

Iowa Nursing Facility Staff Turnover Summary Report 2012 – 2015



BACKGROUND

Iowa nursing facilities have been required to collect and submit employee retention data via the Iowa Medicaid cost reports since 2001. In 2008, the measure was revised to collect and report employee turnover data to align with quality measures adopted by the Medicare program. This report includes Iowa nursing facility employee turnover data by calendar year since 2012. The summary data is available from nursing facilities which submitted Schedule I-1 of the Financial and Statistical Report, Form 470-0030, and includes 16 separate job classifications. For each nursing facility separate rates are calculated for 1) each job classification, 2) facility-wide and 3) nursing only. The nursing only rate includes the director of nursing, registered nurse, license practical nurse and certified nurse's aide. For the purpose of this report the following five classifications were selected (director of nursing, registered nurse, licensed nurse, certified nurse aide, and nursing only). Contract employees are not included in the calculation of turnover. According to the Iowa Department of Human Services "not all nursing facilities complied with the requirements or did not submit complete data that could be used in the analysis." Iowa Health Care Association (IHCA) indicated that "a small number of cost reports under DHS review or in appeal were not included in the released reports." It should be noted that not all nursing facilities submitted data annually. Four hundred twenty-nine nursing facilities (429) submitted data in calendar year 2015. (Source: Iowa Department of Human Services)

The federal government, through Section 6106 of the Affordable Care Act, began in July 2016 requiring all skilled nursing centers to submit all their daily staffing data to the Centers for Medicare and Medicaid Services (CMS) quarterly. CMS has stated this data is used in the Nursing Home Five Star Quality Rating System and will include reports of turnover and retention in 2017.

FINDINGS

Graphical data displays include:

- Number and percent of Iowa Nursing Facilities Exceeding 100% Turnover Rate by Selected Worker Categories.
- Number and percent of Iowa Nursing Facilities Exceeding 50% Turnover Rate by Selected Worker Categories.

SUMMARY

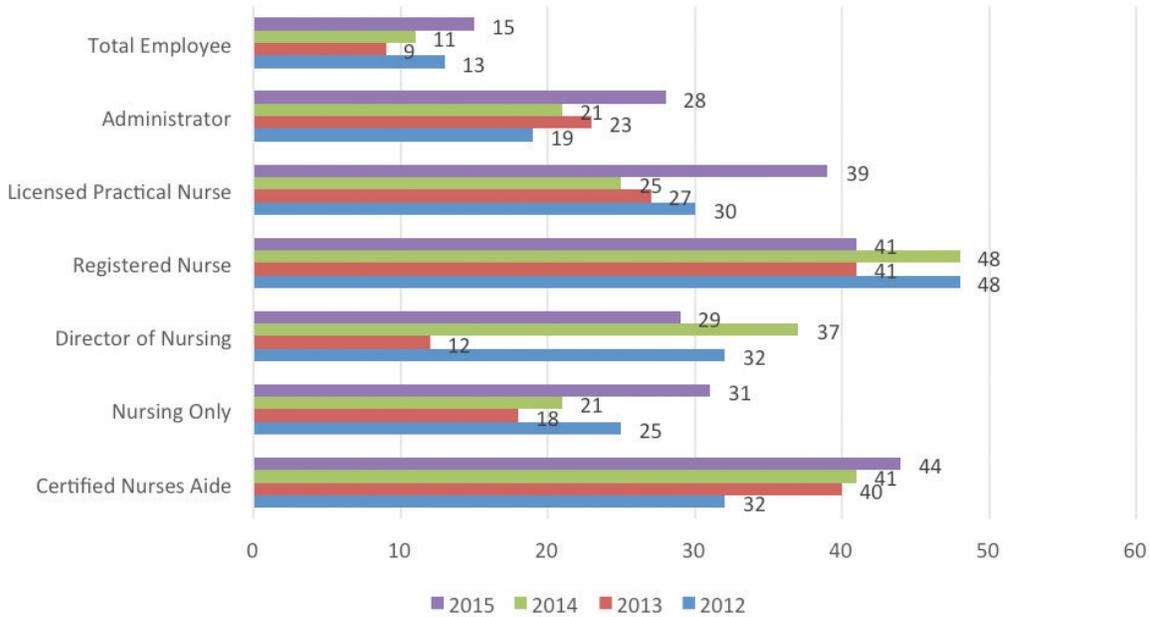
Specific findings from the 2015 data show:

