

# The Health Care Workforce: Current Issues and Potential Solutions

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# Center for Health Workforce Studies

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- The Center for Health Workforce Studies (CHWS)—established in 1996—is an academic research center based at the School of Public Health at the University at Albany, State University of New York (SUNY)
- Mission: To provide timely, accurate information and conduct policy-relevant research about the health workforce
- Goal: To assist health, professional, and educational organizations, policy makers, planners, and other stakeholders to understand issues related to the supply, demand, distribution, and the use of health workers

# Current CHWS Work

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- Annual Workforce Report  
<https://www.chwsny.org/our-work/reports-briefs/the-health-care-workforce-in-new-york-state-trends-in-the-supply-of-and-demand-for-health-care-workers-3/>
- Recruitment and Retention Survey
- RN Education Program Survey
- Hospital RN Recruitment and Retention Project
- The Hub for Workforce Shortages  
<https://shortagehub.com/#>

# Today's Discussion

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- The Hub for Workforce Shortages
- Background
  - New York's Population
  - Our Health Care System
  - Our Education System
- The Health Care Workforce by the Numbers
- Recruitment and Retention
- Solutions

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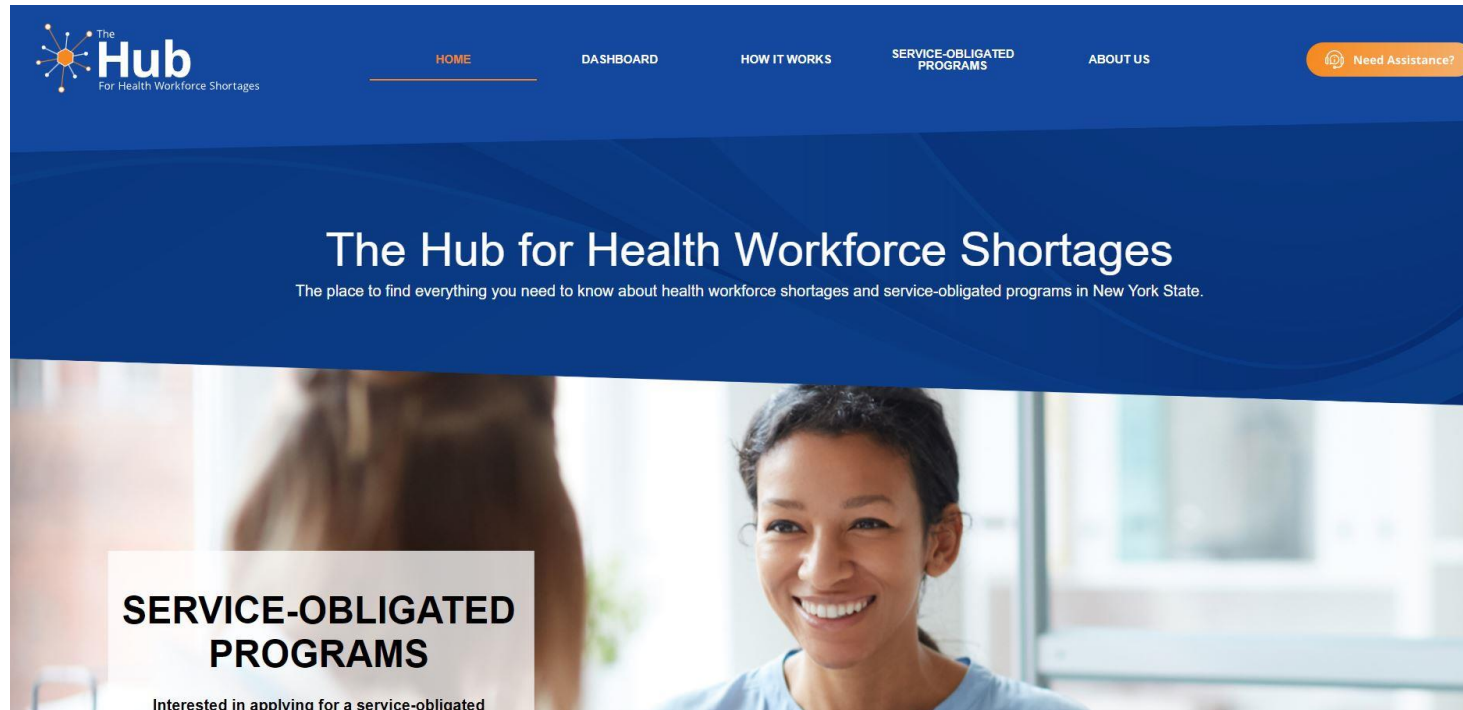
# THE HUB FOR WORKFORCE SHORTAGES

