

Understanding Health Care Workforce Recruitment and Retention Issues in Rural New York

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Today's Agenda

- New York's Population
- Addressing the Health Care Workforce
- Our Health Care System
- Recruitment and Retention Survey Methods
- Survey Findings
- Questions and answers

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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

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CHWS Work

- Annual workforce report
- Recruitment and retention surveys
 - Home health care
 - Hospitals
 - Nursing homes and adult care facilities
- RN Education Program Survey
- Hospital RN Recruitment and Retention Project
- Shortage Designations
 - Develop/update federal shortage designations
 - Provide technical assistance on designations and service obligated programs

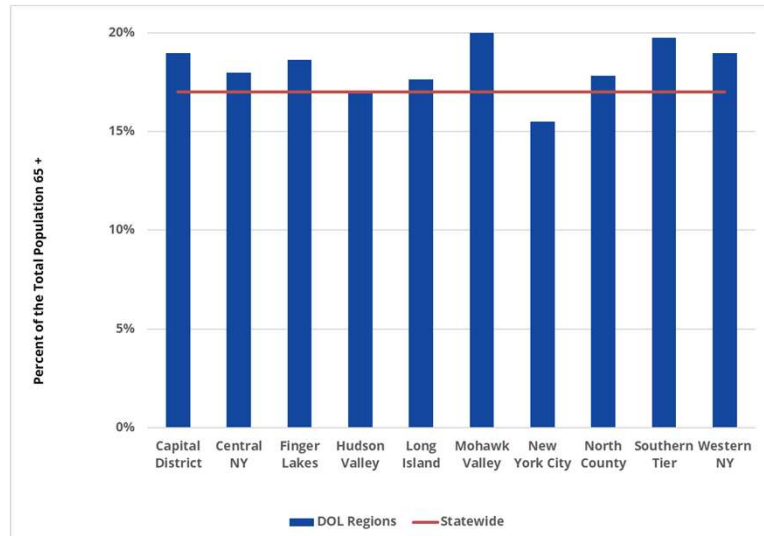
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New York State's Population is Aging



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Our Education System

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

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Our Health Care System

- An aging population with higher acuity, higher percentage of disabilities.
- More focus on aging in place
- Reduction in the number of long-term care beds
- Longer stays in the hospital
- An aging and shortage of health care workers, not as diverse as the population it serves

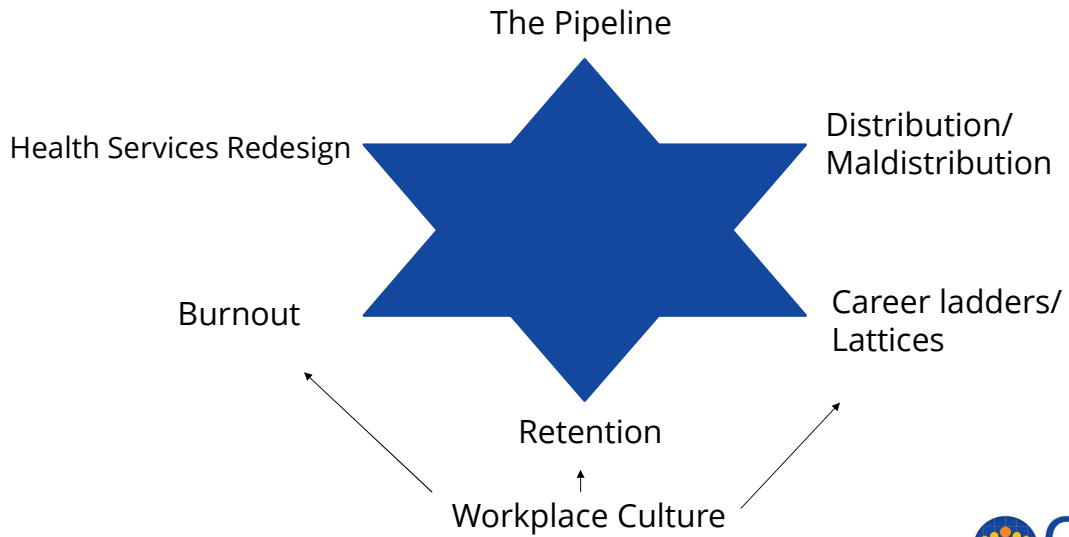
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Addressing the Health Care Workforce



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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

