Health Workforce Committee:
Healthcare Workforce Needs for the Elderly

Joint Legislative Executive Committee
Aging and Disability
June 18, 2014

Eleni Papadakis
Executive Director, Workforce Board
Health Workforce Committee
Background & Leadership

Background
- Workforce Board first convened healthcare stakeholders in 2001
- Healthcare Personnel Shortage Task Force created in 2002
- Task Force role formalized in statute in 2003
  - Legislative intent recognized shortages were structural, not cyclical
- Original Goal: Address concerns about a significant shortage of healthcare workers
- Broadened Goal: Focus on skill shortages
- Changed name to Health Workforce Committee in 2014

Leadership
- Michele Johnson, Ph.D., Task Force Chair, Chancellor, Pierce College
- Suzanne Allen, MD, Task Force Vice-Chair, Vice Dean for Regional Affairs, University of Washington School of Medicine
What is the Committee’s role?

- Facilitate collaboration among healthcare stakeholders and education providers
- Make recommendations to address healthcare personnel shortages
- Report to Governor and Legislature on progress made to address shortages
- Provide data and research about the skills shortage
What factors does the Committee consider?

- Rural and urban, Eastern and Western Washington
- Increasing workforce diversity
- All types of health facilities and services
- All healthcare occupations
- Impact on quality of care, cost v. benefit
- Current budgetary climate
- Prioritizing limited resources for training and upskilling Washington’s healthcare workforce
# Health Workforce Committee
## 2014 Membership

<table>
<thead>
<tr>
<th>NAME</th>
<th>ORGANIZATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Michele Johnson, Ph.D., Chair</td>
<td>Chancellor, Pierce College District</td>
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<tr>
<td>Suzanne Allen, M.D., Vice Chair</td>
<td>Vice Dean for Regional Affairs, University of Washington School of Medicine</td>
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<tr>
<td>Dan Ferguson</td>
<td>Allied Health Center of Excellence</td>
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<tr>
<td>Dana Duzan</td>
<td>Allied Health Professionals</td>
</tr>
<tr>
<td>Eileen McNamara</td>
<td>Group Health Cooperative</td>
</tr>
<tr>
<td>Kathleen Lopp</td>
<td>Office of Superintendent of Public Instruction</td>
</tr>
<tr>
<td>Diane Sosne</td>
<td>Service Employees International Union (SEIU) 1199NW</td>
</tr>
<tr>
<td>Charissa Raynor</td>
<td>SEIU Healthcare NW Training Partnership</td>
</tr>
<tr>
<td>Marty Brown</td>
<td>State Board for Community and Technical Colleges</td>
</tr>
<tr>
<td>Vacant</td>
<td>United Food and Commercial Workers Union</td>
</tr>
<tr>
<td>Mary Looker</td>
<td>Washington Association of Community and Migrant Health Centers</td>
</tr>
<tr>
<td>Deb Murphy</td>
<td>Washington Association of Housing and Services for the Aging</td>
</tr>
<tr>
<td>Linda Tieman</td>
<td>Washington Center for Nursing</td>
</tr>
<tr>
<td>Lauri St. Ours</td>
<td>Washington Health Care Association</td>
</tr>
<tr>
<td>Nancy Alleman</td>
<td>Washington Rural Health Association</td>
</tr>
<tr>
<td>Bracken Killpack</td>
<td>Washington State Dental Association</td>
</tr>
<tr>
<td>John Wiesman</td>
<td>Washington State Department of Health</td>
</tr>
<tr>
<td>Ian Corbridge</td>
<td>Washington State Hospital Association</td>
</tr>
<tr>
<td>Roger Rosenblatt, M.D.</td>
<td>Washington State Medical Association</td>
</tr>
<tr>
<td>Judy Huntington, M.N., R.N.</td>
<td>Washington State Nurses Association</td>
</tr>
<tr>
<td>Daryl Monear</td>
<td>Washington Student Achievement Council</td>
</tr>
<tr>
<td>Eleni Papadakis</td>
<td>Workforce Training and Education Coordinating Board</td>
</tr>
</tbody>
</table>

Note: Committee membership will be changing this fall to encompass a wider range of stakeholders, including behavioral health representatives.
Committee Results (Advocacy & Support)

- High employer-demand programs of study targeted funding
- Healthcare Industry Skill Panels
- Nursing program completions increased 72% from 2004-11
- Hospital Employee Education and Training (HEET)
- Basic Education and Skills Training (I-BEST) programs in healthcare
- Allied Health Center of Excellence
- The Rural Outreach Nurse Education (RONE) program
- Recovery Act and Healthcare Reform grant funds
- 2013 state funding to study feasibility of uniform clinical affiliation agreements
Nursing Program Completions Show Success of Interagency Collaboration

