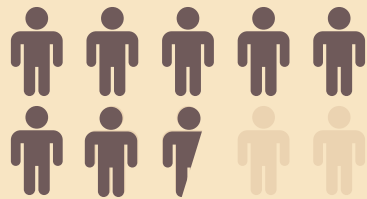




# AHCA Member Survey on Workforce Shortage Crisis & the Impact of COVID-19 in Long Term Care Facilities

Arizona's long term care facilities have been in the epicenter of the COVID-19 pandemic, which exacerbated an already serious workforce shortage. AHCA recently surveyed its skilled nursing and assisted living members and received concerning responses showing just how drastic workforce shortages are crippling their ability to meet the needs of their residents.

**85% of long term care facilities** are reporting a shortage of staff members to fill a shift. Virtually all facilities (94%) are asking staff to work overtime or take extra shifts.



**71%**

of long term care facilities say their workforce situation has grown much worse since 2020.

How Arizona Health Care Association members are trying to address these workforce challenges:

**94%**

working to hire new staff

**82%**

increasing pay to staff

**78%**

offering bonuses to staff who work extra shifts

**48%**

hiring contract staff

The costs to fight the pandemic have left a majority of long term care facilities struggling



**62% operating at or near a loss**



## In the past 60 Days

**94%** have asked staff to work overtime or take extra shifts

**89%** do not have sufficient staff to fill shifts

**59%** have turned to agency staff to fill shifts

9/2021  
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**When asked about their current staffing situation, long term care responded:**

**84%** ranked it "concerning to crisis"

**26%** concerning, beginning to have numerous open shifts

**37%** disconcerting, few applicants and we need more staff

**21%** crisis, numerous open shifts and few qualified applicants or no applicants

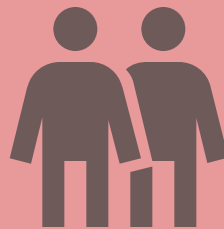
When asked to rank steps that would help them improve their ability to recruit and retain staff, 88% of members cited higher reimbursement as the BEST way to retain staff. They ranked measures as follows:

- #1** Higher reimbursement
- #2** Less regulations and/or paperwork
- #3** Improved perception of working in the profession
- #4** Reinstatement of the temporary nurse aid program
- #5** More training programs at local schools and higher institutions
- #6** Improving the workplace culture/environment
- #7** Career ladder programs



**Members indicated the following positions that are vacant or are recruiting to fill:**

- 95%** CNA or direct caregiver
- 75%** LPN
- 72%** RN
- 63%** Dietary Staff
- 60%** Housekeeping
- 43%** Other support staff (e.g., maintenance, office)
- 25%** Rehab Staff
- 15%** Activities
- 8%** Social Workers
- 6%** Director of Nursing
- 6%** Infection Preventionist
- 5%** Administrators



**86%**



felt directly or indirectly the reason related to staff losses was due to **COVID-19**

**In 2020**, what was the primary reason staff members left their job?

- #1** Quit
- #2** Burn out / Stress of job
- #3** Combination of reasons



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