

A WHITEPAPER FROM ONSHIFT



SURVEY REPORT

Workforce Perspectives

PERSISTENT BURNOUT REVEALS THE NEED FOR BETTER ORGANIZATIONAL
SUPPORT & STAFFING LEVELS IN SENIOR CARE



WORKFORCE PERSPECTIVES

In June 2022, OnShift conducted a survey to gain a deeper understanding of the senior care workforce. Nearly 1800 senior care professionals responded, representing a wide range of industry segments including assisted living (37%), skilled nursing (34%), continuing care retirement communities (2%), independent living (4%), memory care (7%), home health (3%), as well as other healthcare sectors (13%).

The survey reflects the diversity of the senior care workforce with respondents representing an array of ethnicities and backgrounds. Respondents identified as White or Caucasian (55%), Black or African American (17%), Hispanic or Latino (11%), Asian or Pacific Islander (4%), Native American or Alaskan Native (3%) and Multiracial or Biracial (2%).

The vast majority of respondents work full-time at one job (77%), while others indicated they are working multiple jobs (11%). Additionally, respondents represent a broad range of work experience. In fact, the majority of respondents have worked in the senior care industry for less than 1 year to 5 years (43%), while 17% of respondents have worked in the industry for more than 20 years.

In addition, respondents cover a wide range of roles including caregiver/nurse (61%), management (16%), food service (7%), administrative support (5%), cleaning & maintenance (2%), business operations (2%) and other (7%).

Respondents not only provided insight into who they are, but they also shared their perspectives on the industry, the challenges they face, and what they value inside and outside of work. These perspectives are critical as organizations continually evolve their workforce strategies to meet the needs of today's workforce.

Stress & Burnout Remain Top Challenge Despite Workers Feeling More Supported

When asked about the most significant challenges they are currently facing, respondents ranked feeling stressed & burned out the highest (49%). Surprisingly, the level of stress and burnout matched last year's survey results, even with a 38% decrease in fear and safety concerns due to COVID-19. Respondents also reported being challenged with staying healthy (38%), day-to-day financial struggles & lack of savings (37%) and not having enough "me time" (35%). Interestingly, caregivers more often cited day-to-day financial struggles & lack of savings (42%) than other cohorts as a significant challenge they are currently facing.

In addition, respondents were also asked to rank their level of burnout or stress. Most indicated they were moderately, very or extremely burned out or stressed (61%), followed by slightly burned out or stressed (24%). Only a small group indicated that they were not burned out or stressed at all (15%).

However, respondents indicated they are feeling more positive about their organizations. When asked to rate their satisfaction in terms of feeling supported by where they currently work, 44% indicated they were satisfied or very satisfied, a 13% increase from the 2021 survey results.

This support includes diversity, equity and inclusion (DEI) programs. Across all cohorts, 84% of respondents agreed or strongly agreed that their organization values diversity, equity and inclusion.

49% of respondents ranked feeling stressed & burned out as the most significant challenge they face

Additionally, when asked how likely they were to recommend where they work to a friend or colleague, nearly a third of respondents selected 9 or 10 (0-10 scale) (32%). The level of support and burnout respondents experience greatly influenced these selections. In fact, 86% of those who reported they would recommend where they work also indicated they were very satisfied with the support and care their current organization offers. Conversely, 72% of those reporting extreme levels of burnout or stress indicated they were less likely to recommend where they work to a friend or colleague.

Staffing Levels Put Retention At Risk

Despite the increase in feeling supported by their organization, 57% of respondents indicated they have considered leaving their jobs in the last year. Among this cohort, the majority said they would do so for better pay and/or benefits (52%), improved work/life balance (34%) and better career growth opportunities (26%). Caregivers also indicated a slightly higher interest than other respondents in working outside of healthcare (17%).

57% of respondents indicate they have considered leaving their jobs in the last year

In addition, 29% indicated “other” as reasons for wanting to leave their job. Open-ended responses largely pointed to staffing levels, poor workplace culture, high mental and physical stress, and poor relationships with managers as reasons for potentially leaving their job.