# The Hub for Health Workforce Shortages

## One-stop shop portal stakeholders and providers can:

- Search for updates and information on designations and service-obligated programs
- Learn about shortage designations and how they're determined
- Contact the Center for Health Workforce Studies to request support

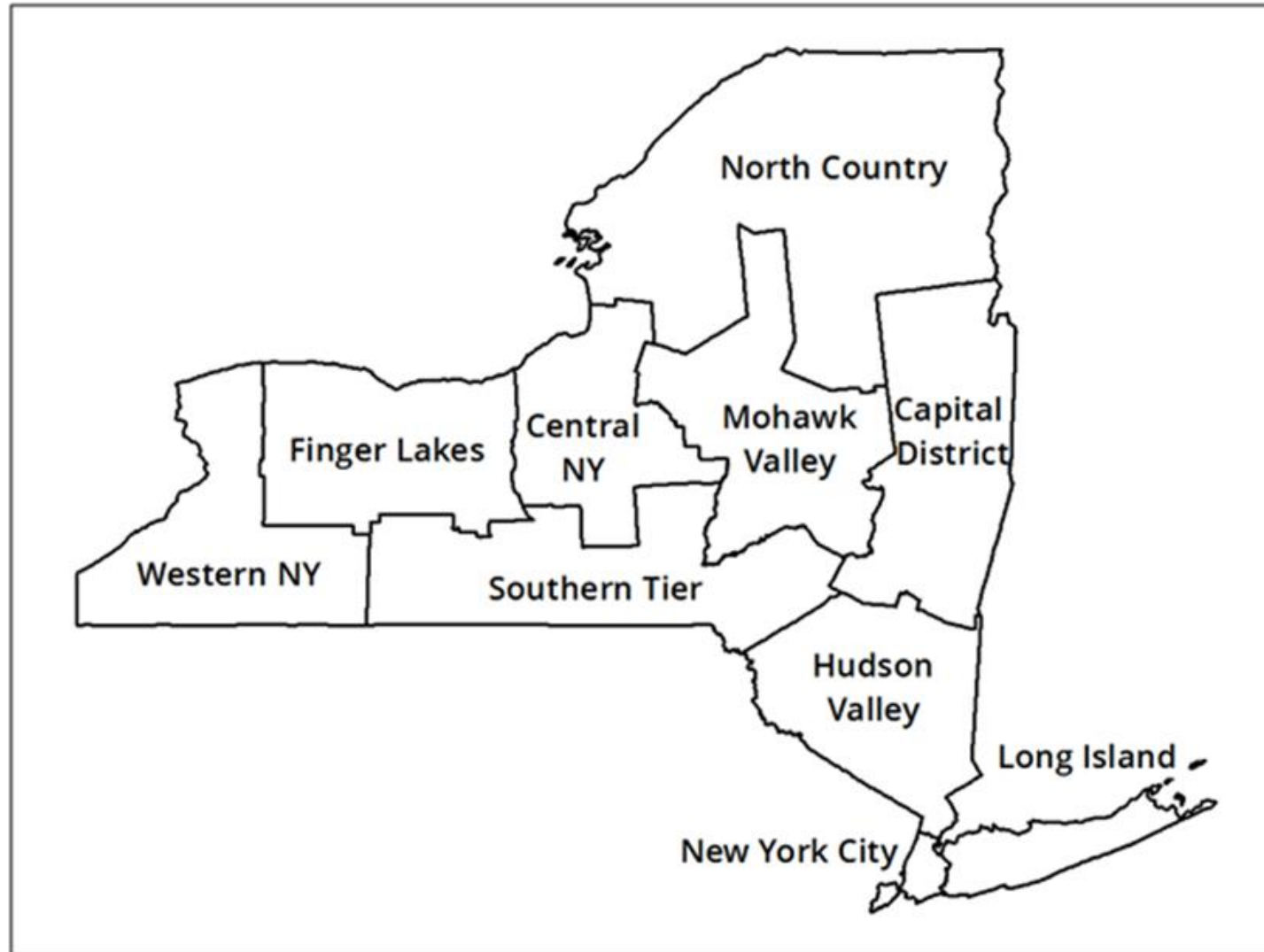
**Link: [shortagehub.com](https://shortagehub.com)**