- The majority of Iowa nursing facilities (56%) had a turnover of **Certified Nurse's Aides (CNAs)** exceeding 50%.
- 11% of Iowa's nursing facilities had a CNA turnover rate exceeding 100%.
- 58% of Iowa's skilled nursing facilities had TOTAL EMPLOYEE turnover rates below 50%
- 7% of skilled facilities had TOTAL EMPLOYEE turnover rates below 20%

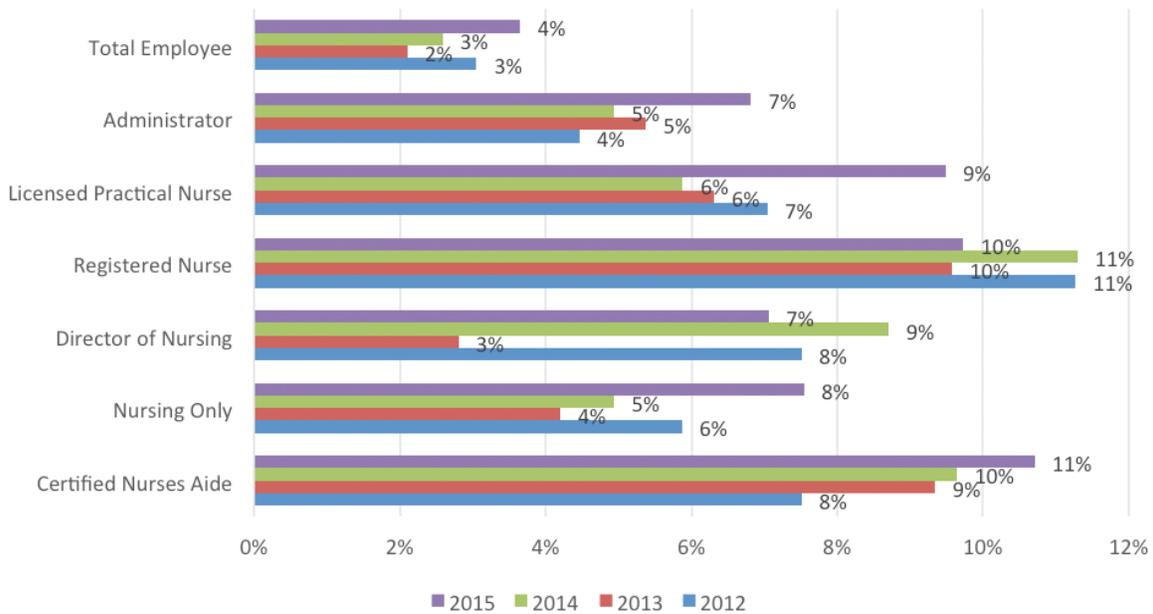
Trended data from 2012 through 2015 indicate:

- The number of Iowa nursing facilities experiencing a turnover in CNAs of 50% or greater is trending upward and increased from 179 (42%) to 229 (56%) during this four year time frame.
- CNAs represented the highest rate of turnover of all job classifications in those nursing facilities with overall turnover rates exceeding 50%.
- CNAs represented the second highest rate of turnover of all job classifications in those nursing facilities with overall turnover rates exceeding 100%.
- In both 50 and 100% turnover charts, CNA is the only job classification in which the turnover got progressively higher each year.
- The number of Iowa nursing facilities experiencing a turnover in administrators of 50% or greater increased from 69 (16%) to 71 (17%).
- While the turnover rate for CNAs increased by 14% between 2012 and 2015, the turnover rate for administrators only increased by 1%.

