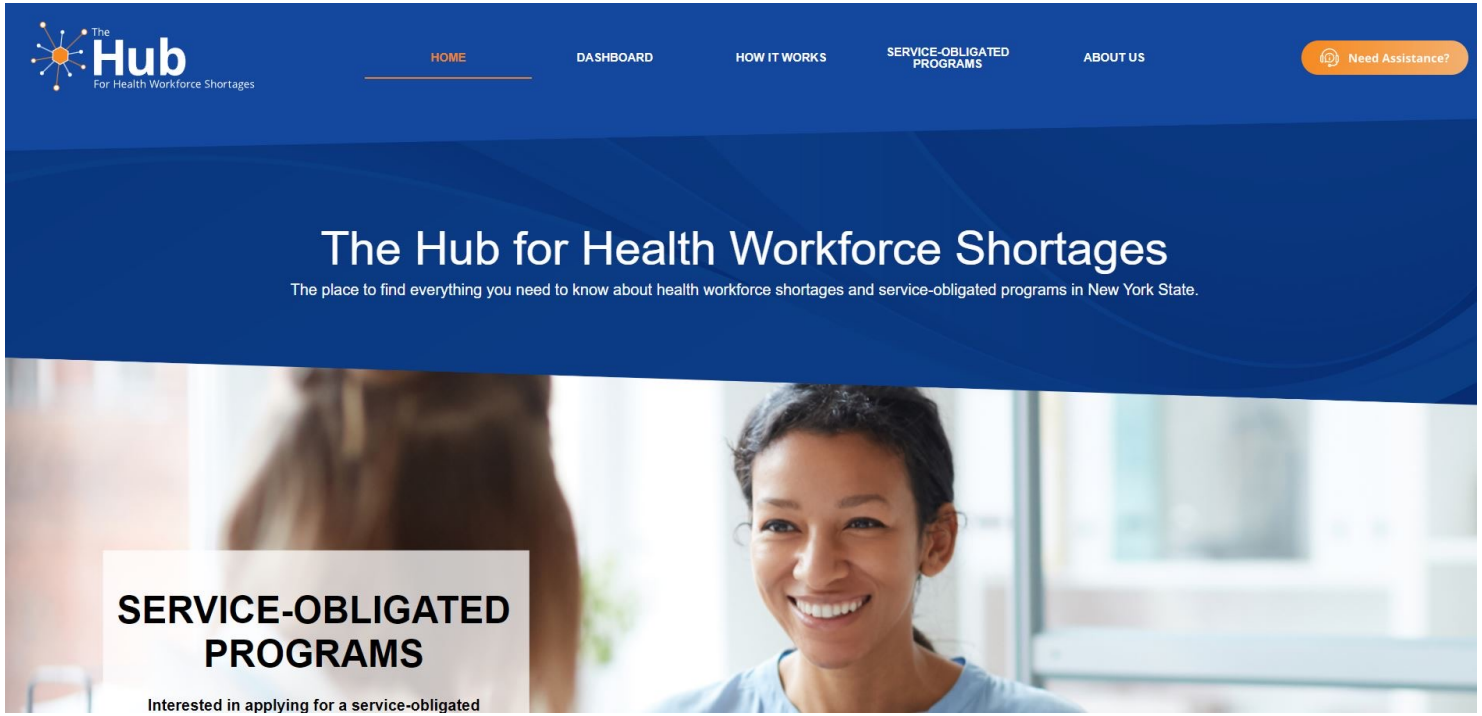
The Hub for Health Workforce Shortages

One-stop shop portal stakeholders and providers can:

- Search for updates and information on designations and service-obligated programs
- Learn about shortage designations and how they're determined
- Contact the Center for Health Workforce Studies to request support