Similarly, when asked besides money, what would help to retain you at your current job, the majority of respondents cited better staffing/staffing levels (54%) as a key driver. Respondents also cited additional perks and benefits (32%),

more frequent recognition for work contributions (25%), improved work/life balance (22%) and improved communication with management (22%) to help improve retention.

Most Valued Perks Hold Steady

Similar to last year's survey results, when asked which perks are or would be most valuable (even if not currently offered where they work), bonus pay for working difficult shifts ranked highest (40%), followed by a rewards and recognition program for contributions at work (26%), a more flexible work schedule (24%) and additional time off (23%).

Outside of work, respondents shared they most often enjoy spending free time with family (72%), listening to music (50%), sleeping (47%), watching television (42%), spending time with friends (39%), playing with pets (34%), and reading books (30%).

Key Takeaways

When workers feel supported, they are more likely to report lower levels of burnout and stress than those who do not feel supported. This, in turn, impacts their views of both where they work and the industry as a whole.

There are many factors that play a role in whether or not workers feel supported by an organization. But outside of pay and additional perks or benefits, staffing levels were the most significant driver of retention.

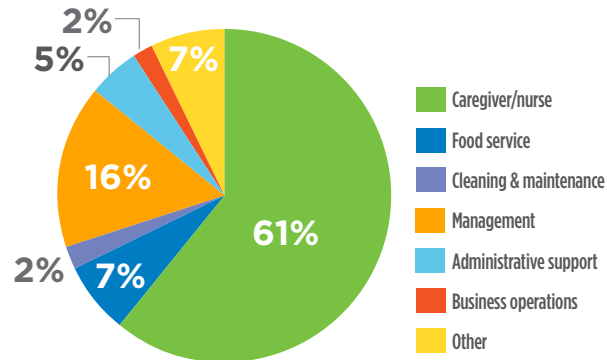
As such, senior care organizations should consider initiatives that allow them to maintain more consistent staffing levels and ensure workers are not left feeling stressed and burned out due to being overworked and over-scheduled.



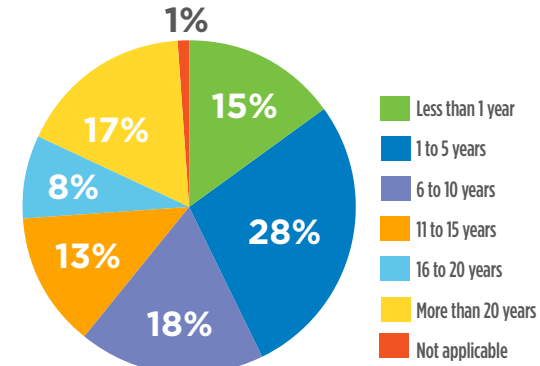
WORKFORCE PERSPECTIVE SURVEY

FULL SURVEY RESULTS: 1792 RESPONDENTS

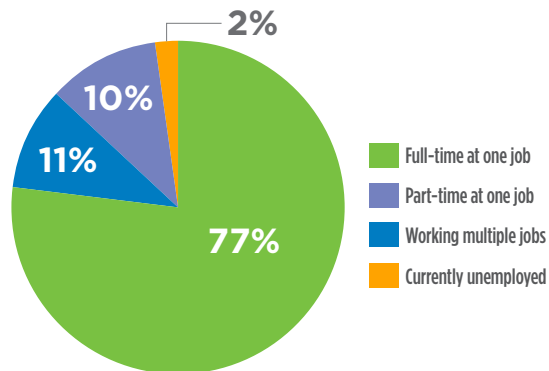
What is your job role?



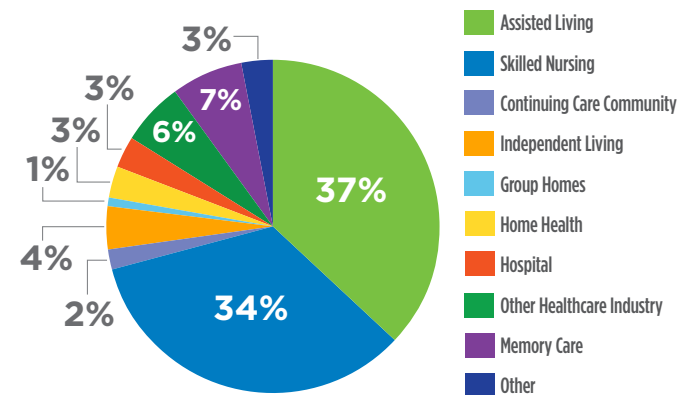
How long have you worked in your current industry?