NUMBER OF IOWA NURSING FACILITIES EXCEEDING 100% TURNOVER RATE BY SELECTED WORKER CATEGORIES (2012 - 2015)

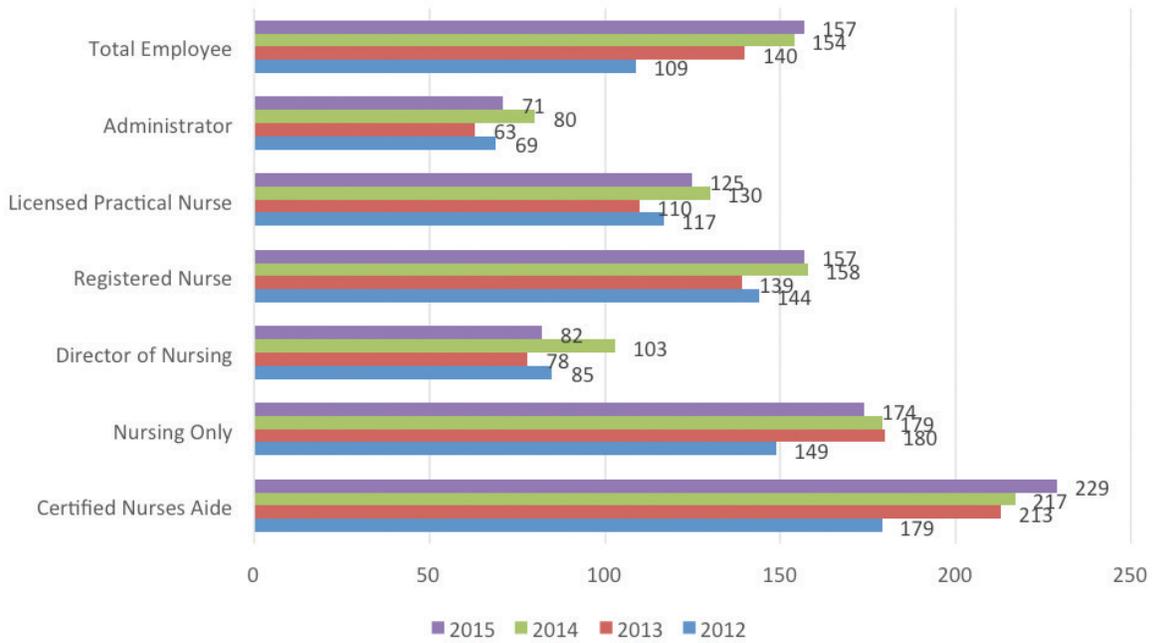


PERCENT OF IOWA NURSING FACILITIES EXCEEDING 100% TURNOVER RATE BY SELECTED WORKER CATEGORIES (2012 - 2015)