Link: shortagehub.com



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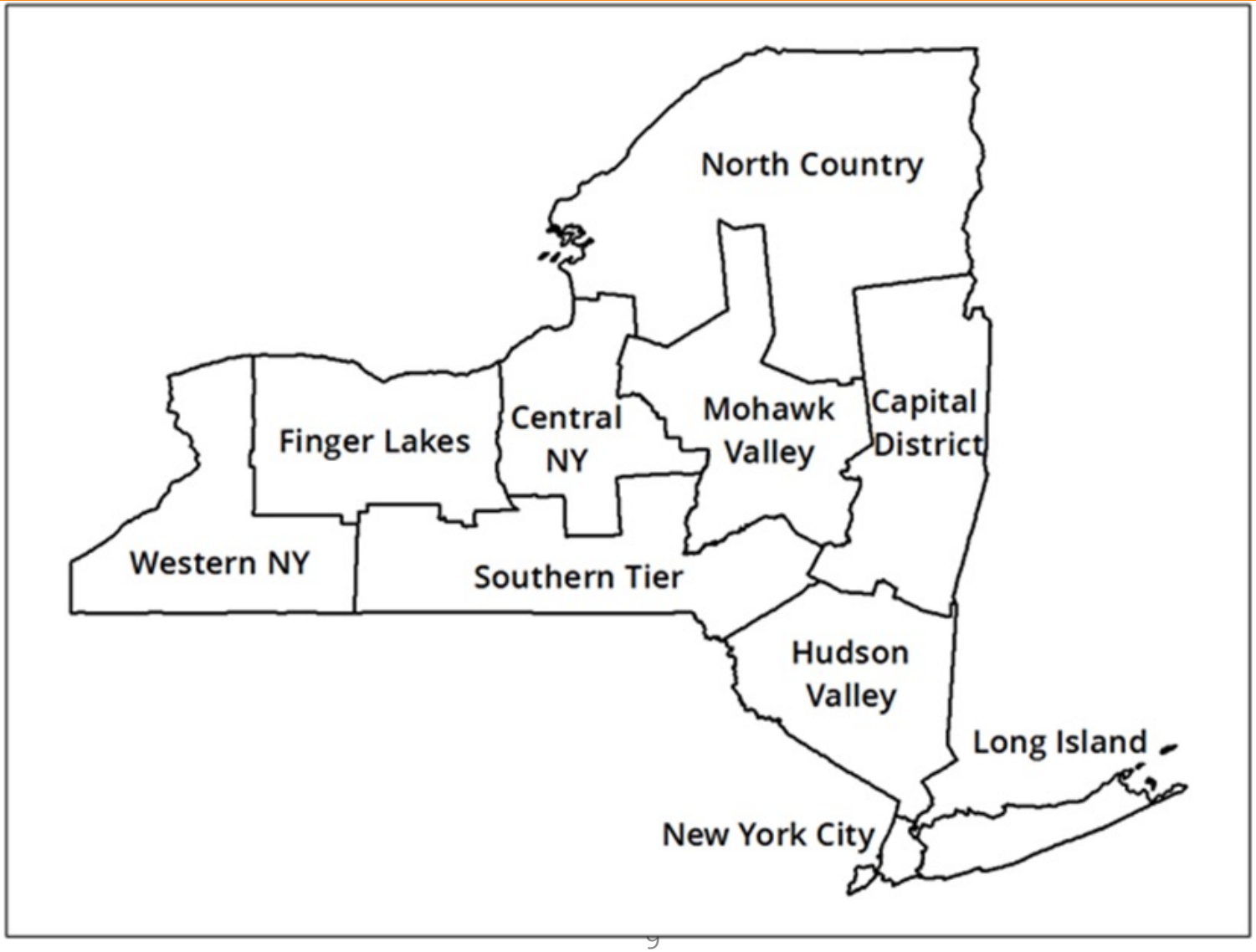
New York State Department of Labor Regions



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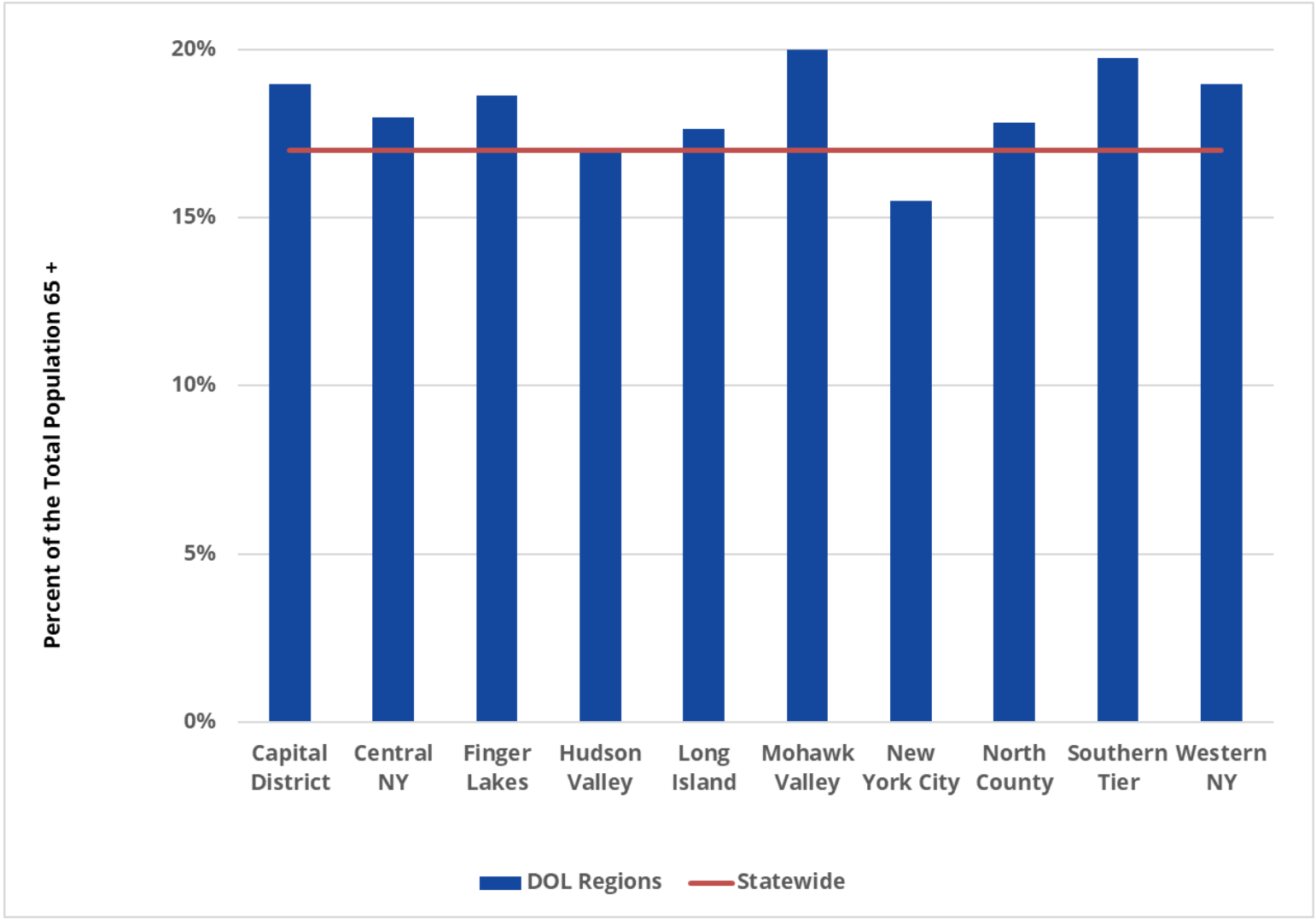
New York State's Population is Aging