What is your job status?



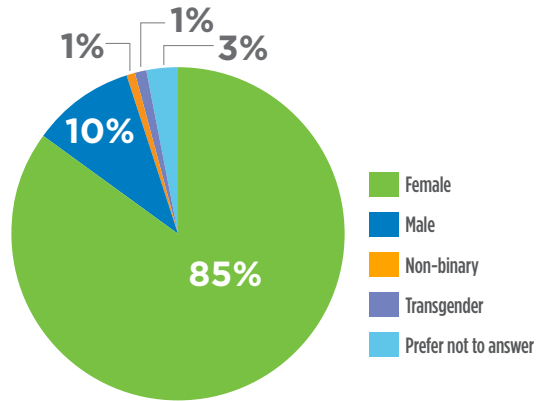
What industry do you currently work in?



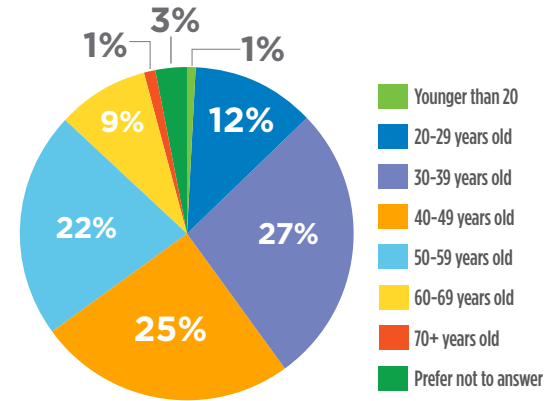
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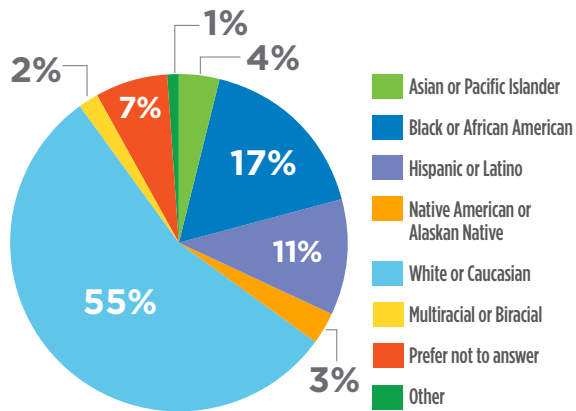
Which of the following accurately describes you?



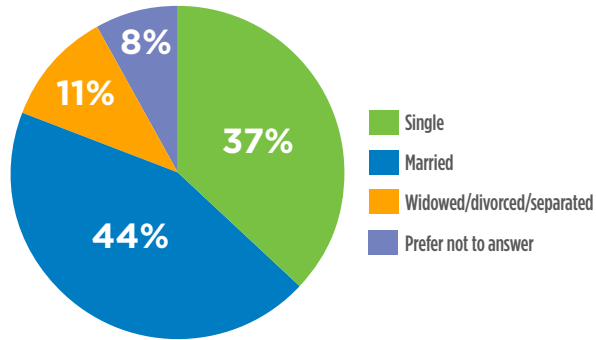
What age group describes you?



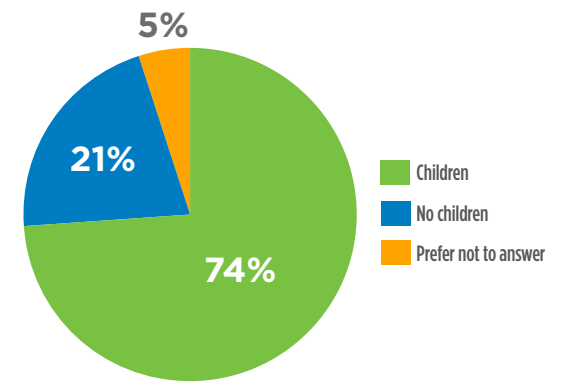
What ethnicity best describes you?



