

**Iowa Better Jobs Better Care Coalition  
Nursing Home Administrator Study  
Fact Sheet**

This 2004 mail survey of Iowa's nursing home administrators was conducted by the Iowa Better Jobs Better Care (BJBC) Coalition under a 3-1/2 year, \$1.4 million grant from The Robert Wood Johnson Foundation and The Atlantic Philanthropies. The complete report can be found on the Iowa CareGivers Association website, [www.iowacaregivers.org](http://www.iowacaregivers.org).

This study is a follow-up to two prior studies by the Iowa CareGivers Association: the 1999 Iowa CNA Recruitment and Retention Study and the 2000 Iowa CNA Supervisor Study.

**Key Findings**

**Administrators' Perception of Management Issues**

- Most administrators indicate that staff giving them the information they need to handle situations effectively is very important. Approximately one-fourth of administrators indicate this does not currently happen.
- Both perceived low importance and perceived lack of time are issues for administrators regarding making it possible for CNAs to care for the same residents/patients each day. (There is a disparity between the high importance CNAs place on working as part of a team that takes care of the same residents/patients every day and the importance supervisors and especially administrators place on this.)

**Administrators' Relationship with Their Employer**

- Most administrators indicate that the person/board/corporation to which they report treating them with respect is very important, and nearly one-fifth of administrators find this respect is lacking on their current job.
- Most administrators indicate that the person/board/corporation to which they report following through on problems is very important, yet more than one-fourth find this follow-through is lacking on their current job.

**Administrators' Perception of CNAs and Their Work**

- More than half of administrators indicate that fewer than 90% of CNAs in their nursing home conduct themselves as professionals. Most of the ideal professional qualities identified by administrators are personal qualities rather than skills. (Page 16 of the Nursing Home Administrator report lists the qualities.)
- Approximately two-thirds of administrators agree that residents/patients treat the CNAs in their home's workforce with respect.

### **Administrators' Perception of Their Own Education and Training**

- Fewer than half of administrators indicate they were given an orientation when they started their current job on how to perform their specific job duties, while nearly two-thirds indicate this orientation is very important.
- Both supervisors and administrators indicate that the following education and training are very important for them, and supervisors are more likely than administrators to report that they currently do not have this education and training:
  - Helping all staff, including CNAs communicate more effectively
  - Communicating more effectively with staff, including CNAs
  - Becoming a more effective supervisor or administrator

### **Administrators' Perceived Lack of Time**

- Perceived lack of time is an issue for administrators regarding:
  - Making certain CNAs get the education/training they need to do the job better
  - Working with CNAs as a team
  - Helping staff organize their work as a team
  - Assuring CNAs contribute their ideas to care plans

### **Common Ground Among CNAs, CNA Supervisors, and Administrators**

- The BJJ Synthesis Report of the CNA, Supervisor, and Administrator Studies outlines these areas. The report is available on the Iowa CareGivers Association's website at [www.iowacaregivers.org](http://www.iowacaregivers.org).