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Our Health Care System

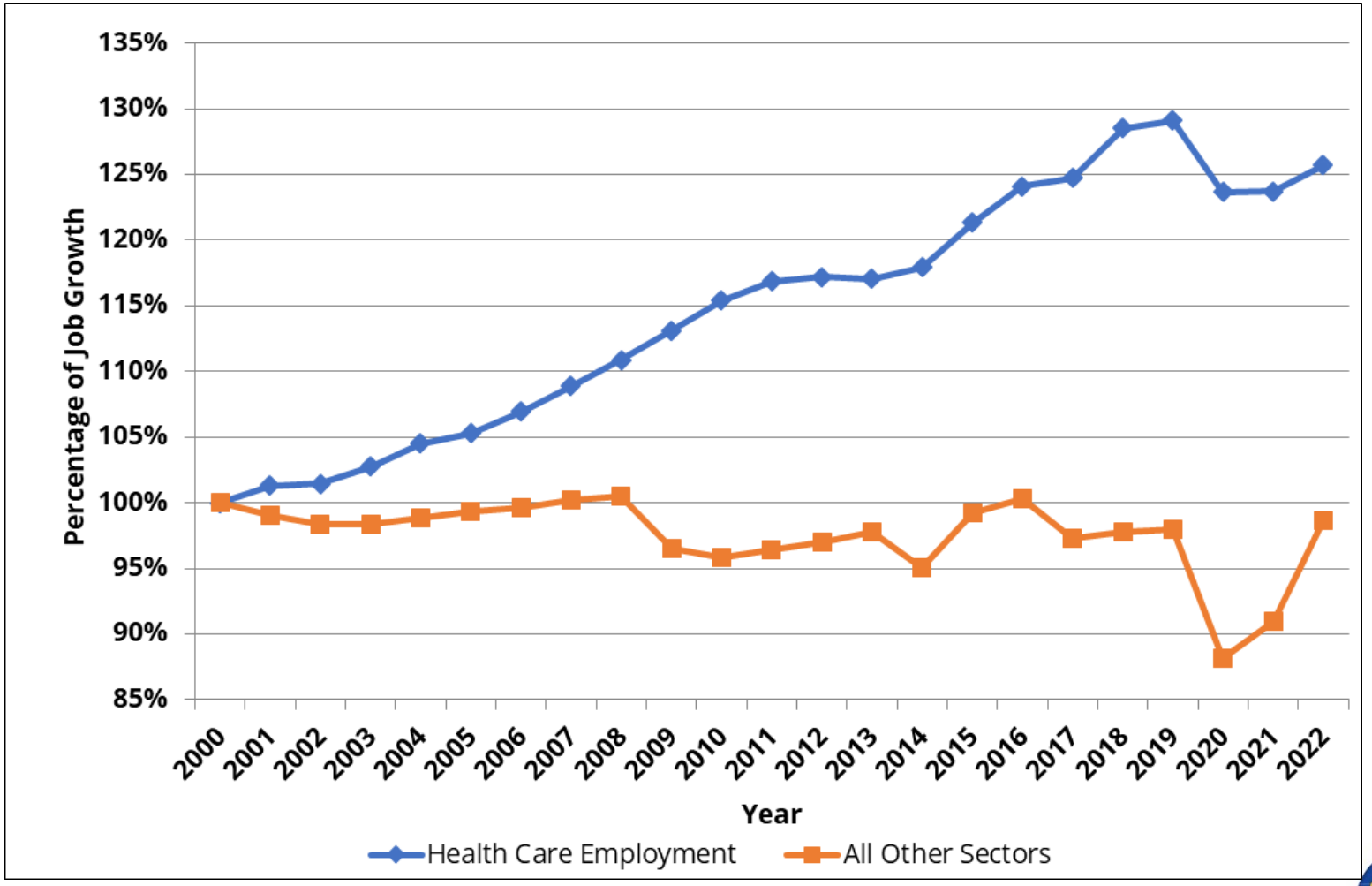
- An aging population with higher acuity, higher percentage of disabilities.
- More focus on aging in place
- More residential opportunities other than nursing homes
- Reduction in the number of long-term care beds
- Longer stays in the hospital, with difficulties returning patients to nursing homes or to home.
- An aging and shortage of health care workers, not as diverse as the population it serves

Our Education System

- Shrinking enrollment
- Aging faculty
- Faculty shortages
- Increased closures of programs and (private) schools
- Disconnect between education and health care system

Jobs in Health Care Have Not Returned to Pre-Pandemic Levels

Employment Growth in Regions Outside of New York City, 2000-2022 (Standardized to 2000)