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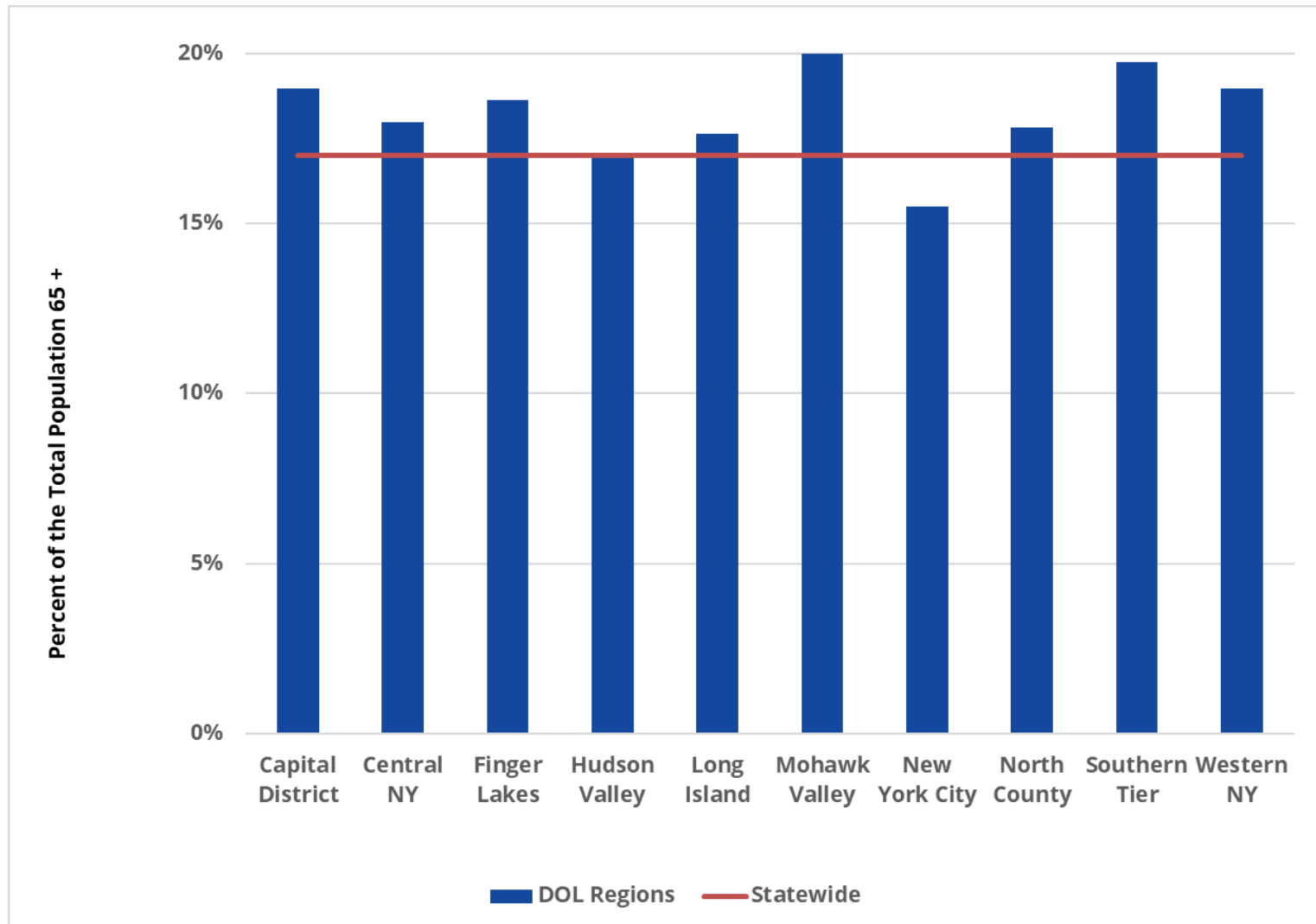
# BACKGROUND

