

SURVEY REPORT

Employee Perspectives

INSIGHT INTO THE PERSONAL AND PROFESSIONAL NEEDS,
WANTS & CHALLENGES OF SENIOR CARE EMPLOYEES

EMPLOYEE PERSPECTIVES

In Spring 2021, OnShift conducted a survey to better understand the challenges, needs, wants and experiences of employees in senior care. More than 2,800 employees responded, representing a broad range of industry segments including assisted living (34%), skilled nursing (39%), continuing care retirement communities (2%), independent living (2%), memory care (4%), home health (3%) and other healthcare sectors (16%). Respondents shared their insights, offering more perspective into who they are and what their daily lives look like, both personally and professionally.

Senior Care Workforce Is A Diverse Group

The responses reveal that today's senior care employees are diverse and come from an array of backgrounds. Respondents identified as White or Caucasian (54%), Black or African American (26%), Hispanic (7%), Asian or Pacific Islander (3%), Multi-Racial (2%) and Native American or Alaskan Native (1%). There is a slightly greater diversity among caregivers, with many identifying as non-white ethnicity (49%).

Among management and business operations roles, which represented 9% of responses, there is a significant gap in ethnic diversity. Managers and operations roles identified as White or Caucasian (69%), Black or African American (12%), Hispanic (6%), Multi-Racial (3%), Asian or Pacific Islander (2%) and Native American or Alaskan Native (2%).

The vast majority of respondents have children (79%), including most single respondents (74%). In addition, only a small portion of respondents have an associate degree or higher (24%).

Not Enough 'Me' Time

Most of the respondents work full time with one employer (76%), while others indicated they are working multiple jobs (12%). For those who are working multiple jobs, the majority work 40 hours or more per week (63%).

Outside of work, respondents shared they most often enjoy spending free time with family or friends (74%), listening to music (53%), going on a family outing (50%), watching television (43%), playing with their pets (32%), reading books (29%), walking (28%), being on social media (21%) and partaking in religious or spiritual activities (21%). Working out (20%) and meditation (14%) ranked slightly lower. However, about one-third of those surveyed expressed that they don't have enough "me time" (34%).

Hope That Burnout & Stress Will Subside Soon

When asked about the most significant challenges employees are currently experiencing, feeling stressed and burned out (49%) ranked highest, followed by staying healthy (40%) and day-to-day financial struggles/lack of savings (35%). Fear and safety concerns due to COVID-19 (26%) also ranked among the top challenges.

Respondents were also asked to rank their level of burnout or stress. Most said they were moderately, very or extremely burned out or stressed (59%), followed by slightly burned out or stressed (27%). Only a small group indicated that they were not burned out or stressed at all (14%).

There's no doubt that senior care employees have dealt with unprecedented challenges the past year during the height of COVID-19, but the good news is that employees are optimistic. The majority feel their stress levels will become much better or somewhat better within the next six months (44%), followed by about the same (39%), while only a small group felt it will be much worse or somewhat worse (17%).

**74% of
respondents
prefer to
spend free time
with family or
friends**

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Room To Grow Employee Satisfaction Levels

When asked to rate the level of care and support their organization provides to employees, most were very satisfied or satisfied (39%), followed by neither satisfied nor dissatisfied (32%), indicating that many employers have room to grow. Additionally, when asked about recommending their employer to a friend or colleague, many selected 9 or 10 (0-10 scale) (28%). Respondents also indicated that they would recommend the senior care industry overall, by providing a 9 or 10 rating (35%).

Rewards & Flexibility Are High-Value Employee Perks

When asked which perks are or would be most valuable (even if not currently offered by their employer), bonus pay for working difficult shifts ranked highest (44%), followed by a rewards and recognition program for contributions at work (29%), a more flexible work schedule (25%) and additional paid time off (24%). Additionally, access to better health coverage (18%), being paid more frequently or access to wages between paychecks (16%), complementary meals (16%), tuition assistance (12%), and health and wellness services (10%) ranked among the perks employees value the most.

59% of respondents indicate they are moderately, very or extremely burned out or stressed

The survey offered an open-ended, free-form question asking what would make their job more satisfying. Most responses focused on better pay, better staffing levels, increased communication, and appreciation from management. Additional responses called for more training, time off and teamwork.