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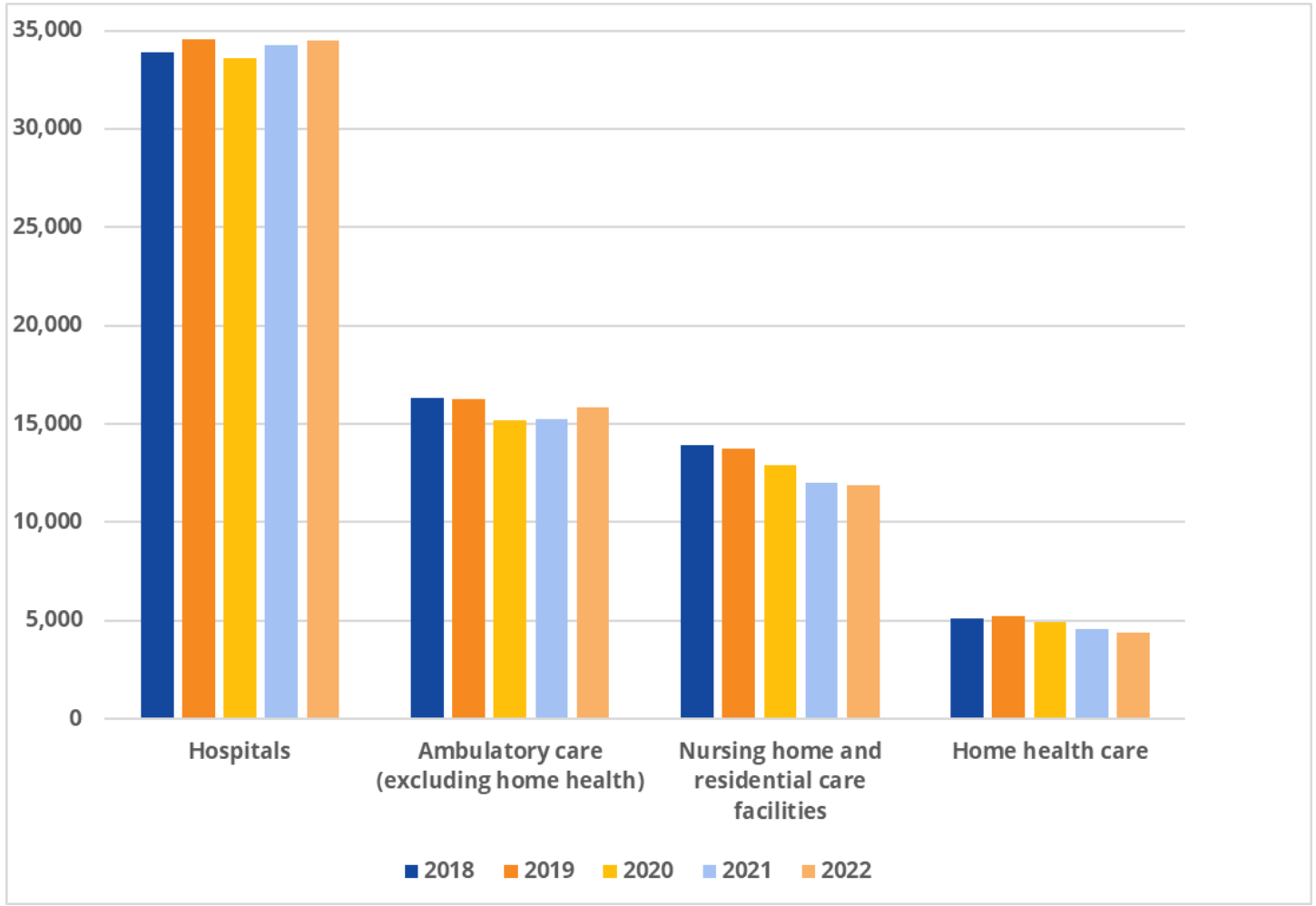
Employment in Hospitals and in Ambulatory Care Has Shown Growth in the Finger Lakes

