

GOVERNOR'S PANEL ON EXCELLENCE IN LONG-TERM CARE

SUBGROUP MEETING

STABILITY AND STAFFING/WORKFORCE MEETING

(CONFERENCE CALL)

MINUTES: MARCH 3, 2023, AT 9:00 A.M. – 10:00 A.M.

Attendance: KELLY SMITH, Ph.D., CHAIR
ROBERT SNYDER
BOBBY ROSENTHAL
KIMBERLY SMOAK

AHCA Staff: TERESITA VIVO
JACQUIE WILLIAMS

The conference call meeting of the Stability and Staffing/Workforce Subgroup (Subgroup) was called to order by the Chair, Kelly Smith at 9:00 a.m.

Minutes:

Robert Snyder motioned to approve the minutes from the March 2, 2021, meeting. The motion was seconded by Dr. Kelly Smith. All Panel members agreed.

The Chair stated the current staffing and stability criteria is in section 400.235, Florida Statutes. The Chair noted the Agency previously presented information on Payroll Based Journaling (PBJ). The Subgroup reviewed the Staffing Subgroup Potential Metrics Version #2.

Payroll Based Journaling Information

Bob Snyder noted the Payroll Based Journaling metric doesn't capture all staff hours for the facility. Mr. Snyder noted he did not support the use of PBJ.

Evidence of Succession Planning

Mr. Snyder stated when reviewing years of industry experience by leadership may vary due to the increase in change in nursing home administrators during Covid-19 pandemic.

Years of Industry Experience by department

Bobby Rosenthal commented that due to Covid-19, the health care industry has the largest human resource issues related to staffing. Most nursing home providers have utilized agency staffing due to recruitment and retain issues. Mr. Rosenthal noted that with the current regulations in place, this concern may eliminate some nursing homes in meeting the staffing and stability criteria due to their workforce issues.

Employee Satisfaction

Dr. Smith noted staff members play a vital role in the services offered in the health care industry. Dr. Smith relayed she would like a team member satisfaction survey; however, due to Covid-19 and health care workforce concerns, implementing an employee satisfaction survey can possibly unfairly impact a facility that may otherwise be deserving of the Award.

Mentorship

Dr. Smith noted there are grants available to assist in starting mentorship and apprenticeship programs.

Dr. Smith indicated she favored the two potential metrics of Evidence of Succession Planning and the Employee Satisfaction Survey.

Kim Smoak commented that staffing stability in a nursing home assists in maintaining the quality of care for residents. Ms. Smoak noted changes in nursing home administration can set a facility back. Ms. Smoak noted changes have been made at the federal and state level to assist in

addressing the workforce shortage concerns. She noted Gold Seal facilities should go above and beyond to address staff shortages, avoid the use of agency staff to meet staffing requirements, set the example on handling emergencies and implement best practices for others to follow.

Bob Snyder commented that nursing homes with stable nursing home administrative staff tend to have a stable workforce. Mr. Snyder motioned to bring to the full Gold Seal Award Panel two new metrics addressing the staffing and stability criteria:

- Turnover of nursing home administrative leadership
- Adding an employee satisfaction tool.

The motion was seconded by Dr. Kelly Smith.

Future Direction

Teresita Vivo explained the process of moving forward with possible changes to the current criteria. The subgroup will move forward with meeting with the Panel to present the new possible metrics.

Public Comments

None.

Final comments were given by the Chair. The meeting was adjourned.