Caring For Residents & Sense Of Purpose Are Rewarding

Most respondents said that caring for residents is the most rewarding part of their job (79%). This is followed by feeling a sense of purpose (41%) and being able to put their healthcare skills to work (30%). Many respondents also noted the strong relationships with co-workers (29%) as one of the most rewarding parts of their job.

Key Takeaways

As the senior care industry continues to push forward, employees are still feeling stress and burnout from the pandemic. With most employees saying they were moderately, very or extremely burned out or stressed (59%), senior care leaders should take the time to assess their organization's burnout levels and begin to implement best practices to alleviate the problem.

The most requested employee perks include bonus pay, rewards and flexibility. Oftentimes, implementing the perks employees want naturally decreases stress and burnout levels. It also shows that management is listening to them and that they are valued and appreciated. Now is an excellent time to assess your rewards and appreciation programs to make sure they align with the perks your employees want to see.

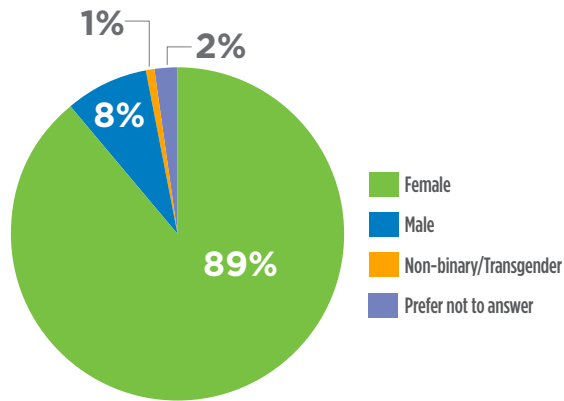
Despite all of the challenges in senior care, especially for frontline staff during the past year, caregivers continue to feel a strong sense of purpose. With the vast majority of respondents noting that caring for residents is the most rewarding part of their job, employees are truly connected to the mission of care that is unique to this line of work (79%).

As the industry continues to recover from the pandemic, the data within this report shows a renewed sense of optimism and hope for what the future will bring.

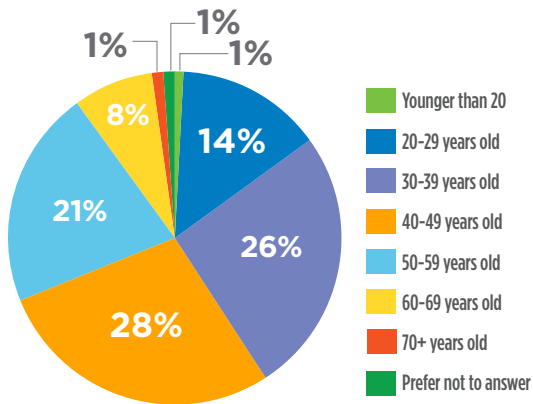
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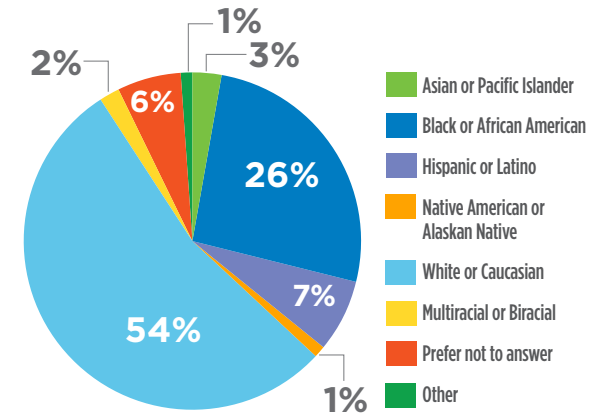
Which of the following accurately describes you?



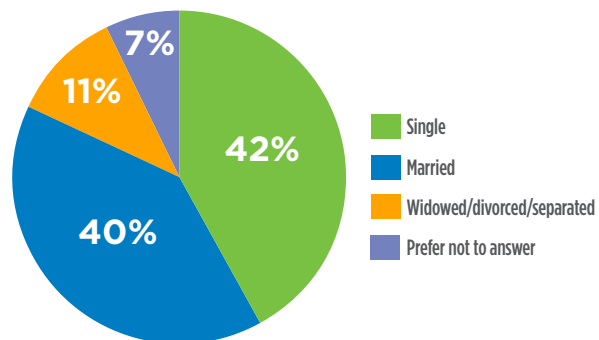
What age group describes you?