What is your relationship status?



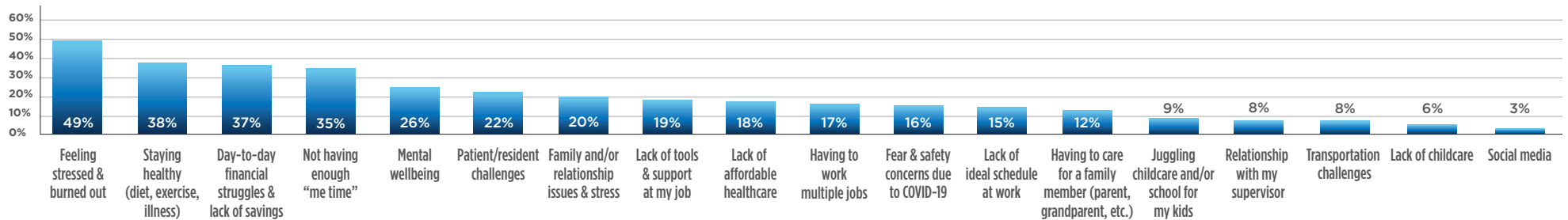
Do you have children?



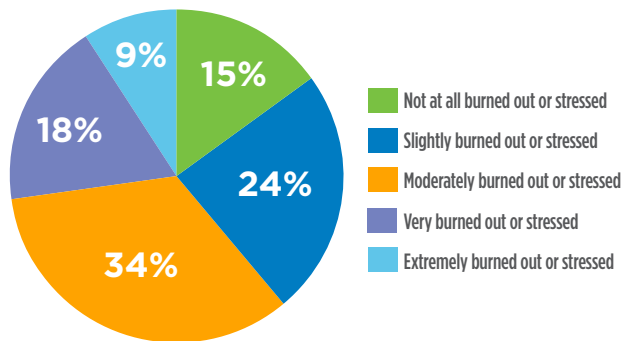
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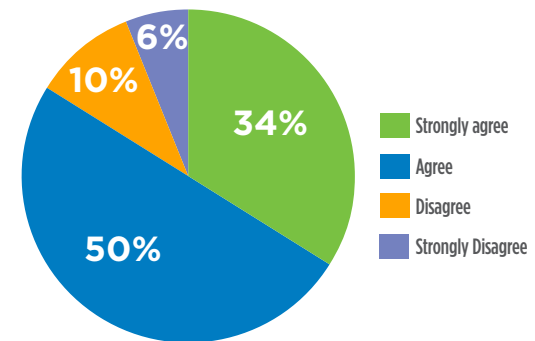
What are the most significant challenges that you are currently experiencing?



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



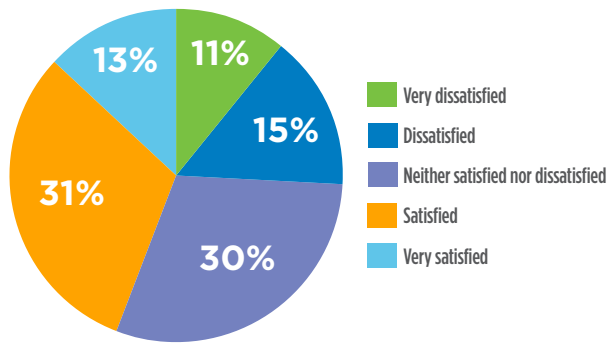
Does your workplace value diversity, equity and inclusion (DEI)?



