

2024 Member Survey

In the Field: February 12-16

AHCA/NCAL is conducting an online survey of skilled nursing, assisted living and ID/DD members to gather data on what's happening within the industry. Providers will be asked about several topics, including workforce and finances. This survey may be most appropriate for corporate staff and/or facility administrators to complete.

The survey should take approximately 10 minutes to complete.

Information from this survey will help AHCA/NCAL address questions from policymakers as well as advocate for resources and common-sense regulations for the profession. **This survey will close by 8pm Eastern/5pm Pacific on Friday, February 16.**

Any questions, please email research@ahca.org.

Demographics

1. What type of provider are you?
 - a. Skilled nursing facility (SNF/NF) only
 - b. Assisted living (AL) only
 - c. Both SNF and AL
 - d. ID/DD provider
2. Are you answering for
 - e. Single facility
 - f. More than one facility
3. LOGIC:
 - g. If a single facility, please provide the following information
 - i. State (drop down)
 - ii. Bed Count
 - iii. Rural or urban setting
 - h. As a multi-facility organization, please select the five states you have the greatest number of facilities/communities and provide a count.

Workforce

4. In the past six months, would you say your organization's overall workforce situation has generally gotten better or worse?
 - a. Much better
 - b. Somewhat better
 - c. Stayed the same
 - d. Somewhat worse
 - e. Much worse

5. What are your current workforce levels (total employees) compared to pre-pandemic (January 2020)?
- a. Higher than pre-pandemic
 - b. At the same level as pre-pandemic
 - c. Lower than pre-pandemic
 - d. Don't know

6. Do you currently have open jobs (i.e., jobs for which you are seeking employees)?
- a. Yes
 - b. No

LOGIC:

- i. If YES, do you currently have jobs open in any of the following categories? Select all that apply:
 - iv. RN
 - v. LPN
 - vi. Nurse Aides
 - vii. Other

7. In the past six months, about how long has it taken to fill an open position?
- a. A few days
 - b. 1-3 weeks
 - c. 1-3 months
 - d. 3-6 months
 - e. I'm still trying to fill the position.

8. In the past six months, what strategies have you implemented to try to recruit and retain staff? (check all that apply)
- a. Increased wages
 - b. Offered bonuses (including sign-on bonuses)
 - c. Offered additional benefits
 - d. Paid for staff training/education
 - e. Promoted staff
 - f. Strengthened workplace culture

9. What adjustments have you made in recent months due to labor shortages? (check all that apply)
- a. Asked current staff to work overtime/extra shifts
 - b. Hired temporary agency staff
 - c. Limited new admissions

- d. Closed our facility
 - e. Closed a unit, wing, or floor
 - f. We don't have staffing shortages.
 - g. Other: please specify
10. How would you rate your ability to recruit new staff?
- a. Very difficult
 - b. Somewhat difficult
 - c. Somewhat easy
 - d. Very easy
11. How big are each of these obstacles in recruiting new staff? (MATRIX: not an obstacle, moderately big, extremely big, don't know)
- a. Current financial situation/lack of funding doesn't allow us to offer competitive wages and benefits
 - b. Lack of interested or qualified candidates
 - c. Personal commitments preventing people from entering the workforce (e.g., childcare)
 - d. Regulatory/survey environment
 - e. Immigration policies/delays in processing visas
 - f. Lack of training opportunities for nurses and other caregivers
12. How concerned are you that if your workforce challenges persist that you may have to close your facility(ies)?
- a. Very concerned
 - b. Somewhat concerned
 - c. Not at all concerned
13. [LOGIC: SNF AND SNF/AL ONLY]: In September 2023, the Biden Administration proposed a federal staffing minimum for nursing homes. Based on the proposed rule's minimum requirements of 2.45 nurse aide hours per resident day (HRPD), the 0.55 RN HPRD, and the 24/7 RN, how concerned are you about meeting the mandate?
- a. Very concerned
 - b. Somewhat concerned
 - c. Not at all concerned
14. What are your biggest concerns about the proposed federal minimum staffing requirement? (RANK)
- a. Finding staff to meet the requirement
 - b. Having to rely more on costly agency staff to fill shifts
 - c. Having to limit the number of residents we serve or closing altogether
 - d. Not receiving corresponding federal resources to recruit/retain staff

- e. Staffing minimums/ratios do not encourage innovative staffing models or address retention challenges
 - f. The fines and citations we may receive
 - g. Residents will not receive customized care specific to their needs
 - h. Not at all concerned
15. What workforce solutions would be helpful/impactful to your organization? Check all that apply.
- a. Workforce training resources
 - b. Workforce data
 - c. Recruitment/retention resources
 - d. Webinars and education on workforce development
 - e. Media resources (press releases, op-ed templates, etc)
 - f. Guidance on immigration visas for healthcare workers

Access to Care

16. On average, are you having to turn away prospective residents or patients right now? If yes, at what frequency?
- a. Yes, daily
 - b. Yes, a few residents a week
 - c. Yes, a few residents a month
 - d. No, not usually
17. On average, how long is your waiting list for prospective residents/patients?
- a. A few days
 - b. A week
 - c. Multiple weeks
 - d. A month
 - e. Multiple months
 - f. We don't have a waiting list.
18. Is your facility/company downsizing the number of beds/units you offer? If yes, what is the primary reason?
- a. Yes, we can't find enough staff to care for as many residents.
 - b. Yes, we are restructuring to reduce room capacity (reducing double, triple, etc. room occupancy).
 - c. Yes, for financial reasons due to our local market.
 - d. Yes, for another reason not listed above.
 - e. No, we are not downsizing.

Finances

19. Approximately what percentage of your revenue (excluding other lines of business) comes from (totaling 100%)
- b. Medicaid (including managed care)
 - c. Medicare (including managed care)
 - d. Private pay
 - e. Other
20. Is your facility/organization struggling with occupancy right now?
- a. Yes
 - b. No
21. What is your current operating situation relative to your budget? (i.e., total margin for all payers)
- a. Operating at a loss or negative total margin
 - b. Operating on a total margin between 0-3%
 - c. Operating with a total margin of more than 3%
22. How long can your facility/ company sustain operating at its current pace?
- a. One month or less
 - b. 2-3 months
 - c. 4-6 months
 - d. 7-12 months
 - e. More than a year
23. How optimistic are you about the future for your facility/organization?
- j. Very optimistic
 - k. Optimistic
 - l. Moderately optimistic
 - m. Slightly optimistic
 - n. Not optimistic

Additional Information

24. In your own words, tell us about your current situation. [COMMENT]
25. Would you be willing to share your story to members of the press?
- o. Yes
 - p. No
26. If so, please provide your contact information.

- q. Name
- r. Title
- s. Facility/Company
- t. City/Town
- u. State/Province
- v. Email
- w. Phone