Hudson Valley		Other Upstate Regions	
Recruitment	Retention	Recruitment	Retention
Respiratory Therapists	Psychiatric Nurse Practitioners	Psychiatrists	CNAs/Nurse Aides/PCTs
Clinical Laboratory Technologists	Psychiatrists	Clinical Laboratory Technologists	Registered Nurses
Surgical Technicians	Respiratory Therapists	Registered Nurses	Licensed Practical Nurses
Psychiatric Nurse Practitioners	Registered Nurses	Respiratory Therapists	Surgical Technicians
Psychiatrists	Surgical Technicians	Licensed Practical Nurses	Licensed Master's Social Workers
Registered Nurses	Licensed Mental Health Counselors	Clinical Laboratory Technicians	Licensed Mental Health Counselors
Physician Assistants	Nurse Practitioners (all others)	Surgical Technicians	Clinical Laboratory Technologists
Licensed Master's Social Workers	Clinical Laboratory Technologists	Psychiatric NPs	Respiratory Therapists

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

Capital District/ North Country	Central New York	Finger Lakes	Hudson Valley	Mohawk Valley	Southern Tier	Western New York
Licensed Clinical Social Workers	CNAs/Assistants	Experienced RNs	CNAs/Assistants	CNAs/Assistants	CNAs/Assistants	Home Health Aides
Licensed Masters Social Workers	Home Health Aides	Licensed Practical Nurses	CNA Trainees/ Temp Nurse Aides	Home Health Aides	CNA Trainees/ Temp Nurse Aides	LPNs
Respiratory Therapists	Respiratory Therapists	Personal Care Aides	Home Health Aides	Licensed Master's Social Workers	Home Health Aides	Newly Licensed RNs
Licensed Practical Nurses	Licensed Practical Nurses	CNAs/Assistants	Licensed Practical Nurses	Nurse Directors/ Managers	Personal Care Aides	Experienced RNs
CNAs Trainees/ Temp Nurse Aides	Nurse Directors/ Managers	Home Health Aides	Paid Feed Assistants	Personal Care Aides	Newly Licensed RNs	Residential Care Aide (ACF/ALR)
Nurse Directors/ Managers	Dietitians/ Nutritionists	Newly Licensed RNs	Personal Care Aides	Newly Licensed RNs	Experienced RNs	Licensed Clinical Social Workers
Experienced RNs	Licensed Masters Social Workers	Nurse Directors/ Managers	Newly Licensed Registered Nurses	Experienced RNs	LPNs	CNAs/Assistants
Residential Care Aide (ACF/ALR)	Licensed Clinical Social Workers	Residential Care Aide (ACF/ALR)	Experienced Registered Nurses	Respiratory Therapists	Residential Care Aide (ACF/ALR)	MDS Coordinators

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

Capital District/ North Country	Central New York	Finger Lakes	Hudson Valley	Mohawk Valley	Southern Tier	Western New York
Licensed Clinical Social Workers	CNA Trainees/ Temp Nurse Aides	CNAs/Assistants	Personal Care Aides	Home Health Aides	CNAs/Assistants	Home Health Aides
Licensed Masters Social Workers	Home Health Aides	Residential Care Aide (ACF/ALR)	CNA Trainees/Temp Nurse Aides	Personal Care Aides	Newly Licensed Registered Nurses	Newly Licensed Registered Nurse
CNAs/Assistants	Respiratory Therapists	CNAs Trainees/ Temp Nurse Aides	CNAs/Assistants	Respiratory Therapists	Licensed Practical Nurses	Residential Care Aide (ACF/ALR)
Licensed Practical Nurses	CNAs/Assistants	Home Health Aides	Newly Licensed RNs	CNAs/Assistants	Personal Care Aides	Experienced Registered Nurses
CNAs Trainees/ Temp Nurse Aides	Licensed Clinical Social Workers	Personal Care Aides	Home Health Aides	CNAs Trainees/ Temp Nurse Aides	Residential Care Aide (ACF/ALR)	CNAs/ Assistants
Nurse Directors/ Managers	Nurse Directors/ Managers	Licensed Practical Nurses	Experienced Registered Nurses	Licensed Practical Nurses	Home Health Aides	CNAs Trainees/ Temp Nurse Aides
Residential Care Aide (ACF/ALR)	Licensed Practical Nurses	Newly Licensed RNs	Licensed Practical Nurses	Nurse Directors/ Managers	Speech-Language Pathologists	Licensed Practical Nurses
Personal Care Aides	Experienced Registered Nurses	Experienced Registered Nurses	Nurse Educators	Speech-Language Pathologists	Experienced Registered Nurses	Respiratory Therapists

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Top Occupations with Recruitment Difficulties at Home Health Care Agencies