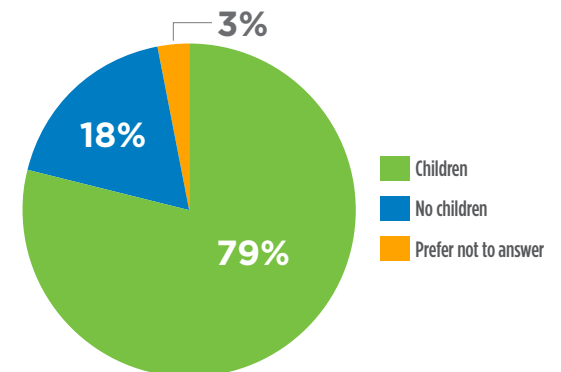
What ethnicity best describes you?



What is your relationship status?



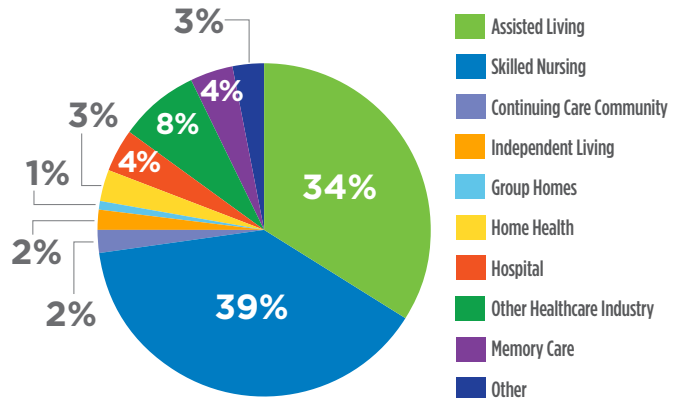
Do you have children?



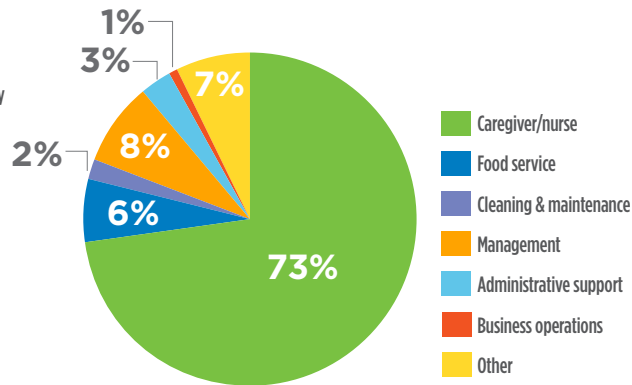
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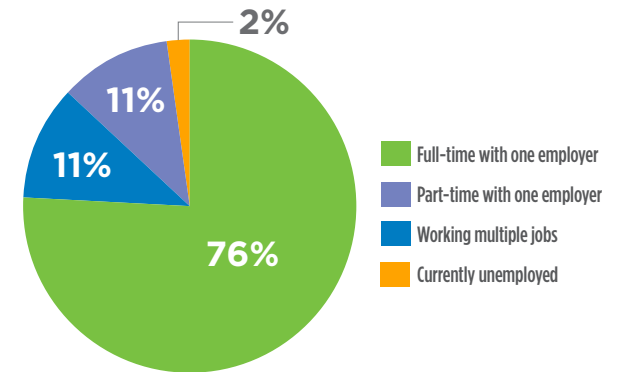
What industry do you currently work in?



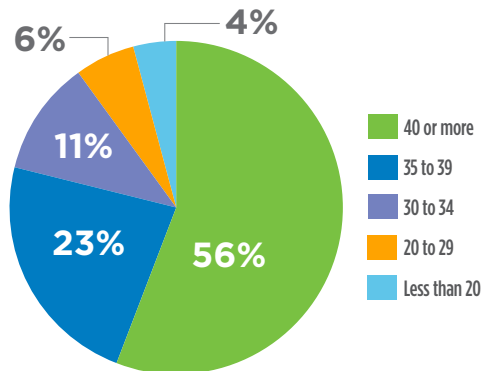
What is your job role?