# New York State Department of Labor Regions

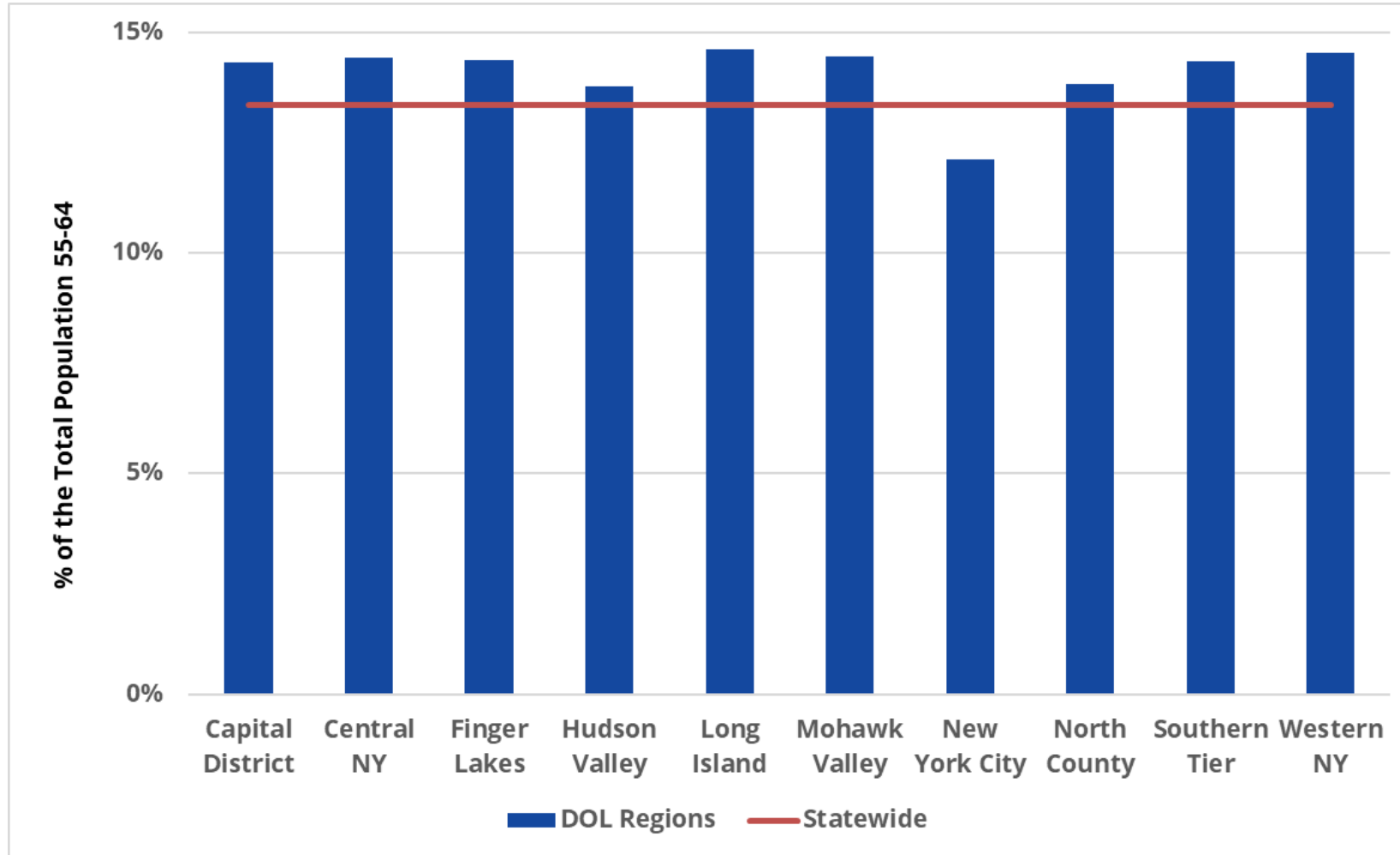




# New York State's Population Is Aging ...



# ... And it Won't Decrease in the Short-Term



# Our Health Care System

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- An aging population with higher acuity, higher percentage of disabilities
  - The North Country has the highest percentage of 65+ with disabilities
- More focus on aging in place
- More residential opportunities other than nursing homes
- Reduction in the number of long-term care beds
- Longer stays in the hospital, with difficulties returning patients to nursing homes or to home
- An aging and shortage of health care workers, not as diverse as the population it serves

# Our Education System

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- Shrinking enrollment
- Aging faculty
- Faculty shortages
- Increased closures of programs and (private) schools
- Disconnect between education and health care system

# The Need for Educational Attainment in the North Country

## Education Characteristics for North Country, 2018-2022

Population Characteristics	Regional		Percent of State's Population
	Number	Percent of Region's Population	
Population with less than a high school education	30,017	10.5%	12.4%
Population with a high school diploma or equivalent	98,164	34.2%	24.9%
Population with an associate degree	36,064	12.6%	8.8%
Population with a bachelor's degree	40,035	14.0%	21.6%
Population with a master's degree or higher	31,593	11.0%	17.2%