Registered Nursing Completions, 2004-2011

# Health Workforce Committee
## 2013 Progress in Completions

<table>
<thead>
<tr>
<th>Health Program of Study</th>
<th>Percent Increase in the Number of Program Completers from 2005-2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occupational Therapy Assistants and Aides</td>
<td>922.22%</td>
</tr>
<tr>
<td>Physical Therapist Assistants</td>
<td>177.55%</td>
</tr>
<tr>
<td>Ophthalmic Medical Technicians</td>
<td>170.00%</td>
</tr>
<tr>
<td>Psychiatric Technicians and Aides</td>
<td>157.14%</td>
</tr>
<tr>
<td>Nursing Assistants</td>
<td>110.20%</td>
</tr>
<tr>
<td>Medical Records and Health Information Technicians</td>
<td>106.19%</td>
</tr>
<tr>
<td>Associate Degree Registered Nurses</td>
<td>85.43%</td>
</tr>
<tr>
<td>Substance Abuse/Addiction Counseling</td>
<td>82.86%</td>
</tr>
<tr>
<td>Physician Assistants</td>
<td>73.33%</td>
</tr>
<tr>
<td>Nurse Practitioners</td>
<td>68.70%</td>
</tr>
<tr>
<td>Surgical Technologists</td>
<td>66.67%</td>
</tr>
<tr>
<td>Bachelor's Degree Registered Nurses</td>
<td>55.46%</td>
</tr>
<tr>
<td>Dental Hygienists</td>
<td>47.74%</td>
</tr>
<tr>
<td>Occupational Therapists</td>
<td>46.67%</td>
</tr>
<tr>
<td>Medical/Clinical Laboratory Assistants</td>
<td>34.43%</td>
</tr>
</tbody>
</table>
Healthcare Personnel Shortages Remain

Healthcare occupations with substantial gaps between in-state supply and demand:

- Clinical Laboratory Science/Medical Technology/Technologists
- Dental Hygienists
- Dental Laboratory Technicians
- Dentists, General
- Emergency Medical Technicians and Paramedics
- Health Unit Coordinator/Ward Clerk
- Medical Transcriptionists
- Occupational Therapists
- Opticians, Dispensing
- Pharmacists
- Physical Therapists
- Physician Assistants
- Radiologic Technologists
- Respiratory Therapists
- Vocational Rehabilitation Counseling
## 2013 Healthcare Personnel Shortages: Projected Skill Gaps

<table>
<thead>
<tr>
<th>Occupational title</th>
<th>New Supply</th>
<th>Projected Annual Net Job Openings 2016-2021</th>
<th>Annual Gap Between Supply &amp; Projected Demand</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vocational Rehabilitation Counseling</td>
<td>10</td>
<td>257</td>
<td>-247</td>
</tr>
<tr>
<td>Radiologic Technologists</td>
<td>239</td>
<td>389</td>
<td>-150</td>
</tr>
<tr>
<td>Clinical Laboratory Science/Medical Technology/Technologist</td>
<td>26</td>
<td>171</td>
<td>-145</td>
</tr>
<tr>
<td>Health Unit Coordinator/Ward Clerk</td>
<td>269</td>
<td>413</td>
<td>-144</td>
</tr>
<tr>
<td>Emergency Medical Technicians and Paramedics</td>
<td>79</td>
<td>193</td>
<td>-114</td>
</tr>
<tr>
<td>Dentists, General</td>
<td>64</td>
<td>164</td>
<td>-100</td>
</tr>
<tr>
<td>Physical Therapists</td>
<td>100</td>
<td>186</td>
<td>-86</td>
</tr>
<tr>
<td>Respiratory Therapists</td>
<td>36</td>
<td>90</td>
<td>-54</td>
</tr>
<tr>
<td>Opticians, Dispensing</td>
<td>12</td>
<td>64</td>
<td>-52</td>
</tr>
<tr>
<td>Pharmacists</td>
<td>198</td>
<td>249</td>
<td>-51</td>
</tr>
<tr>
<td>Occupational Therapists</td>
<td>66</td>
<td>115</td>
<td>-49</td>
</tr>
<tr>
<td>Dental Laboratory Technicians</td>
<td>10</td>
<td>51</td>
<td>-41</td>
</tr>
<tr>
<td>Dental Hygienists</td>
<td>229</td>
<td>267</td>
<td>-38</td>
</tr>
<tr>
<td>Physician Assistants</td>
<td>78</td>
<td>115</td>
<td>-37</td>
</tr>
<tr>
<td>Medical Transcriptionists</td>
<td>68</td>
<td>98</td>
<td>-30</td>
</tr>
</tbody>
</table>
Focus on Long-Term Care Needs

