

2011 AANAC Membership Survey Report

October 20, 2011

AANAC Membership Survey Report – 2011

Response Rate: 1675 out of 12,261 surveys sent were returned = 13.7% response rate

Overall high lights of results:

- Most of the respondents work in an urban setting as full-time employees
- Half of the respondents are Nurse Assessment Coordinators.
- Eighty-two percent have 10 or more years' experience in working in long term care.
- Survey readiness, regulatory compliance, training and continuing education need, burnout and stress present very challenging situations for respondents. Attendance, staffing and turnover present moderate challenges.
- Overall job satisfaction including compensation, benefits, job security, hours and work/life balance and co-worker relationships have all dropped significantly (an average of 10%) since the last AANAC Membership survey in November of 2009.
- 40% of respondents regularly work overtime to complete their job duties.
- Forty-seven percent of respondents state that the MDS 3.0 assessments take significantly more time to complete than the MDS 2.0 and another 35% report it takes somewhat more time to complete.
- Fifty-eight percent agree or strongly agree that MDS 3.0 has improved their awareness of resident individuality.
- Forty-five percent of respondents are responsible for completing ICD-9 coding.
- Sixteen percent are responsible for doing pre-admission screening at the hospital or other health care institution.
- Fine dining/food service improvements (69%) and consistent assignment (64%) are the two most common culture change initiatives among respondents' facilities.
- The most common interventions to reduce staff turnover are employee satisfaction surveys (59%), part-time options (48%), continuing education and staffing reviews (41% respectively).
- The highest interests in affinity programs include free or discounted clinical resources on the AANAC website and discounts on educational resources.

Membership Survey 2011

Zoomerang Survey Results

Response Status: 1,675 completes out of 12,261 invites

1. What is your job setting?

| | Responses | Percentage |
|--------------|-----------|------------|
| Urban | 968 | 58% |
| Rural | 693 | 42% |
| Total | 1661 | 100% |

2. What is your job status?

| | Responses | Percentage |
|----------------------|-----------|------------|
| Full-time employee | 1579 | 95% |
| Part-time employee | 66 | 4% |
| Currently unemployed | 18 | 1% |
| Total | 1663 | 100% |

3. Which of the following best describes your primary role? (Check one)

| | Responses | Percentage |
|-------------------------------------|-----------|------------|
| Administrator | 29 | 2% |
| ADON | 46 | 3% |
| Clinical Consultant | 74 | 4% |
| Corporate Clinical Director | 39 | 2% |
| DON | 129 | 8% |
| LTC Service Provider/Vendor | 11 | 1% |
| NAC/MDS Coordinator | 831 | 50% |
| Reimbursement Specialist/Consultant | 140 | 8% |
| Staff Nurse/Other LTC Team Member | 37 | 2% |
| Other MDS/RAI Professional | 154 | 9% |
| Other Nurse Executive | 22 | 1% |
| Other, please explain | 155 | 9% |
| Total | 1667 | 100% |

| 4. How many years of experience do you have in this type of LTC role? | | |
|--|------------------|-------------------|
| | Responses | Percentage |
| less than 1 year | 94 | 6% |
| 1-2 years | 151 | 9% |
| 3-5 years | 330 | 20% |
| 6-9 years | 304 | 18% |
| 10 or more | 774 | 47% |
| Total | 1653 | 100% |

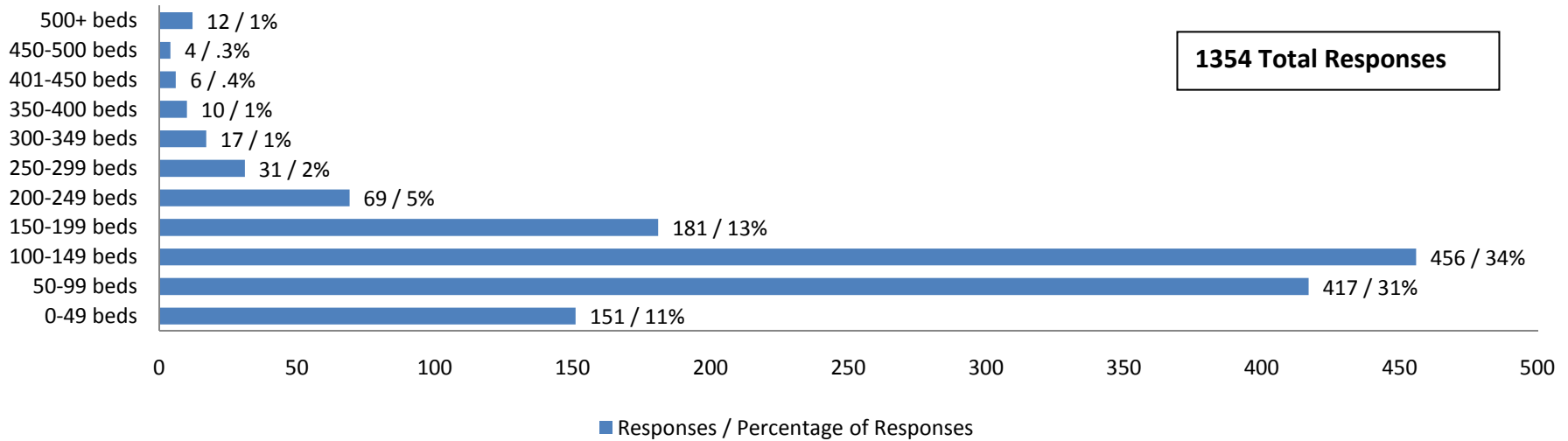
| 5. How many total years of experience do you have working in long-term care? | | |
|---|------------------|-------------------|
| | Responses | Percentage |
| less than 1 year | 11 | 1% |
| 1-2 years | 34 | 2% |
| 3-5 years | 99 | 6% |
| 6-9 years | 148 | 9% |
| 10 or more | 1366 | 82% |
| Total | 1658 | 100% |

| 6. What type of nursing background do you have? | | |
|--|------------------|-------------------|
| | Responses | Percentage |
| LPN/LVN | 364 | 22% |
| Nursing Diploma | 148 | 9% |
| Associate Degree | 490 | 29% |
| RN | 738 | 44% |
| BSN | 363 | 22% |
| MSN or higher | 68 | 4% |
| None | 49 | 3% |
| Other, please specify | 129 | 8% |
| | | |

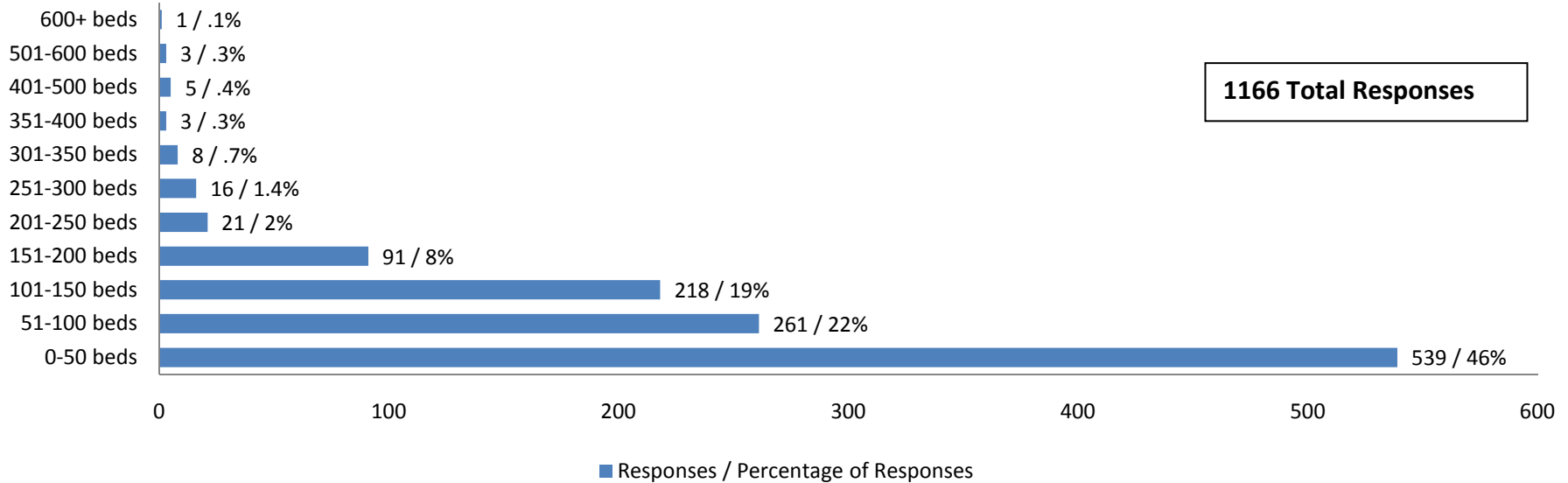
| 7. How satisfied are you regarding the following issues? | | | | | | | |
|---|------------|-------------------|--------------|---------|-----------|----------------|-----|
| Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option. | | Very Dissatisfied | Dissatisfied | Neutral | Satisfied | Very Satisfied | N/A |
| Your compensation | Responses | 33 | 263 | 373 | 741 | 252 | 8 |
| | Percentage | 2% | 16% | 22% | 44% | 15% | 0% |
| Your benefits | Responses | 70 | 308 | 414 | 619 | 236 | 24 |
| | Percentage | 4% | 18% | 25% | 37% | 14% | 1% |
| Job security | Responses | 41 | 123 | 383 | 692 | 421 | 8 |
| | Percentage | 2% | 7% | 23% | 41% | 25% | 0% |
| Your work/life balance | Responses | 57 | 292 | 472 | 613 | 225 | 6 |
| | Percentage | 3% | 18% | 28% | 37% | 14% | 0% |
| Your co-worker relationships/staff teamwork | Responses | 24 | 145 | 370 | 724 | 390 | 12 |
| | Percentage | 1% | 9% | 22% | 43% | 23% | 1% |
| | | | | | | | |

