

North Carolina Health Workforce Sentinel Network Findings Brief: Home Health/Hospice

In Nov. through Dec. 2022, healthcare employers in North Carolina reported on their current workforce needs related to staff vacancies, turnover, training/onboarding priorities, and the effect of the COVID-19 pandemic over the past 6 months (roughly June - Dec. 2022). This brief summarizes the responses from **home health and hospice organizations**.

More findings and responses from other health care settings may be viewed at nc.sentinelnetwork.org/findings/.

16 Home Health/Hospice Care Responses	12	Home Care or Home Health Service
	4	Hospice or Palliative Care Service

Exceptionally long vacancies

by Hospital Facility Type

Home care or Home Health Service

- Registered Nurse (67%)

Hospice or Palliative Care Service:

- Certified Nursing Assistant (75%)
- Registered Nurse (75%)

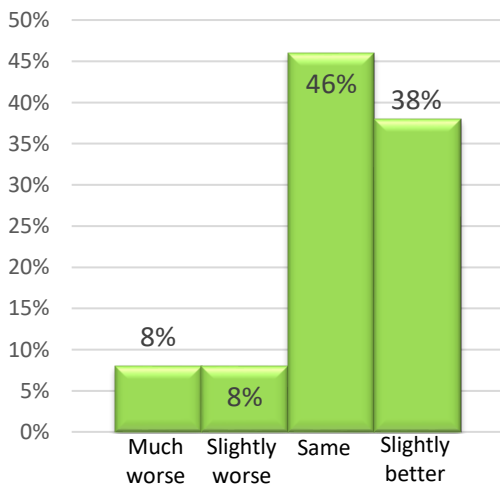
Respondents noted lacking qualified applicants to fill long vacancies and struggling to compete with hospital rates or staffing agencies.

“Applicants are rare. Home Health doesn't appear to be a consideration for most. COVID resulted in several [leaving] Home Health and nursing in general. Have lost several to pay issues. Amount of travel. Don't want to rotate weekends.”

Impact of COVID-19

In the past 6 months, has COVID-19's impact on your workforce gotten better, stayed the same, or gotten worse?

(% of 16 responses to this question)



Comments on COVID-19 workforce impact over June - December 2022:

[Much Worse]: *“Had to close down one care home due to no working staff. I can't provide higher wages due to low rental income and personal care funding, which is very low.”*

[Slightly Worse]: *“More recent cases [of COVID], also the flu and other cold and respiratory issues since October.”*

[Slightly Better]: *“COVID helped us become more tech savvy and provide more flexibility to our workforce.”*

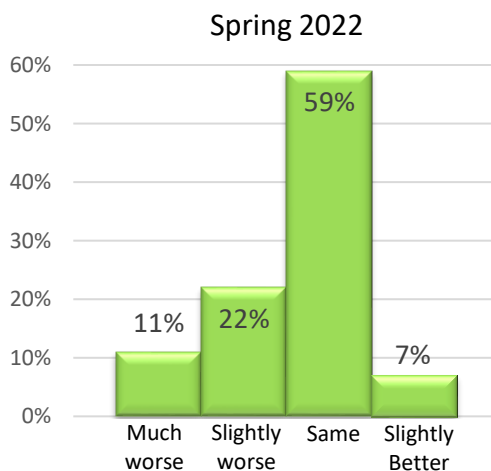
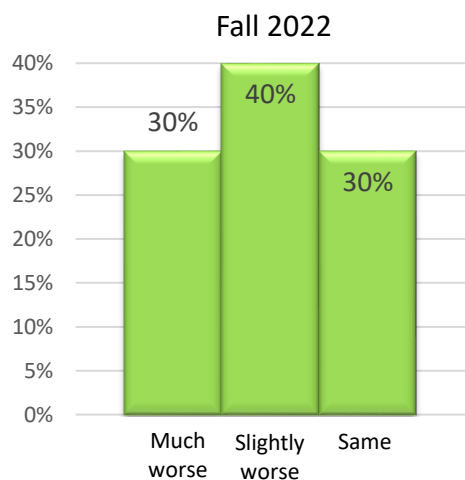
“We all learned to adjust to the new changes and have found that for the most part they work.”

“We are spending a ton of money on advertising.”

Top workforce needs that changes to policy, regulations, or payment could alleviate

Need	Suggested Changes
Alleviate staffing shortages for RNs	<ul style="list-style-type: none"> Increase Medicare payment that could be funneled to nurse salaries to meet hospital compensation

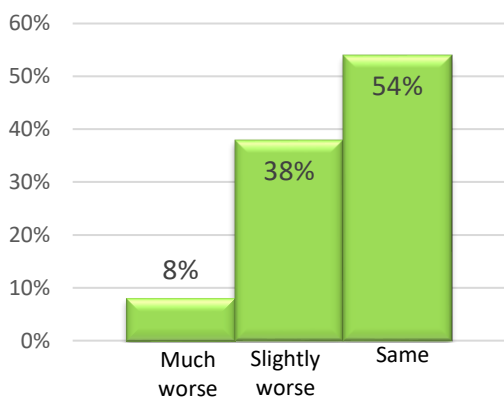
In the past 6 months, has the impact of staff shortages on your facility’s capacity to provide care gotten better, stayed the same, or gotten worse?



Proportion of respondents noting the impact of staff shortages on their facility’s ability to provide care grew worse from early 2022 to later 2022. This could possibly be due to the cumulative effect of shortages.

In the past 6 months, has burnout as a workforce issue at your facility gotten better, stayed the same, or gotten worse?

(% of 16 responses to this question)



[Much Worse] “Staff and leadership are very tired. Patients and families also seem less reasonable and willing to adapt their schedules. Incivility in the home has been an increasing problem in the past six months, not previously experienced. For the first time in 35 years, I considered leaving Healthcare. That’s saying a lot.”

[Slightly worse] “People are tired, and they are looking for easier work.”

“Some are leaving the field because they are burned out by the profession.”

Data Limitations

Findings presented in the brief represent the responses from a convenience sample of health system administrators who voluntarily participated in the Spring 2022 Sentinel Network questionnaire (Nov. - Dec. 2022). Generalizability of these findings to the broader North Carolina health care system may be limited.

About the North Carolina Health Workforce Sentinel Network

The Health Workforce Sentinel Network links the healthcare sector with policymakers, workforce planners, and educators to identify and respond to changing needs for healthcare workers.

To view an interactive version of all responses from all types of health care organizations and to join the network to provide information on your organization’s workforce needs and challenges, visit: <https://nc.sentinelnetwork.org/>

Questions? Contact: nc@sentinelnetwork.org