Capital District	Central New York	Finger Lakes	Hudson Valley	Mohawk Valley	North Country	Southern Tier	Western New York
Registered Nurses	Registered Nurses	Registered Nurses	Registered Nurses	Registered Nurses	Registered Nurses	Speech-Language Pathologists	Licensed Practical Nurses
Home Health Aides	Licensed Practical Nurses	Occupational Therapists	Occupational Therapists	Homemakers	Homemakers	Registered Nurses	Personal Care Aides
Occupational Therapists	Speech-Language Pathologists	Speech-Language Pathologists	Physical Therapists	Licensed Practical Nurses	Physical Therapists	Licensed Practical Nurses	Home Health Aides
Physical Therapists	Home Health Aides	Licensed Practical Nurses	Speech-Language Pathologists	Home Health Aides	Licensed Practical Nurses	Licensed Clinical Social Workers	Registered Nurses
Licensed Practical Nurses	Licensed Master's Social Workers	Personal Care Aides	Home Health Aides	Speech-Language Pathologists	Occupational Therapists	Occupational Therapists	Homemakers
Personal Care Aides	Personal Care Aides	Physical Therapy Assistants	Personal Care Aides	Personal Care Aides	Speech-Language Pathologists	Physical Therapists	Physical Therapy Assistants

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Top Occupations with Retention Difficulties at Home Health Care Agencies

Capital District	Central New York	Finger Lakes	Hudson Valley	Mohawk Valley	North Country	Southern Tier	Western New York
Home Health Aides	Personal Care Aides	Personal Care Aides	Occupational Therapy Assistants	Homemakers	Homemakers	Personal Care Aides	Home Health Aides
Personal Care Aides	Home Health Aides	Home Health Aides	Personal Care Aides	Registered Nurses	Personal Care Aides	Home Health Aides	Personal Care Aides
Homemakers	Homemakers	Registered Nurses	Registered Nurses	Home Health Aides	Home Health Aides	Registered Nurses	Speech-Language Pathologists
Licensed Practical Nurses	Licensed Practical Nurses	Homemakers	Home Health Aides	Licensed Practical Nurses	Registered Nurses	Licensed Practical Nurses	Homemakers
Registered Nurses	Registered Nurses	Licensed Practical Nurses	Homemakers	Personal Care Aides	Licensed Practical Nurses	Homemakers	Registered Nurses

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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

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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
- General shortage of workers

LPNs

- Non-competitive salaries

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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

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Top Reasons for Hospital Retention Difficulties

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

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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

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

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

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

Capital District/ North Country	Central New York	Finger Lakes	Hudson Valley	Mohawk Valley	Southern Tier	Western New York
Increased hourly pay	Increased hourly pay	Career advancement opportunities	Increased hourly pay	Increased hourly pay	Increased hourly pay	Career advancement opportunities
Increased pay for extra shifts or longer/irregular hours	Career advancement opportunities	Increased pay for extra shifts or longer/irregular hours	Increased pay for extra shifts or longer/irregular hours	Increased pay for extra shifts or longer/irregular hours	Sign-on bonuses	Increased hourly pay
Paid vacation days	Sign-on bonuses	Sign-on bonuses	Health insurance	Sign-on bonuses	Health insurance	Retention bonuses
Paid sick time off	Tuition assistance	Tuition assistance	Paid vacation days	Career advancement opportunities	Increased pay for extra shifts or longer/irregular hours	Sign-on bonuses
Sign-on bonuses	Increased pay for extra shifts or longer/irregular hours	Paid sick time off	Paid sick time off	Retention bonuses	Retention bonuses	Health insurance
Student loan assistance/forgiveness	Access to mental health services/counseling	Retention bonuses	Career advancement opportunities		Access to mental health services/counseling	
Tuition assistance		Retirement/401k	Transportation support			

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

Capital District	Central New York	Finger Lakes	Hudson Valley	Mohawk Valley	North Country	Southern Tier	Western New York
Increased pay	Increased pay	Paid sick time off	Paid vacation days	Increased pay	Paid sick time off	Paid vacation days	Increased pay
Paid sick time off	Paid sick time off	Retirement benefits/401k	Increased pay	Paid sick time off	Increased pay	Paid sick time off	Paid sick time off
Paid vacation days	Paid vacation days	Paid vacation days	Paid sick time off	Health insurance	Paid vacation days	Increased pay	Health insurance
Health insurance	Retirement benefits/401k	Increased pay	Health insurance	Retirement benefits/401k	Retirement benefits/401k	Health insurance	Paid vacation days
Increased pay for extra shifts or longer/irregular hours	Increased pay for extra shifts or longer/irregular hours	Health insurance	Sign-on bonuses	Sign-on bonuses	Health insurance	Retirement benefits/401k	Retirement benefits/401k
Sign-on bonuses	Sign-on bonuses	Retention bonuses	Increased pay for extra shifts or longer/irregular hours	Tuition assistance	Increased pay for extra shifts or longer/irregular hours	Sign-on bonuses	Retention bonuses

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Questions?

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