| 8. What is your experience concerning multiple job duties? | | |
|--|-----------|------------|
| | Responses | Percentage |
| I regularly work overtime to complete my job duties | 649 | 40% |
| I routinely get pulled to do other duties instead of my primary responsibilities | 328 | 20% |
| I was hired to do a combination of jobs (such as MDS & ADON) | 244 | 15% |
| My regular hours have been reduced because of the economy in my area | 49 | 3% |
| Other, please specify | 354 | 22% |
| Total | 1624 | 100% |
| | | |

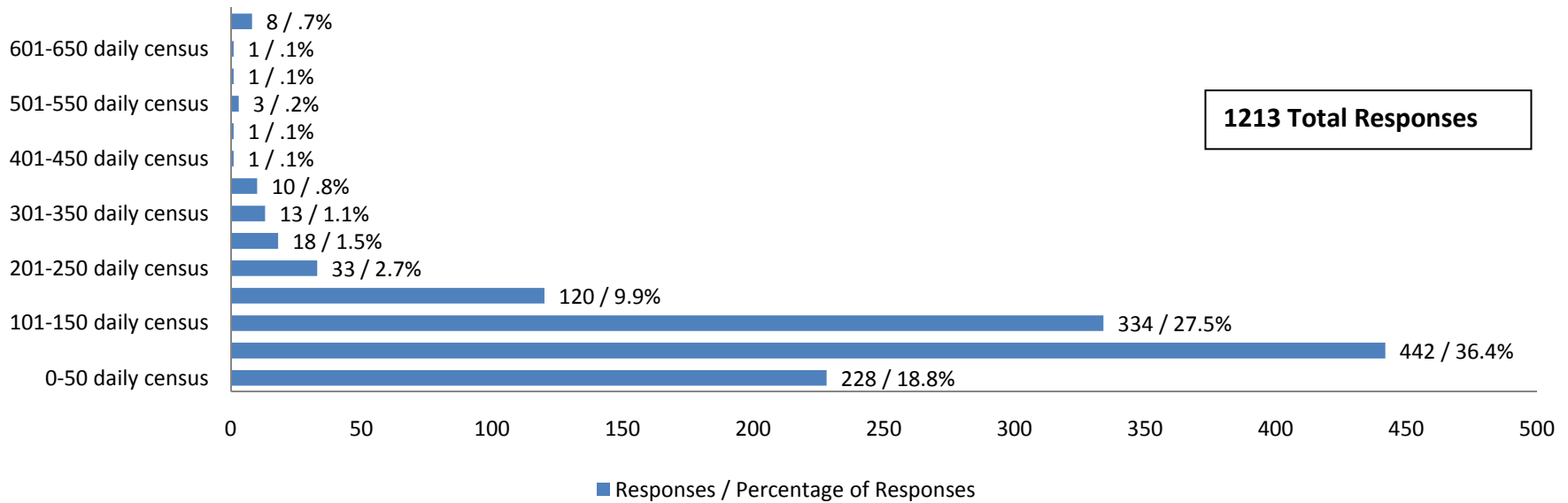
Question 9: If you work in a single facility, how many beds is it licensed for?



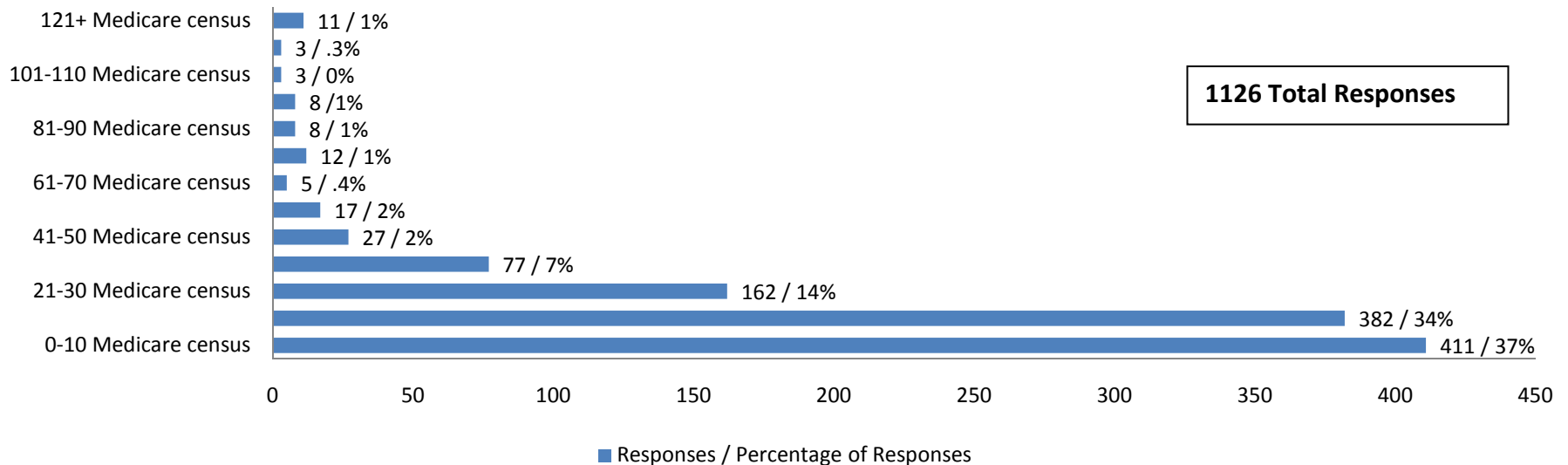
Question 10: Of these, how many beds are certified for Medicare only?



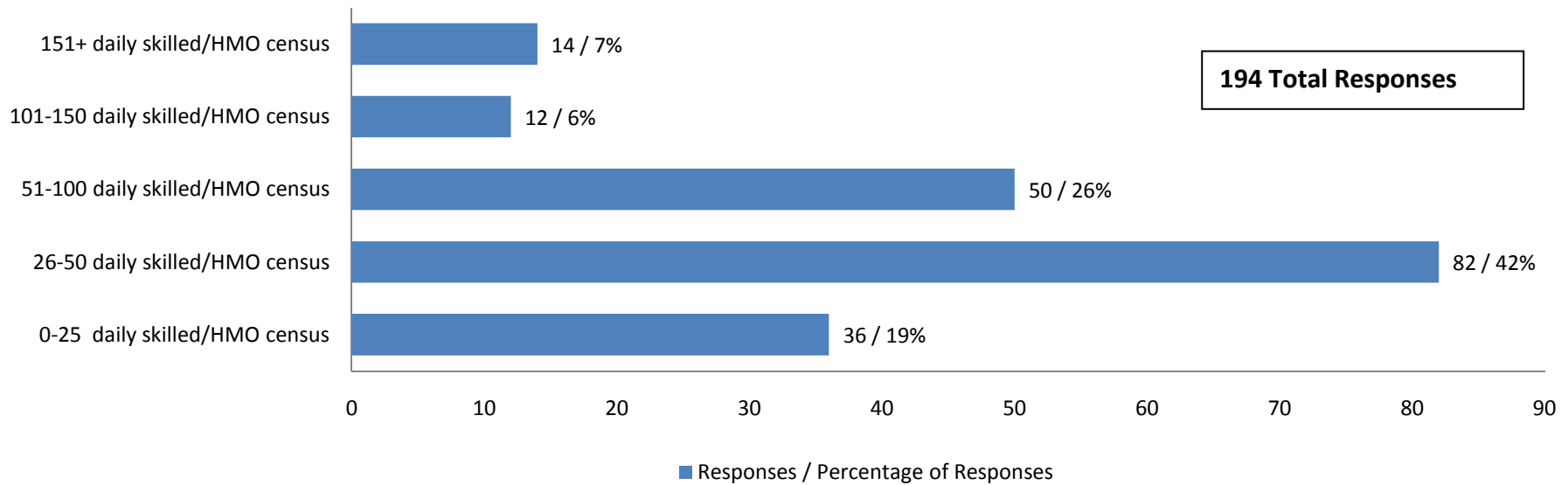
Question 11: Over the past year, what is the average total daily census?