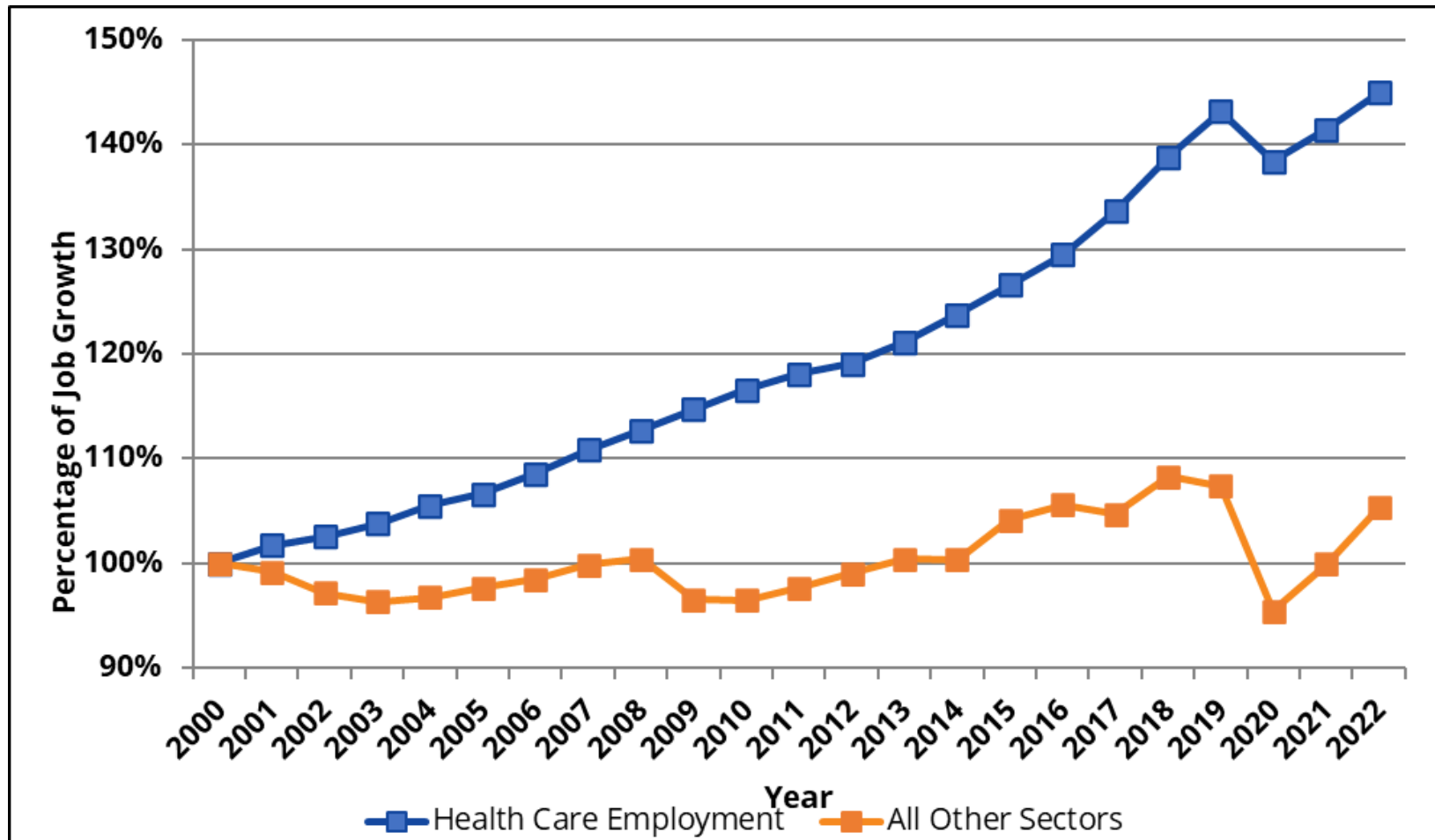
Education levels and rates are based on individuals aged 25 years and older.  
 Source: US Census, American Community Survey, 5-Year Estimates, 2018-2022.