Number of Health Care Jobs in the Finger Lakes Region, by Setting, 2018 - 2022



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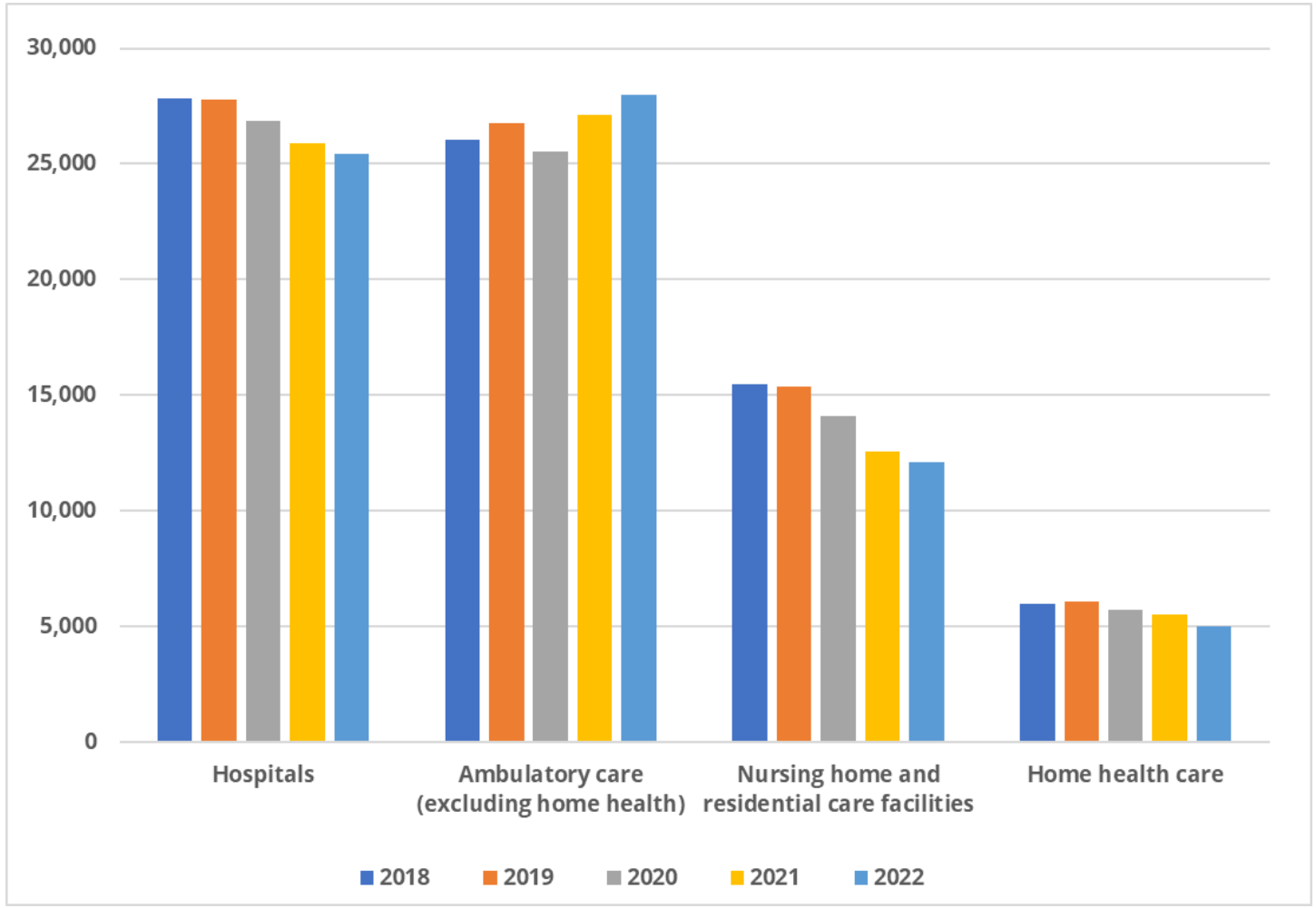
Only Employment in Ambulatory Care Has Shown Growth in Western New York

Number of Health Care Jobs in the Western New York Region, by Setting, 2018 - 2022



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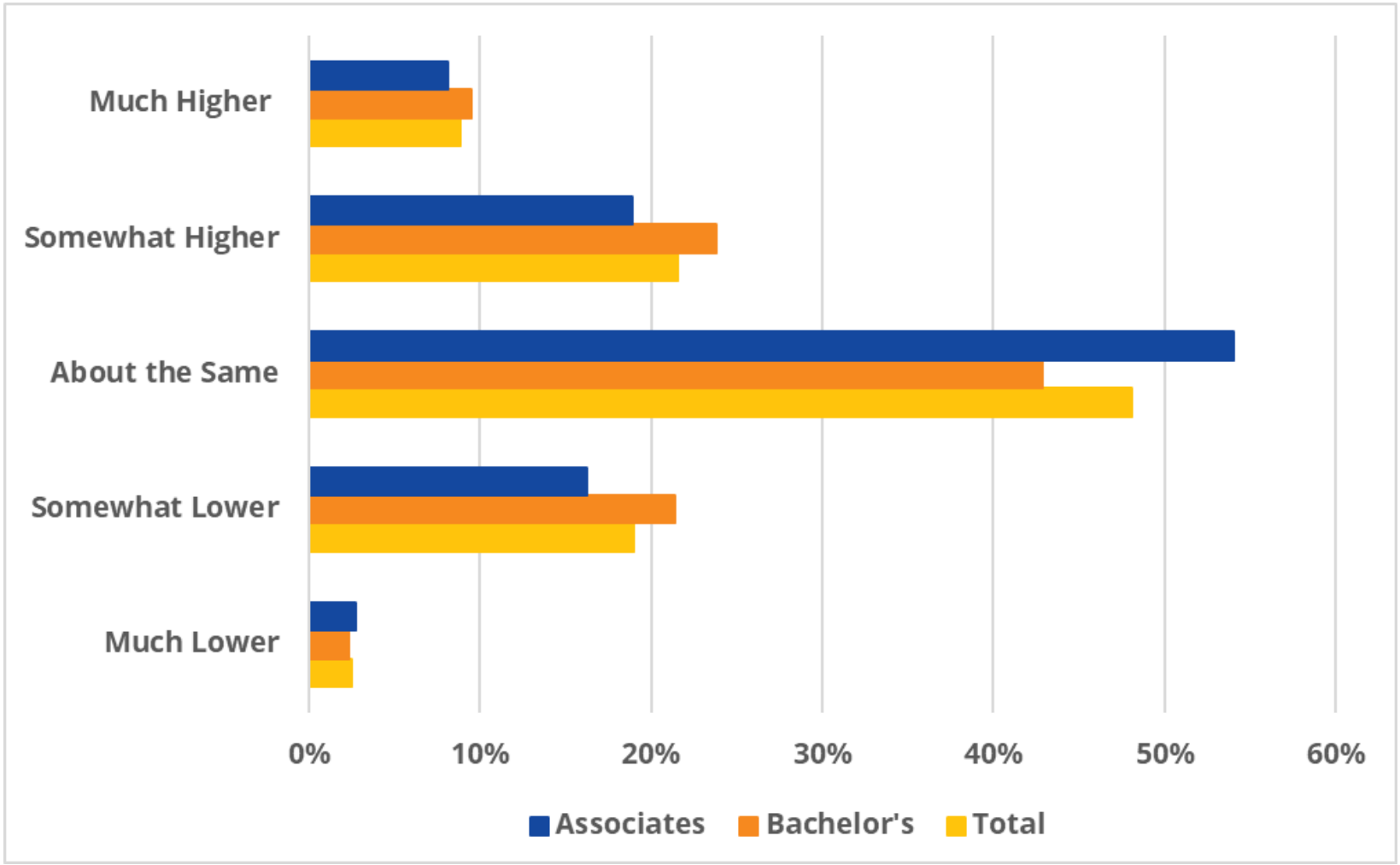
Annual RN Education Program Survey Methods