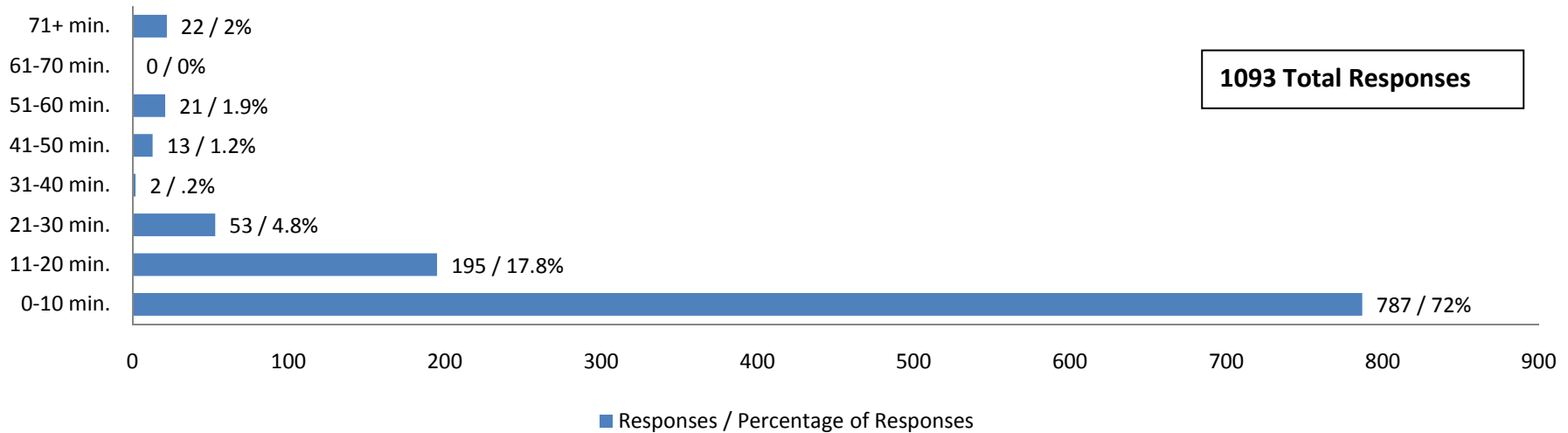
Question 12: Over the past year, what is the average daily Medicare census?



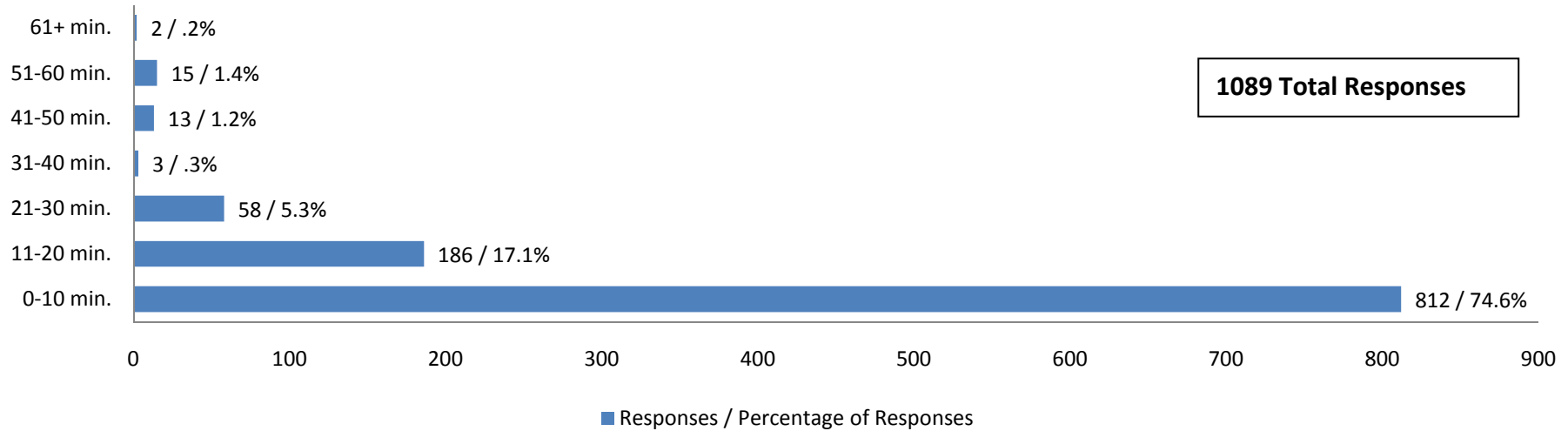
Question 13: Over the past year, what is the average daily skilled/HMO census?



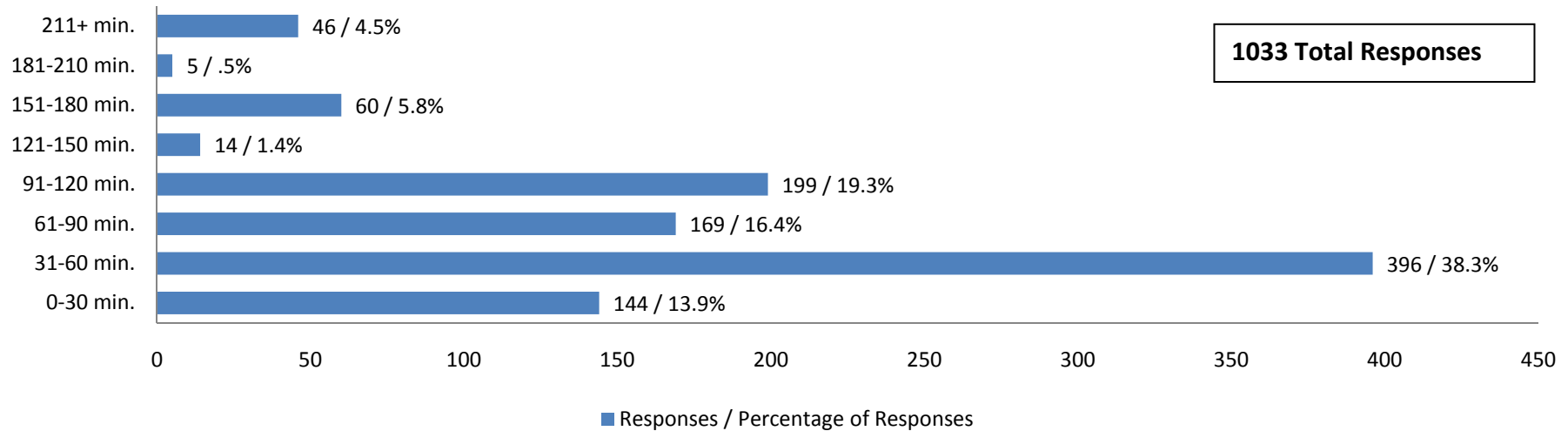
Question 14: Enter the average amount of time IN MINUTES required to complete: Entry Form