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# THE HEALTH CARE WORKFORCE BY THE NUMBERS

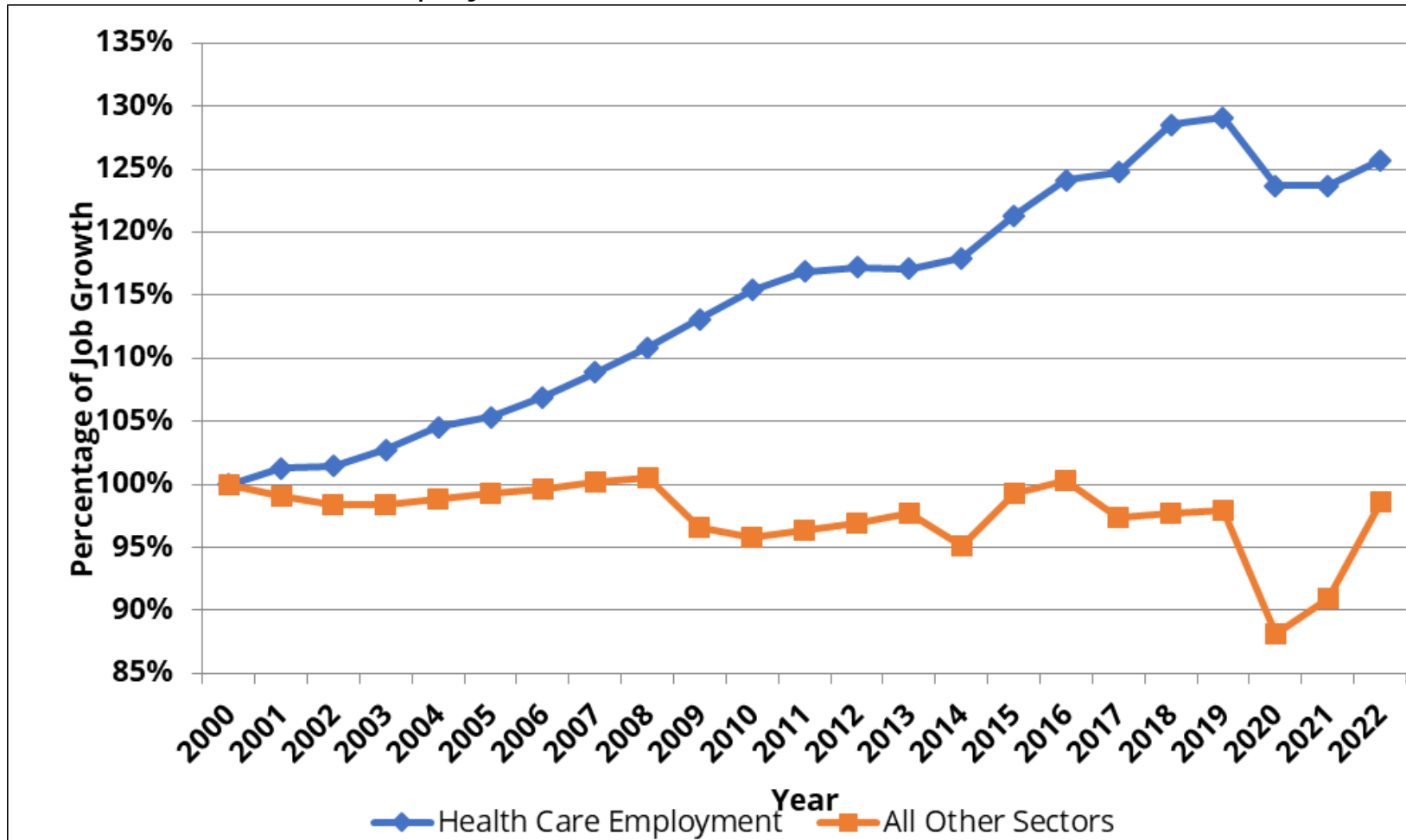
# Statewide Employment in Health Care Exceeding Pre-pandemic Levels...

Growth of Employment in New York State, Health Care Sector and All Other Employment Sectors, 2000-2022 (Standardized to 2000)



# ...But Not in Regions Outside of New York City

Growth of Employment in Regions Outside of New York City, Health Care Sector and All Other Employment Sectors, 2000-2022 (Standardized to 2000)