- Annual surveys of deans and directors of RN education programs
  - Associate degree programs
  - Bachelor's degree programs

- Conducted in fall 2023

- Questions on
  - Change in applications
  - Change in acceptances
  - Faculty counts and issues
  - Regional job availability

Applications to Nursing Programs are About the Same



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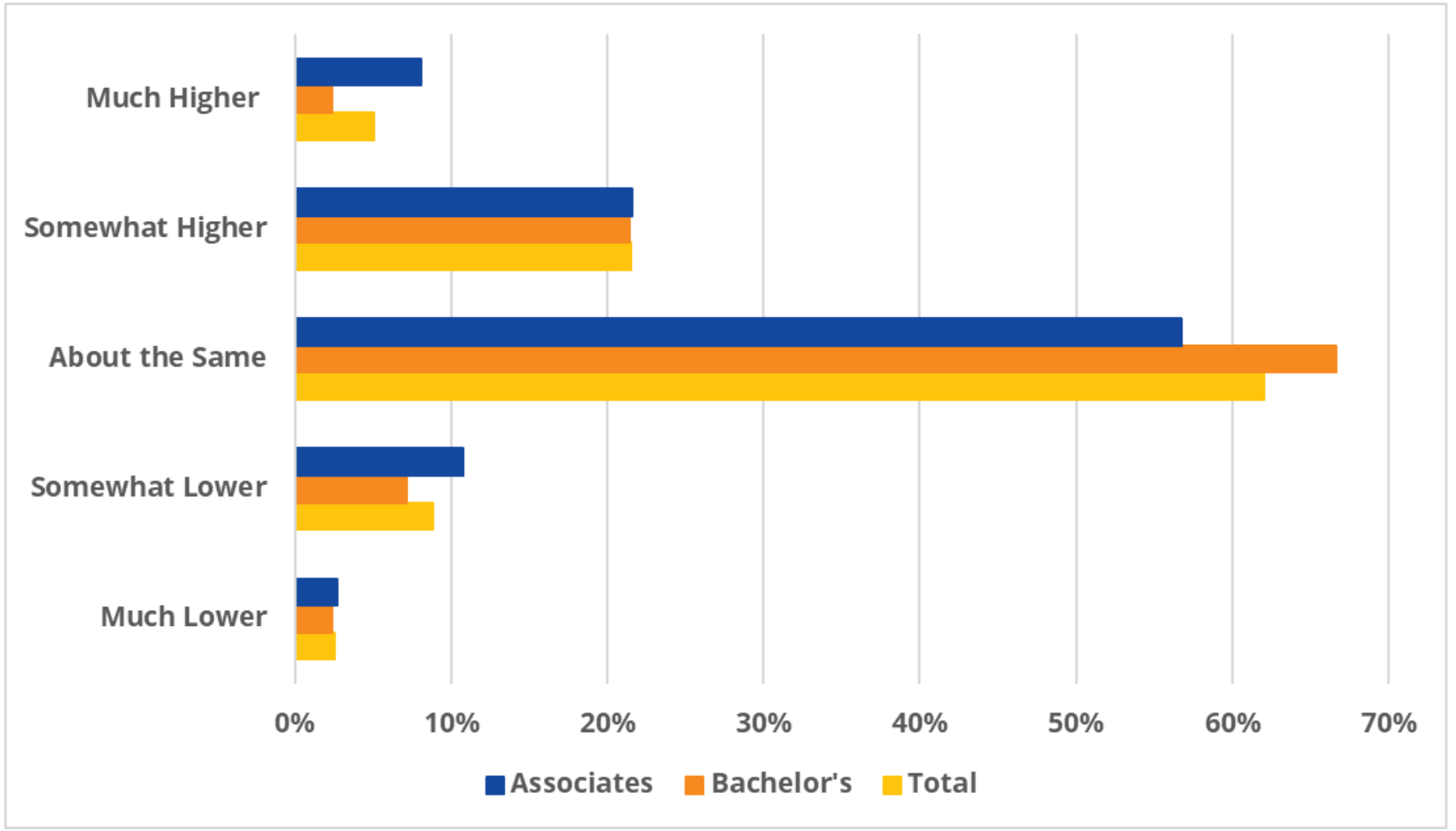
Acceptances to Nursing Programs are About the Same



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There are Plentiful Jobs for Newly Trained RNs

The percent of respondents who indicated many jobs on the survey compared to the total number of survey respondents.