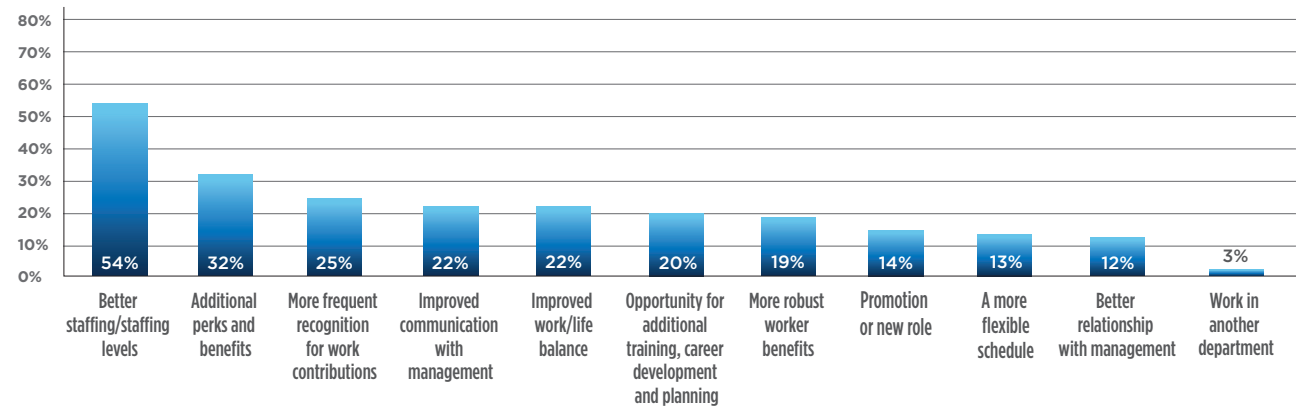
WORKFORCE PERSPECTIVE SURVEY

FULL SURVEY RESULTS: 1792 RESPONDENTS

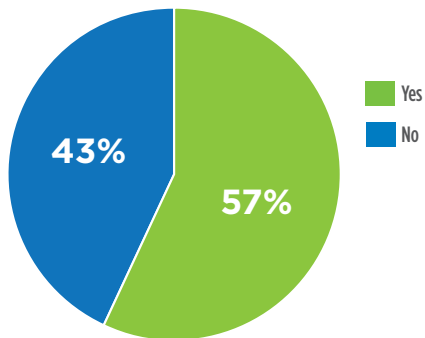
How satisfied are you with the level of care and support your organization provides to workers?



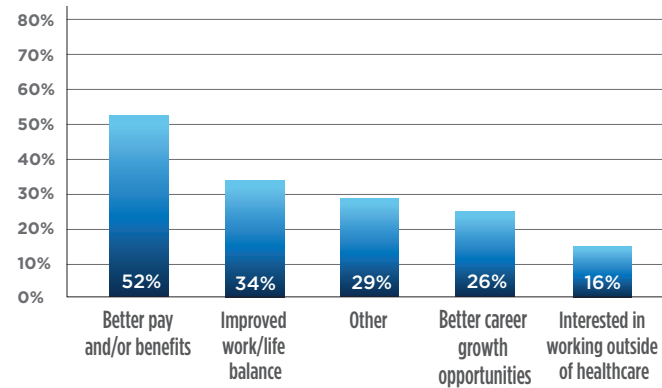
Besides money, what would help to retain you at your current job?



Have you considered leaving your job in the last year?



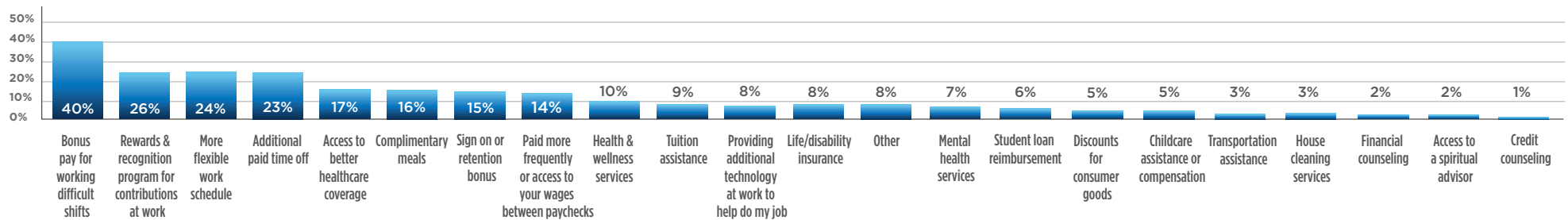
If you answered yes to the adjacent question, why did you consider leaving your job in the last year?