# Growth in Home Health Care and Ambulatory Care Settings

The Number of Jobs in Health Care in the New York State, by Setting, 2018–2022

Setting	2000	2018	2022	Change Between 2018-2022		Change Between 2000-2022	
				Number	Percent	Number	Percent
Hospitals	410,300	457,363	453,363	-4,000	-0.9%	43,063	10.5%
Ambulatory care (Excluding home health care)	245,600	347,411	370,460	23,049	6.6%	124,860	50.8%
Nursing home and residential care facilities	143,200	160,319	133,635	-26,684	-16.6%	-9,565	-6.7%
Home health care	64,600	233,833	294,875	61,042	26.1%	230,275	356.5%
<b>Total</b>	<b>863,700</b>	<b>1,198,926</b>	<b>1,252,333</b>	<b>53,407</b>	<b>4.5%</b>	<b>388,633</b>	<b>45.0%</b>

# Declines of Jobs in Health Care in All Settings in the North Country

The Number of Jobs in Health Care in the North Country, by Setting, 2018–2022

Setting	2018	2019	2020	2021	2022	Change Between 2018 and 2022	
						Number	Percent
Hospitals	9,710	9,796	9,369	9,125	8,197	-1,513	-15.6%
Ambulatory care (excluding home health)	5,703	5,917	5,642	5,930	5,678	-25	-0.4%
Nursing home and residential care facilities	2,887	2,813	2,675	2,324	2,022	-865	-30.0%
Home health care	726	718	702	677	648	-78	-10.7%
<b>Total</b>	<b>19,026</b>	<b>19,244</b>	<b>18,388</b>	<b>18,056</b>	<b>16,545</b>	<b>-2,481</b>	<b>-13.0%</b>

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# RECRUITMENT AND RETENTION

# Annual Recruitment and Retention Surveys

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- Worked with membership associations to develop electronic surveys and to distribute links of the survey to their members
- Open during the fall of 2023
- Questions on
  - Location of services
  - Recruitment and Retention
  - Benefits provided
  - Solutions
- Regions were merged when the number of respondents too small

# RNs, LPNs, and Lab Techs Are Among the Most Difficult to Recruit and Retain for Hospitals

Percent of Respondents Who Indicated Recruitment and/or Retention Difficulties at New York State Hospitals

Occupations	Percent of Respondents Indicating Difficulty	
	Recruiting	Retainin
Certified Nurse Aides/Nurse Aides/Nurse Assistants/Patient Care Techs	55.9%	83.3%
Clinical Laboratory Technicians	80.5%	73.9%
Clinical Laboratory Technologists	93.5%	83.3%
Environmental (janitorial, housekeeping) Service Aides	41.8%	61.6%
Food Services/Dietary	84.7%	80.3%
Licensed Mental Health Counselors	80.7%	85.7%
Licensed Practical Nurses	72.6%	87.5%
Management/Executive Staff	85.7%	75.7%
Nurse Practitioners (Behavioral Health)	90.5%	88.3%
Nurse Practitioners (All other)	64.0%	82.3%
Pharmacists	67.0%	44.7%
Physician Assistants	77.9%	66.7%
Psychiatrists	95.5%	89.7%
Respiratory Therapists	92.5%	83.8%
Registered Nurses	90.3%	97.5%
Licensed Clinical Social Workers	92.1%	88.9%
Licensed Master's Social Workers	55.9%	83.3%
Surgical Technicians	80.5%	73.9%

# Top Reasons For Hospital Recruitment Difficulties

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All but Licensed Practical Nurses (LPNs)

- General shortage of workers
- Non-competitive salaries
- Non-responsiveness to interview requests (especially for entry level workers)
- Location/transportation

LPNs

- Non-competitive salaries
- General shortage of workers
- Non-responsiveness to interview requests

# Top Reasons for Hospital Retention Difficulties

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- Better salary elsewhere
- Better work life balance
- Better benefits
- Family commitments
- Career change
- Retirements

# Social Workers and LPNS Are Among the Most Difficult to Recruit and Retain for Nursing Homes and Adult Care Facilities

Percent of Respondents Who Indicated Recruitment and/or Retention Difficulties at Capital District and North Country Nursing Homes and Adult Care Facilities