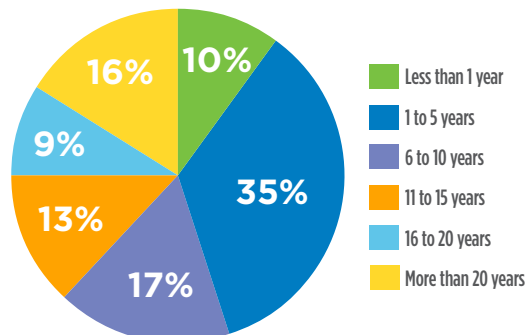
What is your job status?



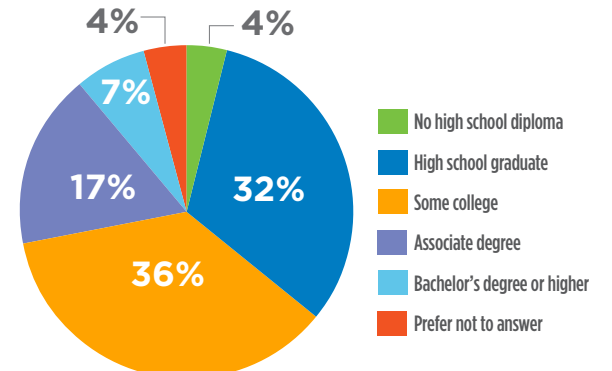
On average, how many hours do you work per week?



How long have you worked in your current industry?



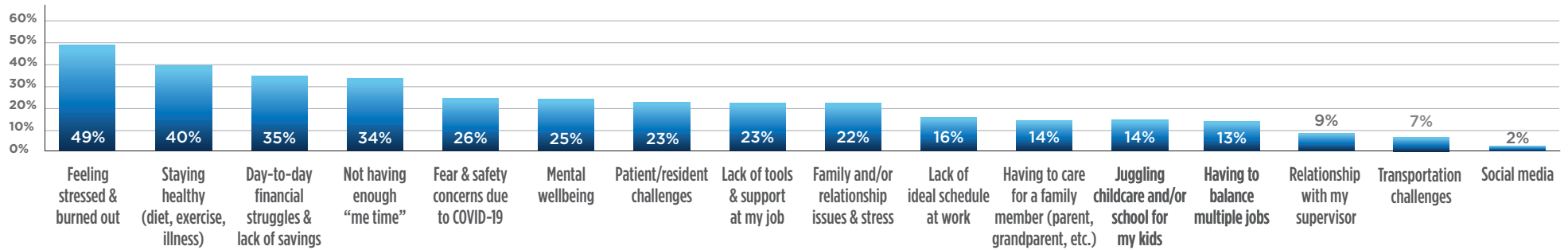
What is your level of education?



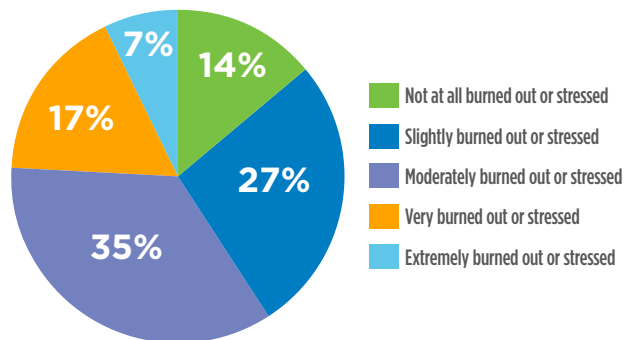
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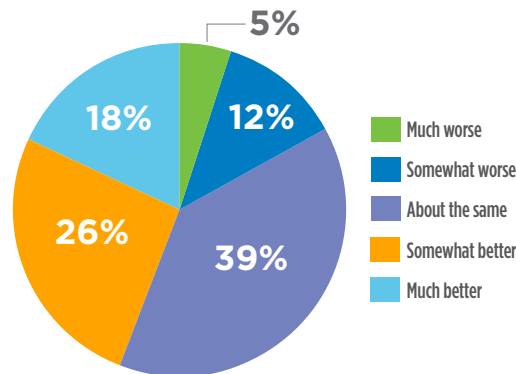
What are the most significant challenges that you are currently experiencing?