	Overall	Hospitals	Nursing Homes	Home Health Care	Ambulatory Care
Associates	94.1%	94.3%	94.1%	90.9%	82.3%
Bachelor's	90.0%	85.3%	82.9%	70.7%	48.8%

Recruitment and Retention Survey Methods

- Worked with membership associations to develop electronic survey and to distribute link to the survey to their members

- Open during the fall of 2023

- Questions on
  - Location of services
  - Recruitment and Retention
  - Benefits provided
  - Solutions

- Regions were merged when the number of respondents too small

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Top Occupations with Recruitment and Retention Difficulties in Hospitals

Upstate Regions (Excluding Hudson Valley)	
Recruitment	**Retention**
Psychiatrists	**CNAs/Nurse Aides/PCTs**
Clinical Laboratory Technologists	Registered Nurses
Registered Nurses	Licensed Practical Nurses
Respiratory Therapists	Surgical Technicians
Licensed Practical Nurses	Licensed Master Social Workers
Clinical Laboratory Technicians	Licensed Mental Health Counselors
Surgical Technicians	Clinical Laboratory Technologists
Psychiatric NPs	Respiratory Therapists

Top Occupations with Recruitment Difficulties in Nursing Homes and Adult Care Facilities

Finger Lakes	Western New York
Experienced RNs	**Home Health Aides**
Licensed Practical Nurses	**Licensed Practical Nurses**
Personal Care Aides	**Newly Licensed RNs**
CNAs/Assistants	**Experienced RNs**
Home Health Aides	**Residential Care Aide (ACF/ALR)**
Newly Licensed RNs	Licensed Clinical Social Workers
Nurse Directors/ Managers	CNAs/Assistants
Residential Care Aide (ACF/ALR)	MDS Coordinators

Top Occupations with Retention Difficulties in Nursing Homes and Adult Care Facilities

Finger Lakes	Western New York
CNAs/Assistants	**Home Health Aides**
Residential Care Aide (ACF/ALR)	**Newly Licensed Registered Nurse**
CNAs Trainees/ Temp Nurse Aides	**Residential Care Aide (ACF/ALR)**
Home Health Aides	**Experienced Registered Nurses**
Personal Care Aides	**CNAs/ Assistants**
Licensed Practical Nurses	CNAs Trainees/ Temp Nurse Aides
Newly Licensed RNs	Licensed Practical Nurses
Experienced Registered Nurses	Respiratory Therapists

Top Occupations with Recruitment Difficulties at Home Health Care Agencies

Finger Lakes	Western New York
Registered Nurses	**Licensed Practical Nurses**
Occupational Therapists	Personal Care Aides
Speech-Language Pathologists	Home Health Aides
Licensed Practical Nurses	Registered Nurses
Personal Care Aides	Homemakers
Physical Therapy Assistants	Physical Therapy Assistants

Top Occupations with Retention Difficulties at Home Health Care Agencies

Finger Lakes	Western New York
Personal Care Aides	Home Health Aides
Home Health Aides	Personal Care Aides
Registered Nurses	Speech-Language Pathologists
Homemakers	Homemakers
Licensed Practical Nurses	Registered Nurses

Top Reasons For Hospital Recruitment Difficulties

All but LPNs

- General shortage of workers
- Non-competitive salaries
- Non-responsiveness to interview requests
- Location/transportation

LPNs

- Non-competitive salaries
- General shortage of workers
- Non-responsiveness to interview requests

Top Reasons For Nursing Home and Adult Care Facility Recruitment Difficulties

All occupations

- General shortage of workers

Entry Level Occupations

- Non-responsiveness to interview requests
- Applicants failed/refused background checks or drug tests
- Family care giving commitments

LPNs

- Non-competitive salaries

Top Reasons For Home Health Care Recruitment Difficulties

All occupations

- General shortage of workers
- Inadequate salaries

Entry Level Occupations

- Family care giving commitments
- Applicant failed or refused background check or drug test

Top Reasons for Hospital Retention Difficulties

- Better salary elsewhere
- Better work life balance
- Better benefits
- Family commitments
- Career change
- Retirements

Top Reasons For Nursing Home and Adult Care Facility Retention Difficulties

All occupations

- Better salary elsewhere

Entry Level Occupations

- Changed careers
- Left for family commitments
- Pay/hours limited to protect safety net benefit eligibility