Occupation	Percent of Respondents Indicating Difficulty	
	Recruiting	Retaining
Certified Nurse Aides/Assistants	66.7%	83.3%
CNA Trainees/Temporary Nurse Aides	83.3%	66.7%
Dietitians/Nutritionists	60.0%	20.0%
Home Health Aides	50.0%	0.0%
Infection Preventionist Practitioners	0.0%	33.3%
Licensed Clinical Social Workers (LCSWs)	100.0%	100.0%
Licensed Master Social Workers (LMSWs)	100.0%	100.0%
Licensed Practical Nurse (LPNs)	85.7%	75.0%
MDS Coordinators	33.3%	0.0%
Nurse Directors/Managers	83.3%	50.0%
Nurse Educators	33.3%	33.3%
Occupational Therapists	50.0%	0.0%
Occupational Therapy Assistants	-	-
Paid Feeding Assistants	-	-
Personal Care Aides	66.7%	33.3%
Physical Therapists	50.0%	0.0%
Physical Therapy Assistants	-	-
Registered Nurses (RNs) Newly Licensed	50.0%	0.0%
Registered Nurses (RNs) Experienced	83.3%	16.7%
Residential Care Aide (ACF/ALR)	75.0%	50.0%
Respiratory Therapists	100.0%	0.0%
Speech-Language Pathologists	50.0%	0.0%



# Top Reasons For Nursing Home and Adult Care Facility Recruitment Difficulties

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## All occupations

- General shortage of workers

## Entry Level Occupations

- Non-responsiveness to interview requests (especially for entry level workers)
- Applicants failed/refused background checks or drug tests
- Family care giving commitments

## LPNs

- Non-competitive salaries

# Top Reasons For Nursing Home and Adult Care Facility Retention Difficulties

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## All occupations

- Better salary elsewhere

## Entry Level Occupations

- Changed careers
- Left for family commitments
- Pay/hours limited to protect safety net benefit eligibility

# Social Workers and LPNS Are Among the Most Difficult to Recruit and Retain for Home Health Care Agencies

Percent of Respondents Who Indicated Recruitment and/or Retention Difficulties in North Country Home Health Care Agencies

Occupation	Percent of Respondents Indicating Difficulty	
	Recruiting	Retaining
Compliance Officers	7.7%	7.7%
Home Health Aides	60.0%	56.3%
Homemakers	80.0%	100.0%
Intake Coordinator /Schedulers	27.8%	5.6%
Licensed Clinical Social Workers (LCSWs)	0.0%	0.0%
Licensed Master Social Workers (LMSWs)	50.0%	0.0%
Licensed Practical Nurse (LPNs)	72.7%	36.4%
Occupational Therapists	71.4%	0.0%
Occupational Therapy Assistants	0.0%	0.0%
Personal Care Aides	57.1%	66.7%
Physical Therapists	77.8%	0.0%
Physical Therapy Assistants	60.0%	0.0%
Registered Nurses (RNs)	88.9%	50.0%
Respiratory Therapists	-	-
Speech-Language Pathologists	66.7%	0.0%

# Top Reasons For Home Health Care Recruitment Difficulties

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## All occupations

- General shortage of workers
- Inadequate salaries

## Entry Level Occupations

- Family care giving commitments
- Applicant failed or refused background check or drug test

# Top Reasons For Home Health Care Retention Difficulties

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## All occupations

- Better salary and benefits elsewhere

## Entry Level Occupations

- Family care giving commitments
- Pay/hours limited to protect safety net benefit eligibility

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# SOLUTIONS

# Addressing the Health Care Workforce

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## The Pipeline



# Top Benefits or Strategies for Addressing Recruitment and Retention Difficulties in Hospitals

<b>Upstate Regions (Excluding Hudson Valley)</b>
<b>Increased pay for extra shifts or longer/irregular hours</b>
<b>Sign-on bonuses</b>
<b>Increased hourly pay</b>
<b>Career advancement opportunities</b>
<b>Retention bonuses</b>
<b>Tuition assistance</b>



# Top Benefits or Strategies for Addressing Recruitment and Retention Difficulties in Nursing Homes and Adult Care Facilities

Capital District and North Country
<b>Increased hourly pay</b>
<b>Increased pay for extra shifts or for longer/irregular hours</b>
<b>Paid vacation days</b>
<b>Paid sick time off</b>
Sign-on bonuses
Student loan assistance/forgiveness
<b>Tuition assistance</b>

# Top Benefits or Strategies for Addressing Recruitment and Retention Difficulties in Home Health Care Agencies

North Country
<b>Paid sick time off</b>
<b>Increased hourly pay</b>
<b>Paid vacation days</b>
<b>Retirement benefits/401K</b>
<b>Health Insurance</b>
Increased pay for extra shifts or for longer/irregular hours

# Questions?

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- For more information, please email me at: [rmartiniano@albany.edu](mailto:rmartiniano@albany.edu)
- For shortage areas or service obligated programs, [nharun@albany.edu](mailto:nharun@albany.edu) or [sldavidson@albany.edu](mailto:sldavidson@albany.edu)
- Visit us at:



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