<table>
<thead>
<tr>
<th>Occupational title</th>
<th>Estimated Employment</th>
<th>Average annual growth rate</th>
<th>Average annual total openings</th>
<th>BLS Mean Annual Wage</th>
<th>Gap/Over-supply</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certified Nursing Assistants</td>
<td>26,989</td>
<td>1.7%</td>
<td>968</td>
<td>$28,850</td>
<td>-27775</td>
</tr>
<tr>
<td>Home Health Aides</td>
<td>8,886</td>
<td>3.0%</td>
<td>448</td>
<td>$25,910</td>
<td>-577</td>
</tr>
<tr>
<td>LPNs</td>
<td>8,745</td>
<td>1.7%</td>
<td>361</td>
<td>$48,060</td>
<td>665</td>
</tr>
<tr>
<td>Medical Assistants</td>
<td>14,288</td>
<td>2.4%</td>
<td>615</td>
<td>$35,600</td>
<td>1,923</td>
</tr>
<tr>
<td>Personal Care Aides</td>
<td>29,964</td>
<td>2.3%</td>
<td>878</td>
<td>$23,800</td>
<td>NA</td>
</tr>
<tr>
<td>Personal Care, Home Care &amp; estimated</td>
<td>51,282</td>
<td>2.4%</td>
<td>1,750</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>independent providers combined</td>
<td>54,547</td>
<td>1.9%</td>
<td>2,065</td>
<td>$76,420</td>
<td>282*</td>
</tr>
</tbody>
</table>

Source: BLS, ESD, IPEDS, Workforce Board calculations
*This count does NOT include RNs licensed by endorsement
Projected Need for Home Care Aides in Washington

Source: UW's Center for Health Workforce Studies
Note: The orange line represents the need based on population increase. The teal and purple lines represent additional need based on assumed turnover rates.
Industries Employing Personal and Home Health Care Aides (Nationally)

- Individual and family services: 43%
- Private households: 26%
- Community care facilities for the elderly: 16%
- Residential mental health facilities: 4%
- Home health care services: 4%
- Nursing care facilities: 3%
- All Others: 4%

Source: Bureau of Labor Statistics
Number of Licensed Practical Nurses and LPNs per Person 65+

Source: UW Center for Health Workforce Studies, Office of Financial Management
The Affordable Care Act (ACA) and Committee Alignment

- Health Workforce Committee research has focused on Affordable Care Act (ACA) implementation the last two years due to:
  - Anticipated greatly increased demand for healthcare services
  - Uncertainty of specific needs for occupations

- 2012 and 2013 Committee research and recommendations specifically aimed at addressing ACA shortage issues.
2013 Health Workforce Committee Recommendations

- Increase primary care residency opportunities in medically underserved communities
- Restore funding for the State Health Professional Loan Repayment and Scholarship Program
- Support increased technology for delivery of healthcare career education
- Create an Employer Sentinel Network that provides employer feedback on industry healthcare needs
- Collect demographic information on healthcare providers with online renewals
- Support healthcare payment reform models that provide career pathways for entry level and paraprofessional workers
The Massachusetts Model for Long Term Care Stabilization

- Transition to “I”-centered or patient-centered care model
- Required frontline workers (CNAs, PCAs, HCAs) to become patient advocates and part of the care planning team:
  - Training for frontline workers and supervisors
  - Created frontline career ladder (2 or 3 tiers w/ wage increases)
  - Pathway to professional education (nursing, PT, OT)
  - Contextualized ABE/ESL

- Some of the Results:
  - Improved worker retention (turnover rates reduced from 300% to near zero)
  - Reduced hiring costs (wait list of applicants for ECCLI facilities)
  - Improved resident and family satisfaction
  - Improved performance on CMS patient care quality indicators
Improve Long-Term Patient Care: Address Stability of Frontline Workforce

Survey of Frontline Long-Term Care Workers

Q: What would make your job more satisfying?

- Respect as a caregiver
- Opportunities for more responsibility as a caregiver
- Opportunity to earn a higher wage
CareerBridge.wa.gov Career Ladder

High School and some months of college and/or on-the-job training

- Home Care Aide / Personal Care Aide
- Nursing Assistant
- Emergency Medical Technician
- Fish Clerk
- Pharmacy Aide
- Occupational Therapy Aide / Physical Therapy Aide

Three months to six months of college or postsecondary training

- Radiologic Technologist
- Phlebotomist
- Medical Equipment Preparer
- Medical Office Receptionist

Six months to 12 months of college or postsecondary training

- Medical / Clinical Assistant
- Medical Office Assistant
- Medical Records & Health Information Technician
- Dental Assistant
- Dental Laboratory Technician

One year to two years of college or postsecondary training

- Pharmacy Technician
- Diagnostic Sonographer / Ultrasound
- Cardiac / Vascular Technologist
- Emergency Therapy Technician
- Licensed Practical / Vocational Nurse
- Medical Secretary
- Medical & Clinical Lab Technician
- Occupational Therapist / Physical Therapist

Two years or more of college or postsecondary training

- Radiation Therapist
- Respiratory Therapist
- Registered Nurse
- Dental Hygienist

Four year college degree plus graduate work

- Pharmacist
- Nurse Practitioner
- Nurse Midwife
- Nurse Anesthetist
- Occupational Therapist / Physical Therapist
- Medical/Dental Lab Technician
- Physician Assistant
- Dentist
- Family Practice Doctor / Surgeon
Thank you for your interest in the Health Workforce Committee!

Next Meeting:
August 6, 9:00-12:00 PM - Pierce College Puyallup

The Committee reports annually to the Legislature with recommendations to address Washington’s healthcare personnel shortage.

For more information about Health Workforce Committee activities: http://www.wtb.wa.gov/HCTFIntro.asp