How would you rate your current level of burnout or stress?



How much better or worse do you expect your stress to get in the next six months?



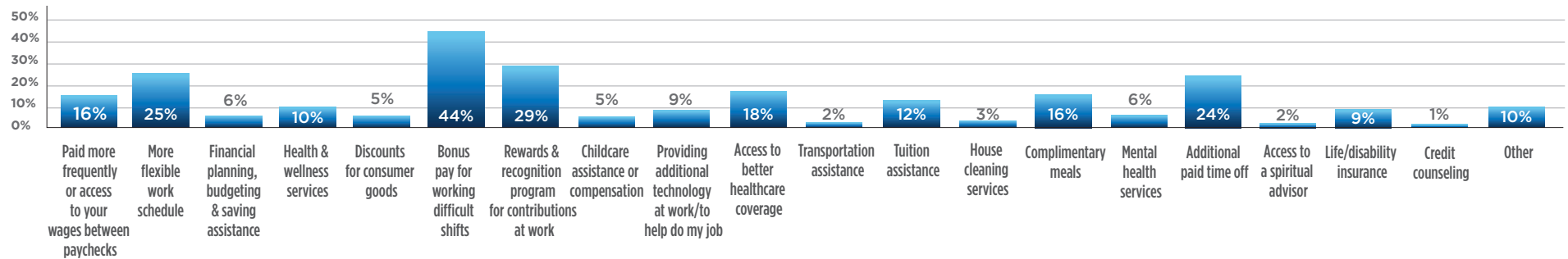
What would make your job more satisfying?



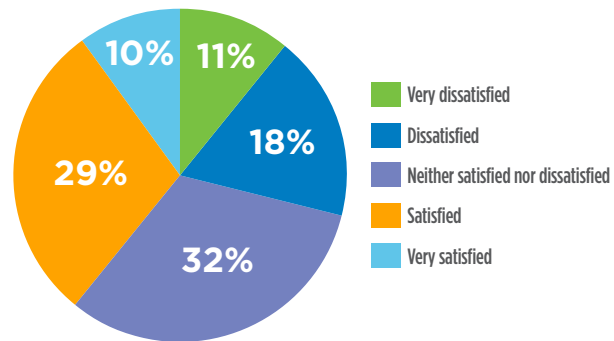
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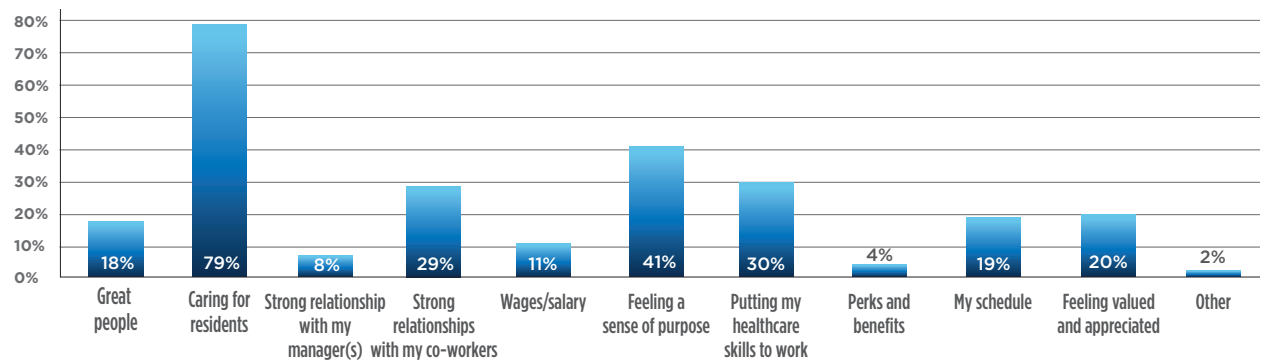
What are the top 3 perks at work that you value (even if currently not offered)?