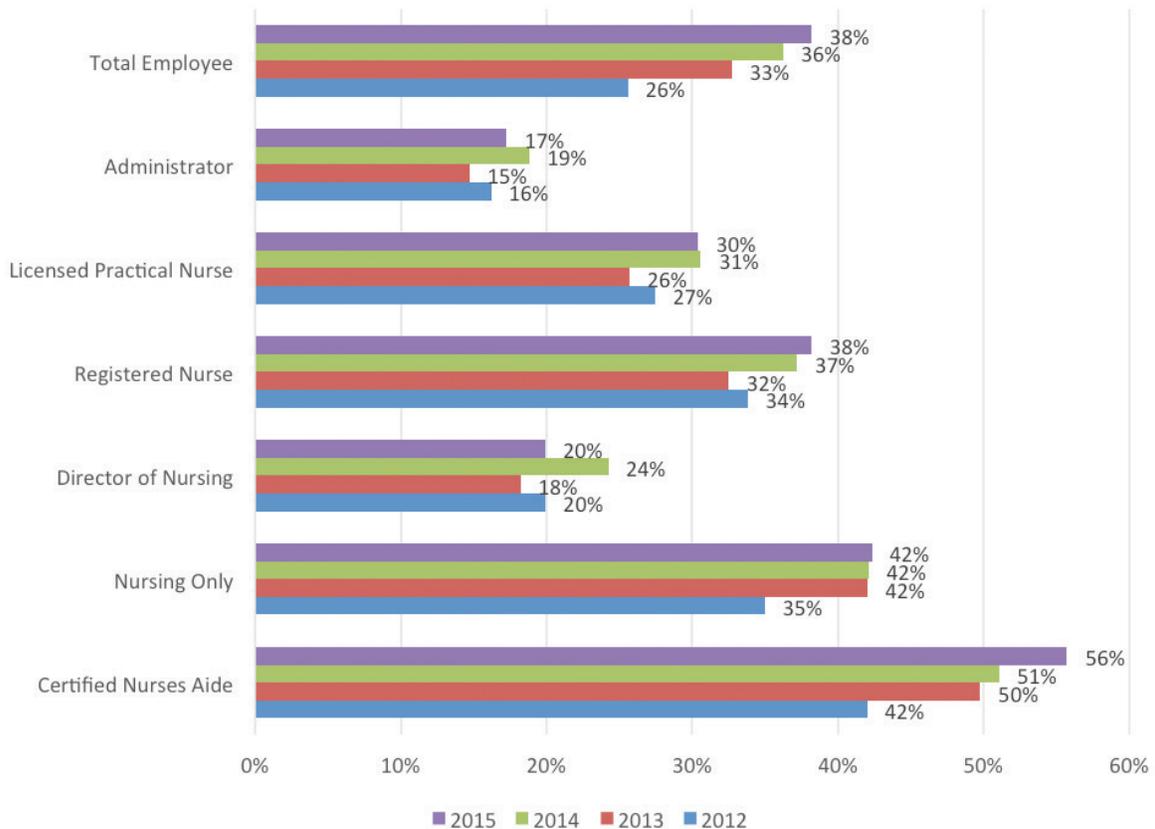


Note: Schedule I-1 Total employee turnover rate includes the following job classifications: administrator, business office, laundry, housekeeping, maintenance, director of nursing, registered nurse, licensed practical nurse, certified nurse's aide, activities, social services, medical records services, medical director, dietary and other. An employee turnover rate is calculated for each job classification, a total employee turnover rate, and a nursing only rate. The nursing only rate includes the director of nursing, registered nurse, licensed practical nurse, and certified nurse's aide. Contracted employees are not reported.

NUMBER OF IOWA NURSING FACILITIES EXCEEDING 50% TURNOVER RATE BY SELECTED WORKER CATEGORIES (2012 - 2015)



PERCENT OF IOWA NURSING FACILITIES EXCEEDING 50% TURNOVER RATE BY SELECTED WORKER CATEGORIES (2012 - 2015)



RECOMMENDATIONS

Certified Nurse's Aide (CNA) turnover rates remain significantly elevated and show an upward trend over the four calendar years covered in this report (2012-2015). While several national and local initiatives are underway to reduce turnover, the problem persists and will continue to grow with fewer workers available to provide direct care, support, and services.

- Conduct additional and ongoing data analysis to assess how the data can be used to enhance staff retention and the quality of care for nursing facility residents.
- Determine what analysis is needed, the rationale, and who should conduct the analysis.
- Evaluate impact of new and other competitive industries on staff recruitment and retention.
- Develop a process or system that will enable the ability to collect data directly from those who leave the field to know how many leave jobs due to moving from the area, retirement, furthering their education, and furthering their education in health care specifically.
- Determine which nursing facilities did not comply with the reporting requirements or submitted incomplete data and establish a policy and procedure for handling these incidents.
- Nursing facilities with low turnover rates should be asked to share their Quality Assurance Performance Improvement (QAPI) practices towards improving their staff stability that can be promoted across the state to reduce turnover and stability of the direct care workforce for Iowans.
- Consider investing in initiatives designed to retain job classifications that experience high turnover.
- Identify causes of CNA turnover and any variation by:
 - Rural vs. urban
 - Profit vs. not for profit
 - Proximity to colleges or universities and other industry
 - Correlation to nursing home administrator tenure
 - Correlation to licensed nursing/director of nursing tenure
 - Correlation to Centers for Medicare and Medicaid Services (CMS) Five-Star Quality Rating System for Nursing Facilities
- Determine fiscal impact of conducting the ongoing analysis, the current cost of submitting the data by nursing facilities and the cost to the Department to collect, maintain, and report the data to the legislature; and the identify the fiscal burden of paying for turnover.



For more information contact Iowa CareGivers:

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Sources of Information:

http://dhs.iowa.gov/sites/default/files/LR_2015-DHS-Direct-Care-Worker.pdf
<http://dhs.iowa.gov/sites/default/files/Direct%20Care%20worker%20in%20NF%20Turnover%20Report%202012.2014.pdf>
http://dhs.iowa.gov/sites/default/files/Direct_Care_Worke_In_Nursing_Facilities_Turnover_Report.pdf (2013)
http://dhs.iowa.gov/sites/default/files/2012_Direct%20Care%20Employee%20Turnover_0.pdf