Top Reasons For Home Health Care Retention Difficulties

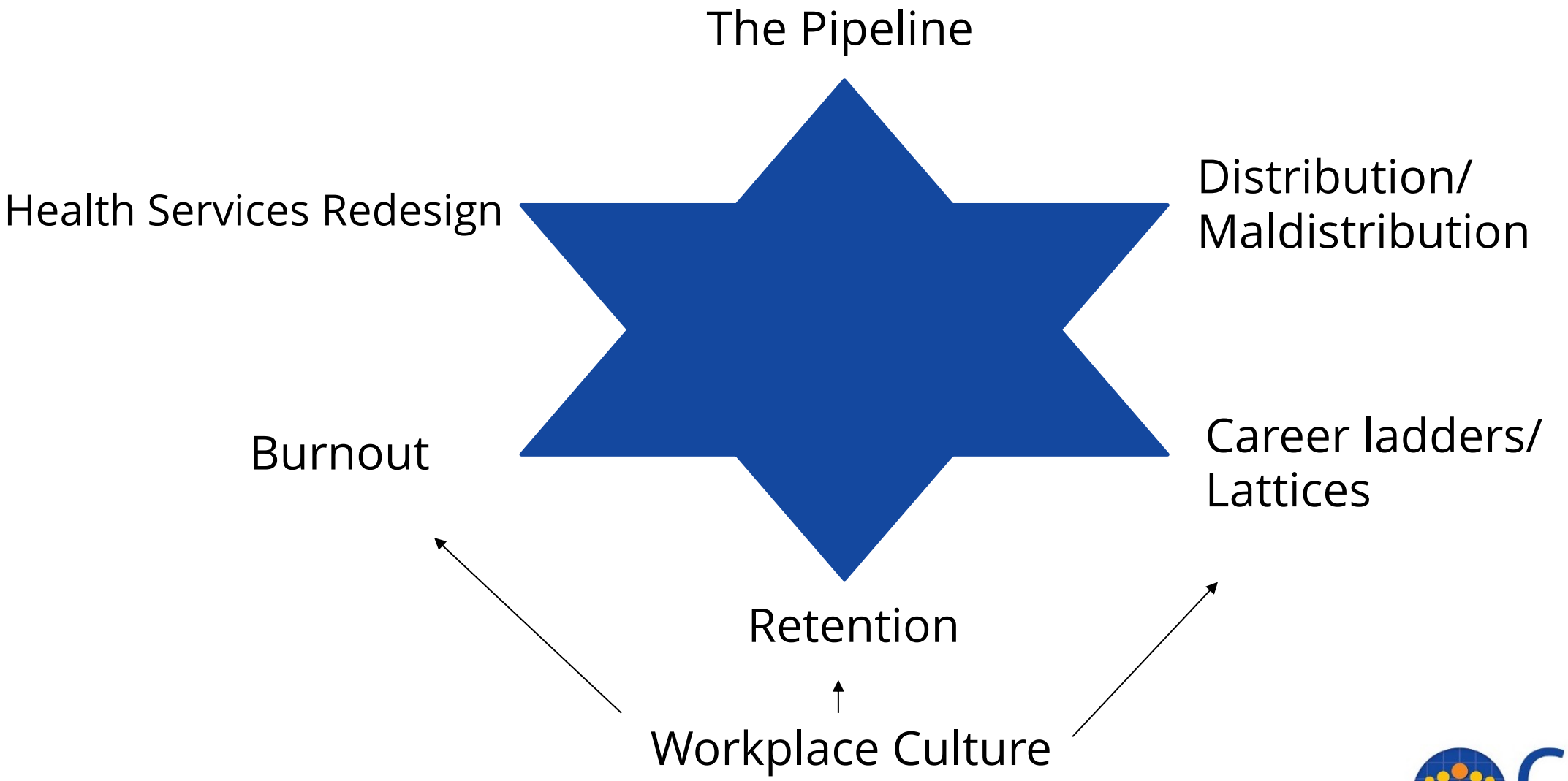
All occupations

- Better salary and benefits elsewhere

Entry Level Occupations

- Family care giving commitments
- Pay/hours limited to protect safety net benefit eligibility

Addressing the Health Care Workforce



Top Benefits or Strategies for Addressing Recruitment and Retention Difficulties in Hospitals

Upstate Regions (Excluding Hudson Valley)
Increased pay for extra shifts or longer/irregular hours
Sign-on bonuses
Increased hourly pay
Career advancement opportunities
Retention bonuses
Tuition assistance

Top Benefits or Strategies for Addressing Recruitment and Retention Difficulties in Nursing Homes and Adult Care Facilities

Finger Lakes	Western New York
Career advancement opportunities	Career advancement opportunities
Increased pay for extra shifts or longer/irregular hours	Increased hourly pay
Sign-on bonuses	Retention bonuses
Tuition assistance	Sign-on bonuses
Paid sick time off	Health insurance
Retention bonuses	Increased pay for extra shifts or longer/irregular hours

Top Benefits or Strategies for Addressing Recruitment and Retention Difficulties in Home Health Care Agencies

Finger Lakes	Western New York
Paid sick time off	**Increased pay**
Retirement benefits/401k	**Paid sick time off**
Paid vacation days	Health insurance
Increased hourly pay	**Paid vacation days**
Health insurance	Retirement benefits/401k
Retention bonuses	Retention bonuses

RN Re-registration Survey Assessed Burn Out

- Survey needs to be completed at time of re-registration
- Data analyzed November 1, 2022 – October 31, 2023
- Use 7-question Copenhagen Scale
- Each question assessed 0 – 100 and all questions averaged
- 50% or above considered burned out

RNs Are More Burned Out In Upstate Regions

DOL Region	No	Yes
Capital District	46.2%	53.8%
Central New York	44.3%	55.7%
Finger Lakes	42.1%	57.9%
Hudson Valley	51.2%	48.8%
Long Island	52.6%	47.4%
Mohawk Valley	45.4%	54.6%
New York City	53.8%	46.2%
North Country	44.2%	55.8%
Southern Tier	46.5%	53.5%
Western New York	44.4%	55.6%
Statewide	**50.1%**	**49.9%**

Hospital RNs Are More Burned Out

Practice Setting	No	Yes
Hospital Inpt/Ed	42.4%	57.6%
Hospital Outpatient	54.0%	46.0%
Other Outpatient	58.3%	41.7%
Other Inpatient/Long Term Care	57.0%	43.0%
Other	61.3%	38.7%
Statewide	**50.1%**	**49.9%**

Questions?

- For more information, please contact us at:

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