How satisfied are you with the level of care and support your organization provides to employees?



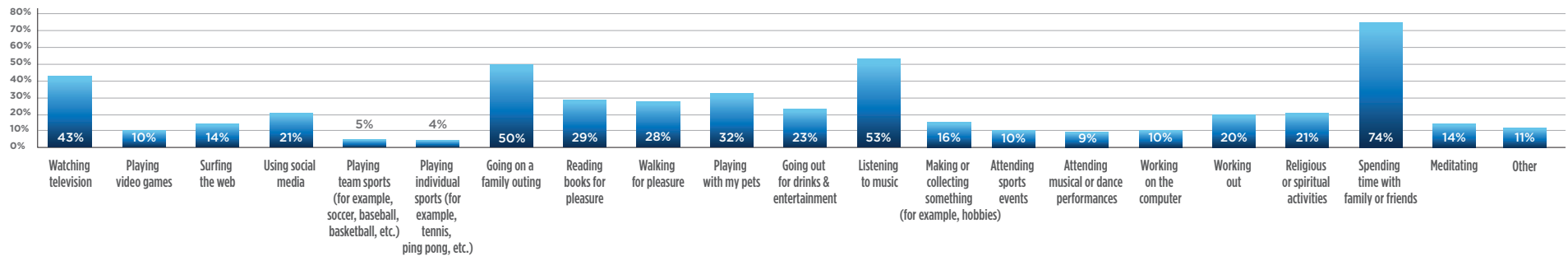
What is the most rewarding part of your job?



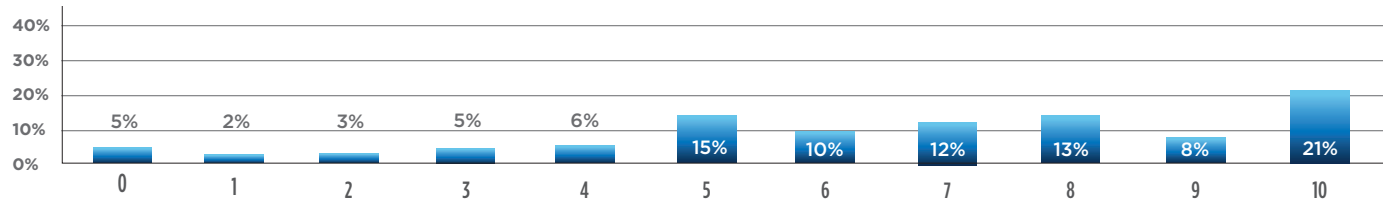
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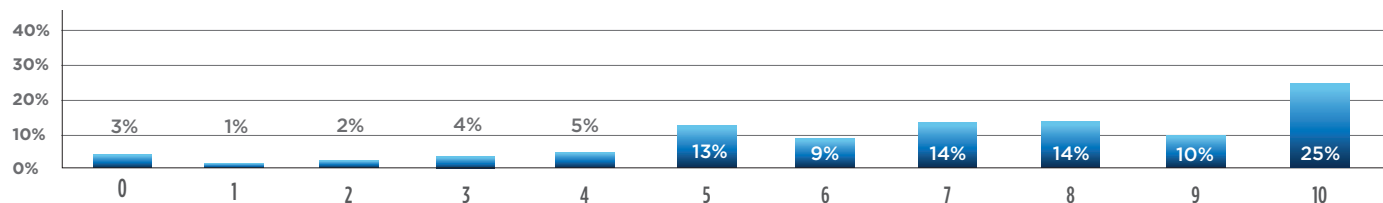
What do you like to do most frequently in your free time?



How likely is it that you would recommend your employer to a friend or colleague?



How likely is it that you would recommend the senior care industry to a friend or colleague?



About OnShift, Inc.

OnShift's next-generation human capital management platform fundamentally transforms the relationship between healthcare organizations and their employees. Our innovative approach to recruitment, hiring, workforce management and engagement fosters a culture where people want to work. That's why thousands of healthcare organizations rely on OnShift's integrated suite of software and services to dramatically reduce turnover rates, decrease costs and improve the quality and continuity of care. For more information, visit www.onshift.com.