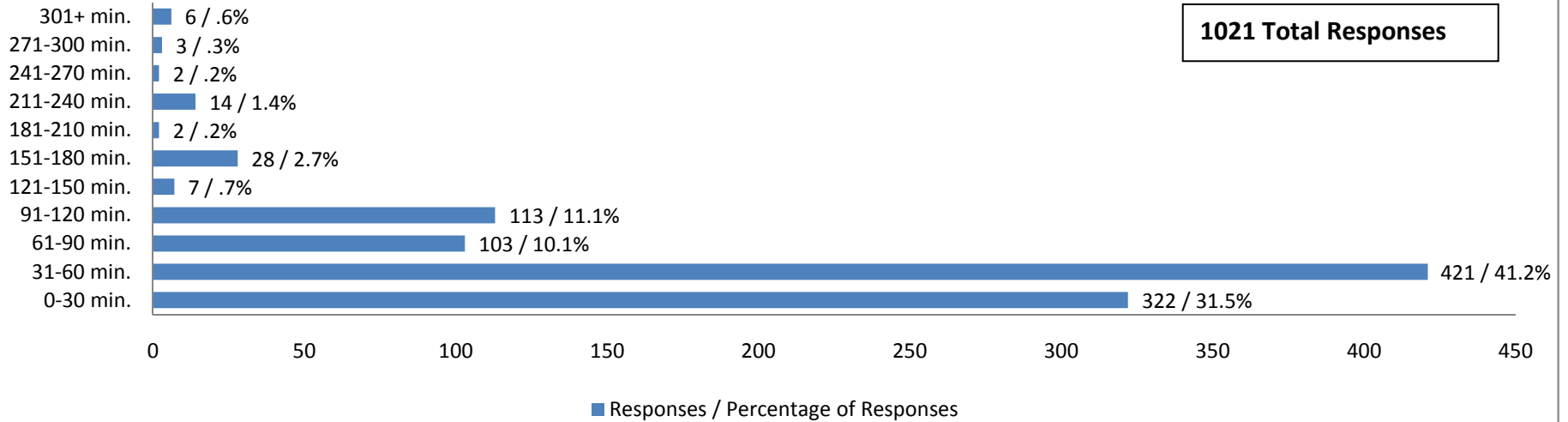
Question 14: Enter the average amount of time IN MINUTES required to complete: Death in Facility Form



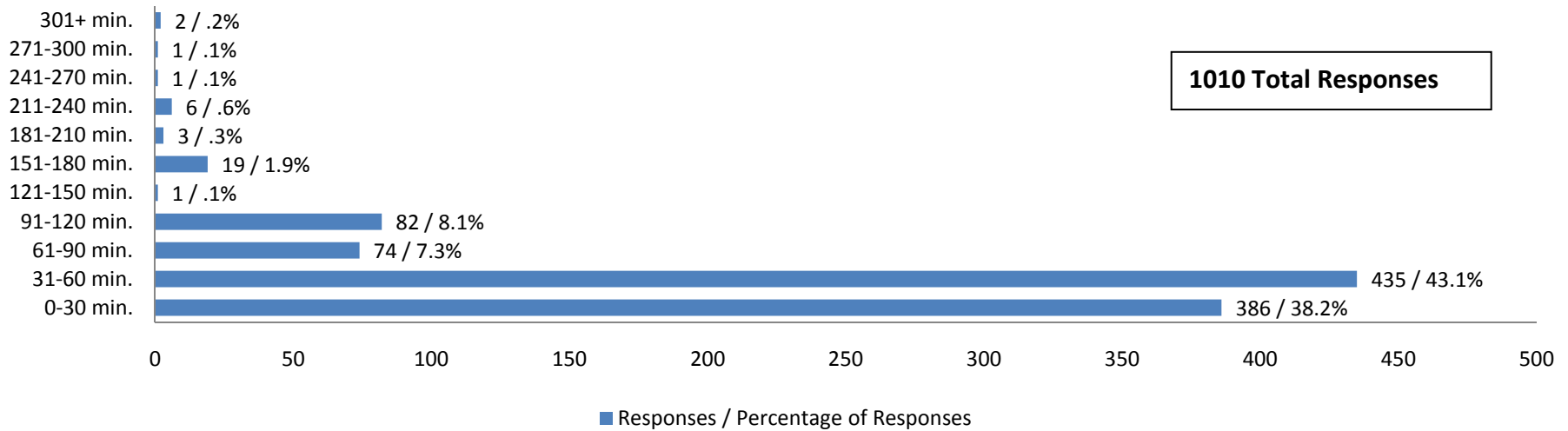
Question 14: Enter the average amount of time IN MINUTES required to complete: OBRA Comprehensive MDS Only



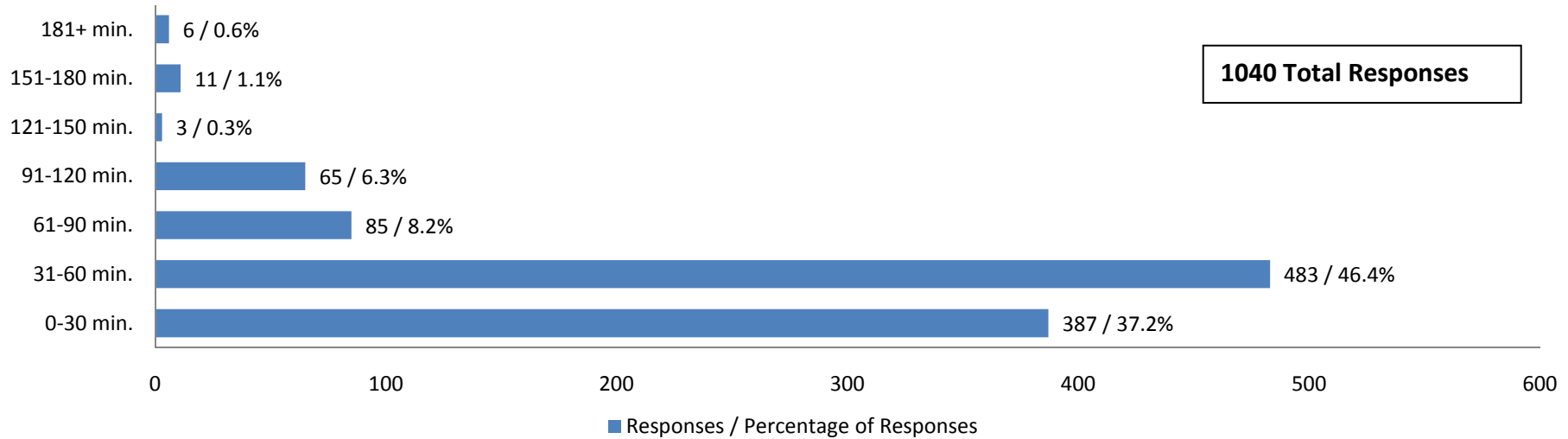
**Question 14: Enter the average amount of time IN MINUTES required to complete:
CAAs Only**



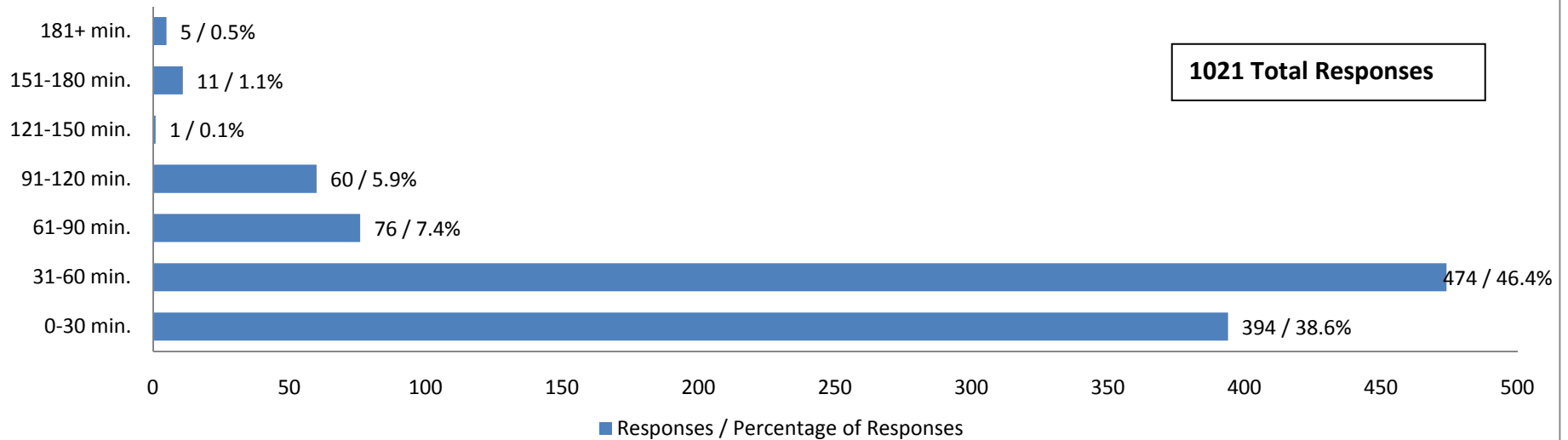
**Question 14: Enter the average amount of time IN MINUTES required to complete:
Care Plan Only**