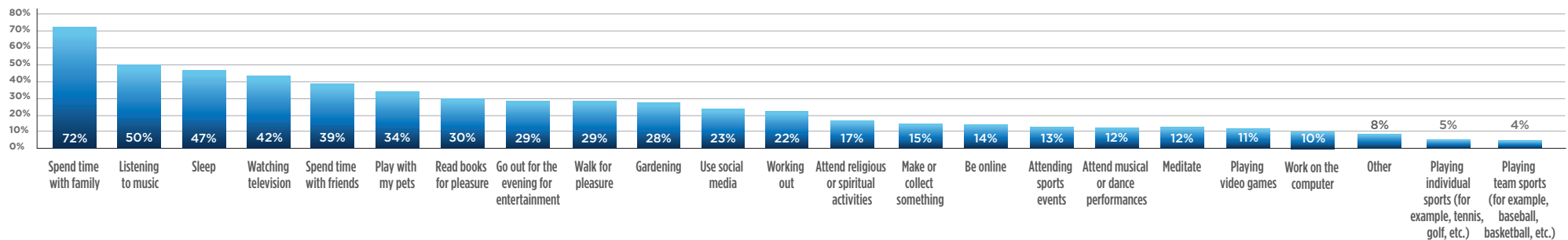
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What are the top 3 perks at work that you value (even if currently not offered)?



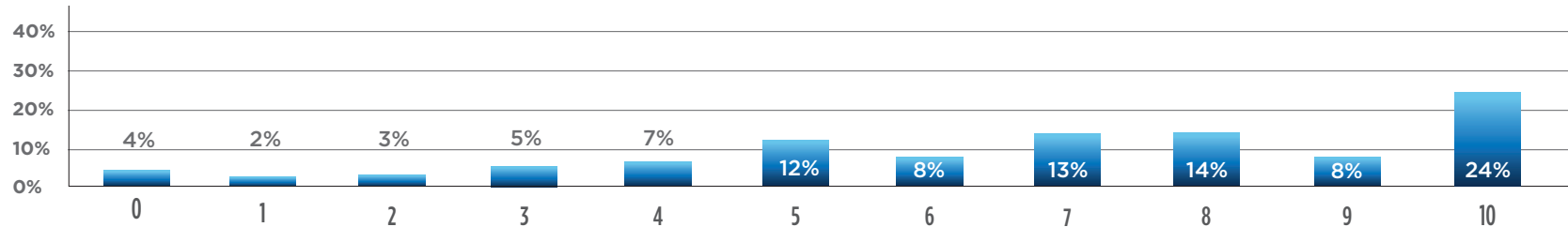
What do you like to do most frequently in your free time?



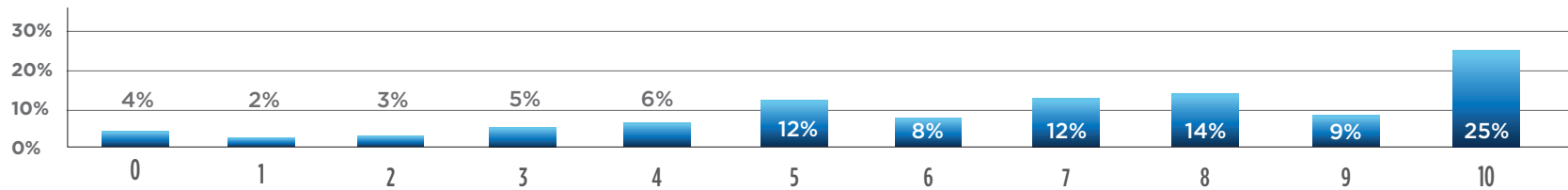
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How likely is it that you would recommend where you work to a friend or colleague?



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, pay 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.