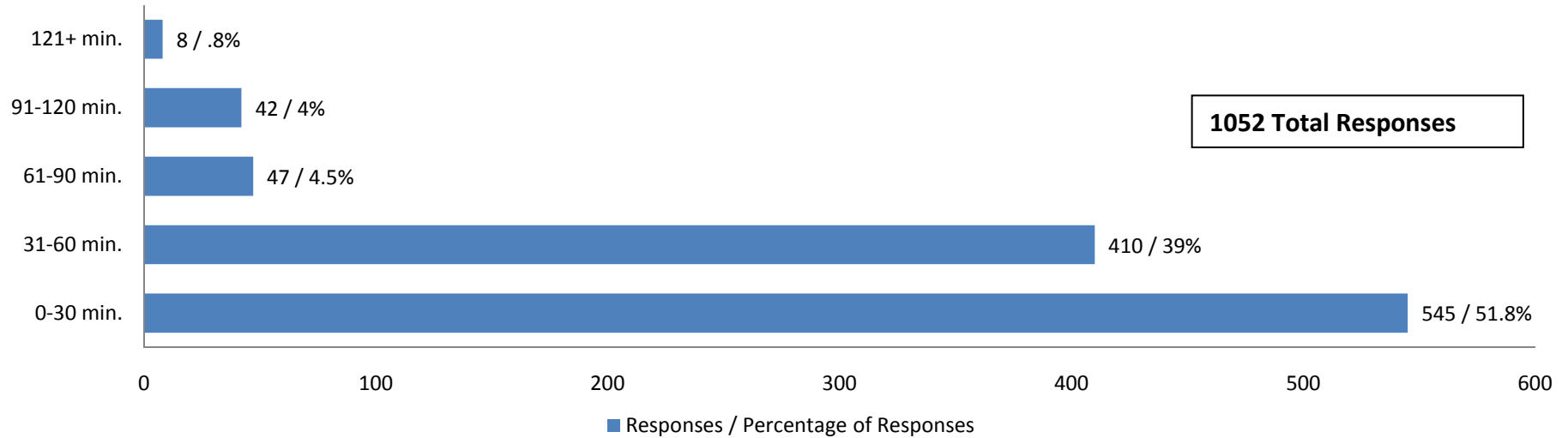
**Question 14: Enter the average amount of time IN MINUTES required to complete:
OBRA Quarterly Assessment**



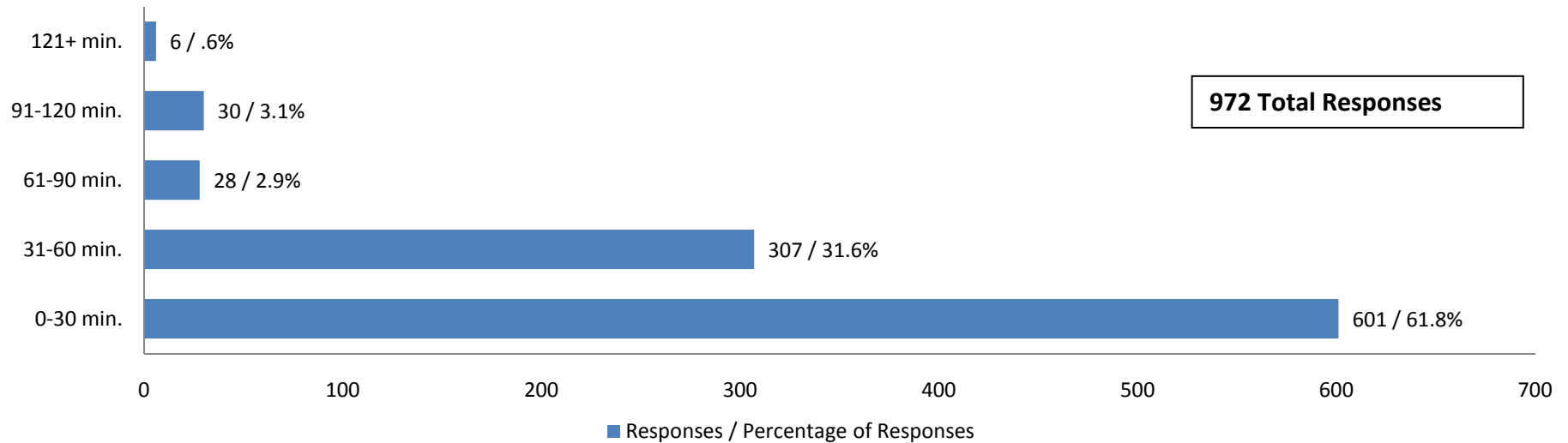
**Question 14: Enter the average amount of time IN MINUTES required to complete:
PPS only**



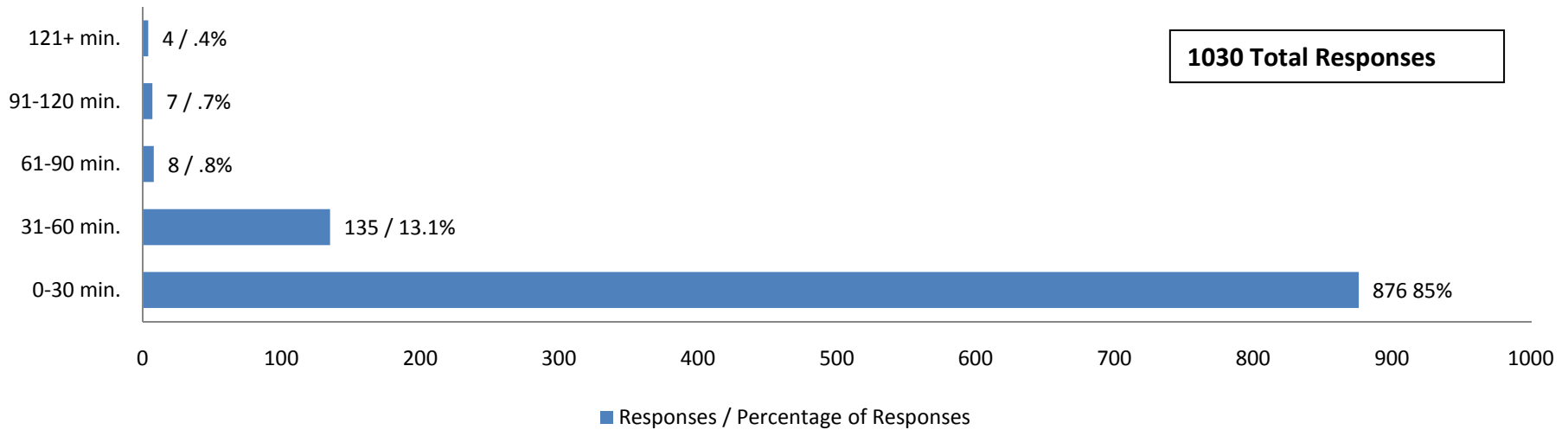
**Question 14: Enter the average amount of time IN MINUTES required to complete:
Discharge**



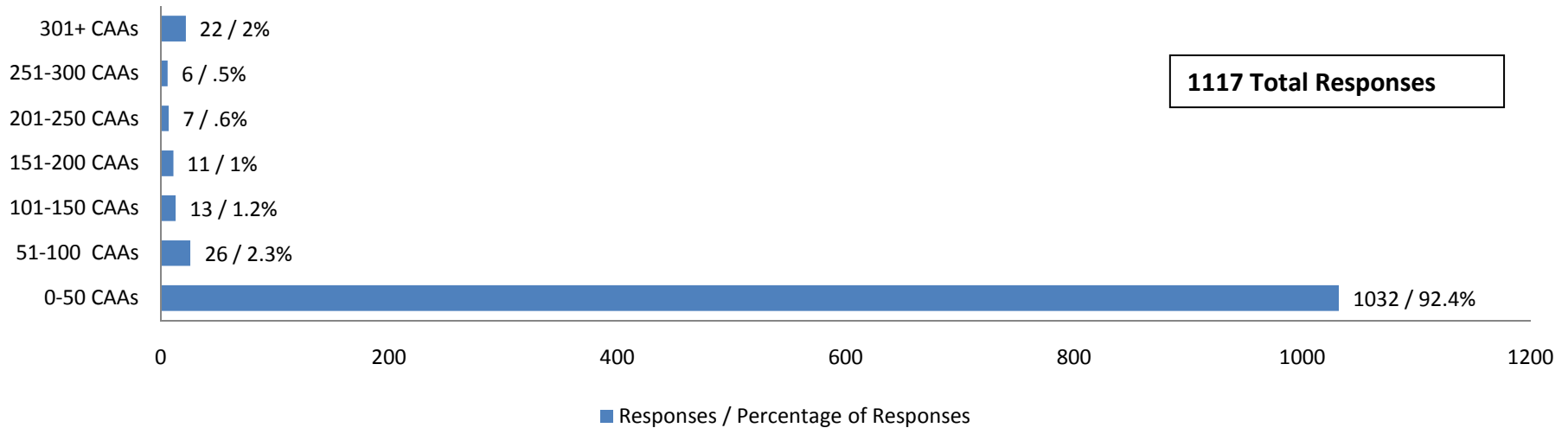
**Question 14: Enter the average amount of time IN MINUTES required to complete:
Submission & Reviewing Validation Report**



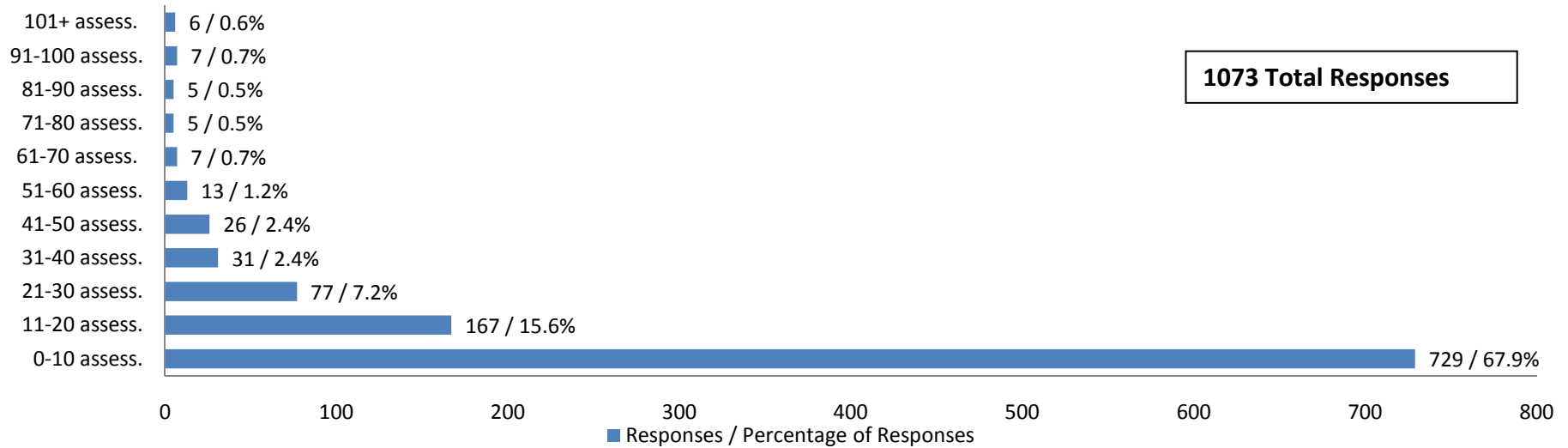
Question 15: How many minutes on average is spent per resident in care planning conferences after the MDS is completed?



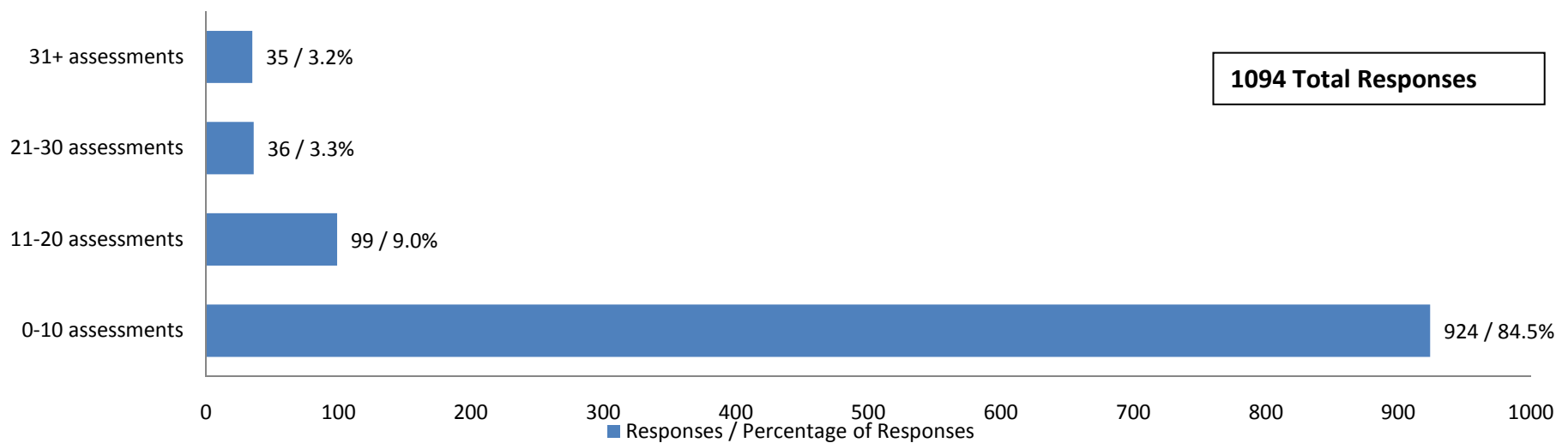
Question 16: Enter the average number of CAAs triggered per assessment in your facility (per month)



Question 17: Enter the average number of HMO assessments completed in your facility (per month)



Question 18: Enter the average number of private insurance assessments completed in your facility (per month)



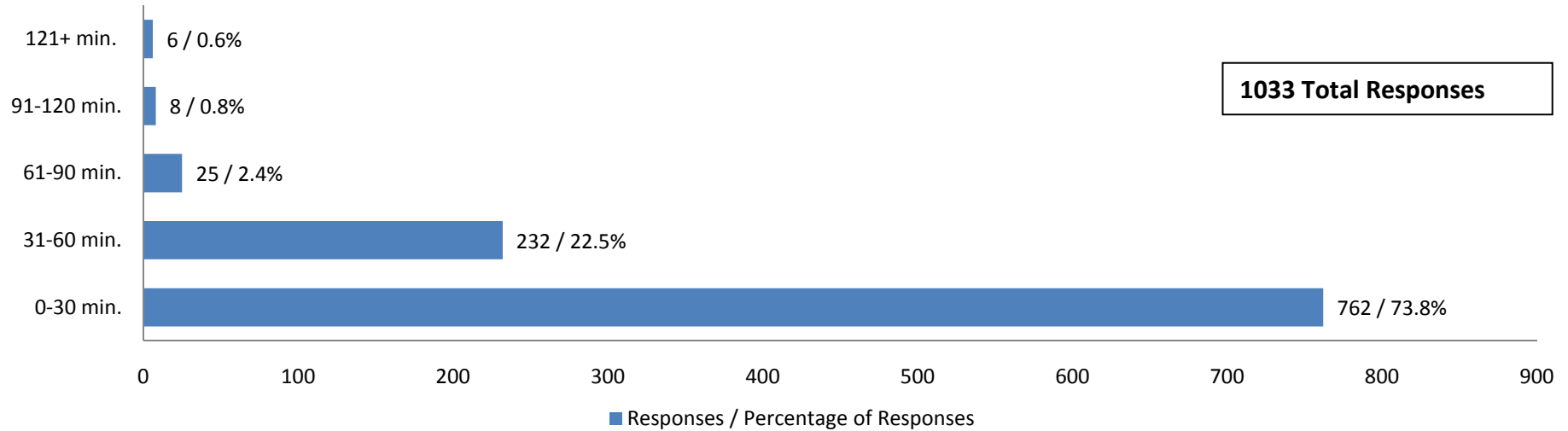
19. Considering the time spent by all team members in completing the MDS 2.0 comprehensive assessment in comparison to the MDS 3.0 comprehensive assessment, which statement is the most accurate?

| | Responses | Percentage |
|--|-----------|------------|
| MDS 3.0 takes much more time to complete. | 737 | 47% |
| MDS 3.0 takes somewhat more time to complete. | 546 | 35% |
| MDS 3.0 takes about the same time to complete. | 175 | 11% |
| MDS 3.0 takes somewhat less time to complete. | 89 | 6% |
| MDS 3.0 takes much less time to complete. | 18 | 1% |
| Total | 1565 | 100% |
| | | |
| | | |

20. Who is responsible for the interviews on the MDS 3.0?

| | Responses | Percentage |
|------------------------|-----------|------------|
| Charge Nurse | 24 | 2% |
| Social Worker | 321 | 20% |
| Therapeutic Recreation | 8 | 1% |
| MDS Coordinator | 448 | 28% |
| Other, please specify | 791 | 50% |
| Total | 1592 | 100% |
| | | |
| | | |

Question 21: How many minutes on average are required to complete the interviews per MDS?



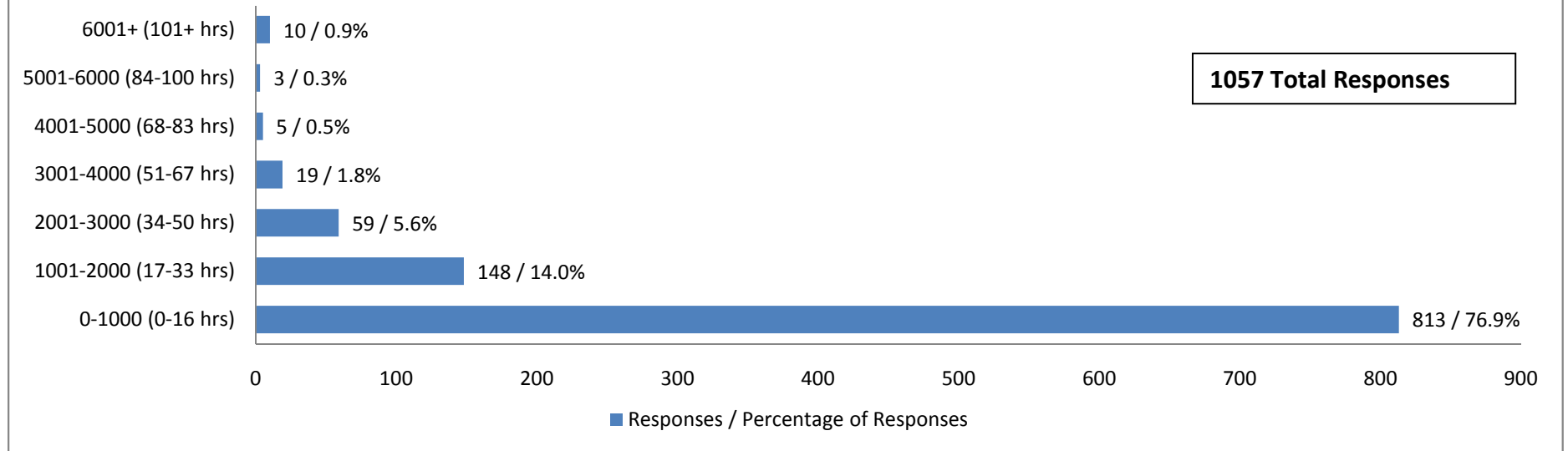
| 22. MDS 3.0 has improved my awareness of each resident's individuality | | |
|--|-------------|-------------|
| | Responses | Percentage |
| Strongly disagree | 67 | 4% |
| Disagree | 184 | 12% |
| Neither agree or disagree | 401 | 26% |
| Agree | 732 | 47% |
| Strongly agree | 171 | 11% |
| Total | 1555 | 100% |
| | | |

23. Which committees/meetings do MDS coordinators in your facility typically attend? (check all that apply)

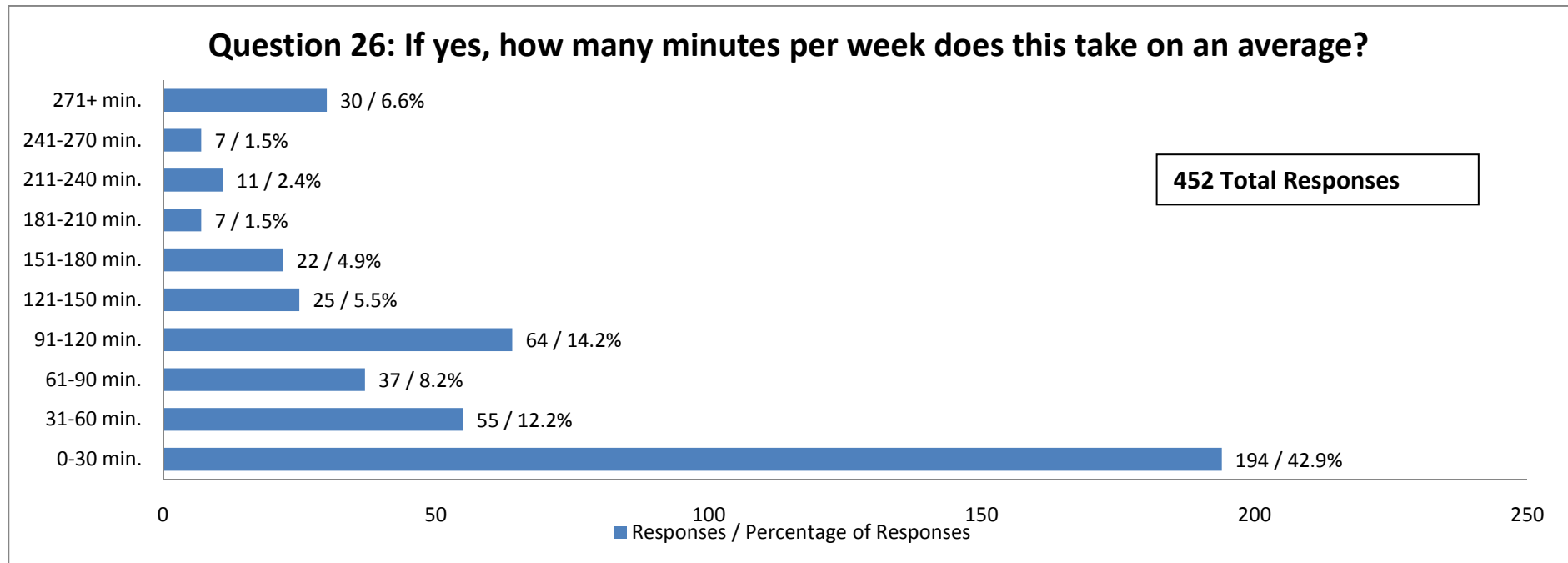
1578 Total Responses

| | Responses | Percentage |
|---------------------------------------|-----------|------------|
| Falls | 955 | 61% |
| Incidents | 737 | 47% |
| Behavior | 602 | 38% |
| Weight loss | 724 | 46% |
| Quality Improvement/Quality Assurance | 1163 | 74% |
| PPS | 1053 | 67% |
| Medicare meeting | 1357 | 86% |
| Triple check meeting | 568 | 36% |
| Safety | 332 | 21% |
| Wound care | 591 | 37% |
| Restraint reduction | 420 | 27% |
| Stand Up meeting | 1174 | 74% |
| Other, please specify | 419 | 27% |

Question 24: Estimate the average number of minutes per month spent in these meetings/activities (question #23) combined

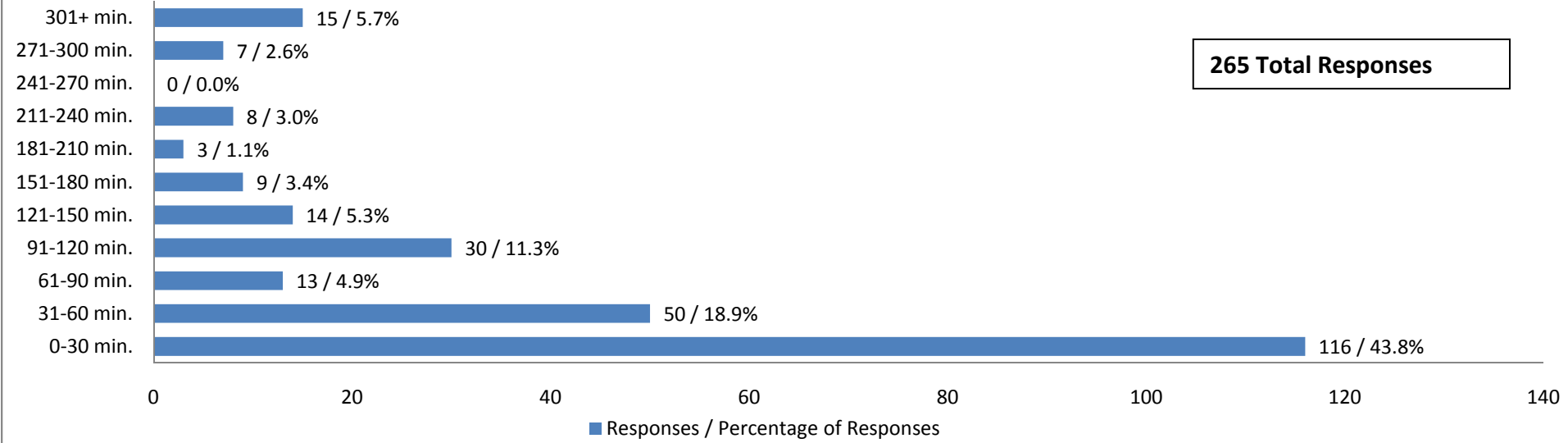


| 25. Are you responsible for completing ICD-9 coding? | | |
|--|-------------|-------------|
| | Responses | Percentage |
| Yes | 720 | 45% |
| No | 866 | 55% |
| Total | 1586 | 100% |



| 27. Are you responsible for doing pre-admission screening at the hospital/other healthcare institution? | | |
|---|-------------|-------------|
| | Responses | Percentage |
| Yes | 251 | 16% |
| No | 1323 | 84% |
| Total | 1574 | 100% |

Question 28: If yes, how many minutes per week does this take on an average?



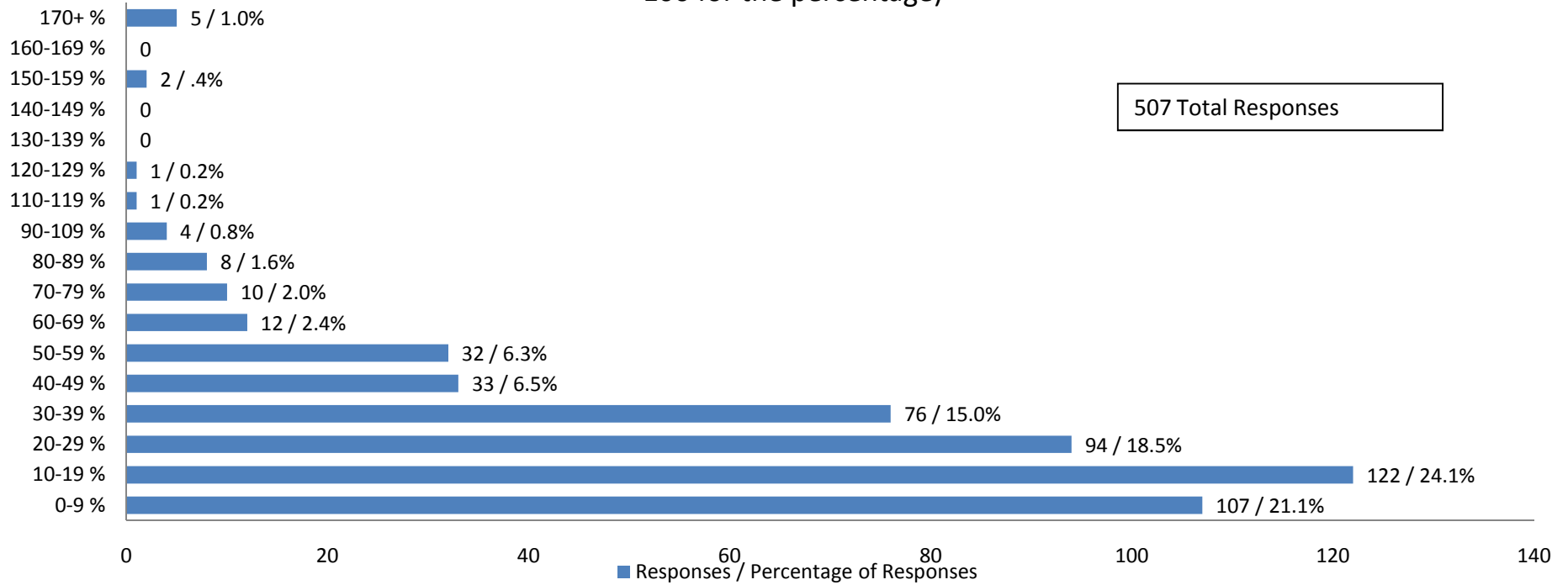
Administration Management

Please answer questions 29-31 if you are in a management position or skip to question 32.

| 29. Please rate the following challenges (rate all that apply) | | | | | | |
|---|------------|----------------|-------------------------------|------------------------|------------------|-----------------------|
| Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option. | | Not Applicable | Not significantly challenging | Moderately challenging | Very challenging | Extremely challenging |
| Attendance problems (1008 Responses) | Responses | 120 | 280 | 366 | 181 | 61 |
| | Percentage | 12% | 28% | 36% | 18% | 6% |
| Adequate staffing (1005 Responses) | Responses | 87 | 231 | 368 | 231 | 88 |
| | Percentage | 9% | 23% | 37% | 23% | 9% |
| Burnout and stress (1001 Responses) | Responses | 46 | 154 | 349 | 320 | 132 |
| | Percentage | 5% | 15% | 35% | 32% | 13% |
| Training and continuing education needs of staff (1004 Responses) | Responses | 34 | 184 | 340 | 349 | 97 |
| | Percentage | 3% | 18% | 34% | 35% | 10% |
| Staff turnover (996 Responses) | Responses | 87 | 271 | 321 | 223 | 94 |
| | Percentage | 9% | 27% | 32% | 22% | 9% |
| Survey readiness/follow-up (1006 Responses) | Responses | 36 | 182 | 386 | 298 | 104 |
| | Percentage | 4% | 18% | 38% | 30% | 10% |
| Other policy compliance (995 Responses) | Responses | 40 | 194 | 445 | 251 | 65 |
| | Percentage | 4% | 19% | 45% | 25% | 7% |

Question 30: What has been the staff turnover rate at your facility

(# of staff who have left in the past 12 months divided by the total staff - multiply this number by 100 for the percentage)



31. What steps/interventions have been taken to reduce staff turnover? (Check all that apply)

933 Total Responses

| | Responses | Percentage |
|---|-----------|------------|
| Flexible work hours | 369 | 40% |
| Part-time options | 452 | 48% |
| Employee satisfaction surveys for staff input | 548 | 59% |
| Competitive compensation | 361 | 39% |
| Employee assistance programs | 317 | 34% |
| Continuing education programs | 379 | 41% |
| Regular staffing reviews | 384 | 41% |
| Other, please describe | 146 | 16% |

| 32. What culture change initiatives are in place at your facility/company? (Check all that apply) | | |
|--|------------------|-------------------|
| 972 Total Responses | | |
| | Responses | Percentage |
| Fine dining/food service improvements | 667 | 69% |
| Town halls & resident directed programs | 306 | 31% |
| “Neighborhoods,” rather than units or wards | 249 | 26% |
| Personalized rooms, services, and opportunities | 456 | 47% |
| Individual-based medication program | 155 | 16% |
| Consistent assignment | 621 | 64% |
| Pets, animals at the facility | 483 | 50% |
| Universal Worker | 62 | 6% |
| Other, please specify | 60 | 6% |

| 33. If your role is that of a corporate reimbursement specialist, which of these activities are you directly responsible for? (Check all that apply) | | |
|---|------------------|-------------------|
| 728 Total Responses | | |
| | Responses | Percentage |
| MDS 3.0- Federal | 342 | 47% |
| Case mix audits- State | 244 | 34% |
| Pay for performance | 72 | 10% |
| Survey process involvement | 251 | 34% |
| Providing educational resources for MDS/other employees | 313 | 43% |
| Company meetings and reporting | 270 | 37% |
| Not applicable | 321 | 44% |
| Other, please specify | 29 | 4% |

| 34. What purchasing decisions do you most influence? (Check all that apply) | | |
|--|------------------|-------------------|
| 1421 Total Responses | | |
| | Responses | Percentage |
| Software | 294 | 21% |
| Nursing Supplies | 348 | 24% |
| Restraint interventions | 166 | 12% |
| Beds | 180 | 13% |
| Equipment | 264 | 19% |
| Pharmaceuticals | 147 | 10% |
| Educational items | 419 | 29% |
| Consulting | 197 | 14% |
| None | 671 | 47% |
| Other, please specify | 62 | 4% |

| 35. AANAC is looking to enhance membership with various value-added programs. Which of the following would interest you? Please rank 1-5 with 5 being "most interested" | | | | | | |
|--|------------|------------------------------|----------|----------|----------|------------------------|
| Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option. | | Not interested at all | 2 | 3 | 4 | Very interested |
| Free or discounted clinical practice guidelines and other clinical resources on the AANAC website (1635 Responses) | Responses | 43 | 46 | 213 | 449 | 884 |
| | Percentage | 3% | 3% | 13% | 27% | 54% |
| Discounts on insurance products (life insurance, liability insurance, LTC insurance, etc.) (1625 Responses) | Responses | 377 | 248 | 361 | 276 | 363 |
| | Percentage | 23% | 15% | 22% | 17% | 22% |
| Discounts on educational resources (e.g. webinars, application waivers at colleges/universities, etc.) (1634 Responses) | Responses | 40 | 62 | 220 | 428 | 884 |
| | Percentage | 2% | 4% | 13% | 26% | 54% |
| Discounts on commercial products such as car rentals, retail stores, uniforms, etc. (1622 Responses) | Responses | 267 | 197 | 358 | 349 | 451 |
| | Percentage | 16% | 12% | 22% | 22% | 28% |