The National Nursing Home Social Services Study
Sample Recruitment and Preliminary Findings
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Objectives
• NH Social Services in the U.S.
• The NH SS Study
• Recruiting a national sample
• Preliminary findings
• Next steps

THANK YOU
to ALL nursing home social services staff for caring for our residents and families.

Federal Regs Nursing Home Social Services
42 CFR § 483.70 - Administration.
• (p)Social worker. Any facility with more than 120 beds must employ a qualified social worker on a full-time basis. A qualified social worker is:
  • (1) An individual with a minimum of a bachelor’s degree in social work or a bachelor’s degree in a human services field including, but not limited to, sociology, gerontology, special education, rehabilitation counseling, and psychology; and
  • (2) One year of supervised social work experience in a health care setting working directly with individuals.
• Accessed July 15, 2019: https://www.ecfr.gov/cgi-bin/text-idx?SID=0f76269bf74dbf4b26486386d8736f2d&mc=true&node=pt42.5.483&rgn=div5#se42.5.483_170

Note: 12 states don’t address SS in their Code and 25 state codes appear to be out of federal compliance. (Bern-Klug, et al, 2018)

Most NH have fewer than 100 beds
Fed regs about social services apply only to NHs with 120+ beds.
Project Overview

Nationally representative survey of nursing home social service directors, to learn about NH Social Services in M/M cert. NH with at least 20 beds.
Retirement Research Foundation-funded
Up-date of 2006 survey.

Aims:
1. Characterize the NH SS workforce
2. Document breadth of SS responsibilities
3. Report major challenges in providing psychosocial care
4. Develop list of training priorities

Funding

• The Retirement Research Foundation

• The University of Iowa School of Social Work

• The Iowa Geriatric Education Center - Geriatric Workforce Enhancement Program. USDHHS, HRSA #U1QHP28731

• Sub-contractor: Iowa Social Science Research Center

National Advisory Committee

Robin Bonifas
Robert Connolly
Deirdre Downs
Colleen Galambos
Denise Gammonley
Paige Hector
Chris Herman

Rosalie Kane
Nancy Kusmaul
Amy Lemke
Jean Munn
Amy Restorick Roberts
Kelsey Simons

Up-dating the 2006 Survey Instrument

Questionnaire Development
Dr. Rosalie Kane
Advisory Committee Members

Pilot Test
Local NH social services staff members

Survey Sections (~ 30 minutes to complete)

• 46 items SS involvement in the NH
• 14 items – desire training to help other staff
• 13 items SS perceived barriers to p/s care
• 17 items perceptions about their NH and colleagues
• 12 items about SS department
• 8+ items about SS director
• 5 items about employment benefits * CEU
• 16 items about job satisfaction
• 6 resident characteristics in general in NH
• 34 items about training/level of preparedness
Survey and Cover Letter

4 digit IDs hand written on 4 items
Recruiting the Sample

- Sampling Frame: CMS POS
- Drew a sample of 3,650 M/M c NH
- Attempted to telephone all
  - Secure name of SS Director
  - Secure the email of SS Director
  - Leave a phone message, "on its way"
- Mailed survey (one follow-up reminder)
  - No email
  - No email response

Telephone: Verify NH Address

- 3,650 randomly selected from CMS POS dataset
- 3,488 eligible for sample (162 out of sample) [62 "not a NH"]
- 2,314 NH were successfully phoned and an email for the SS director, secured (66%)
  - 70 were in process of hiring or person on leave
  - 23 NH did not pick up after 10 rings
  - 78 had an answering machine for the NH
  - SS disconnected or problem #
- Emails sent to these 2,314.
  - Some were blocked as SPAM
  - Some never opened
  - Some ignored

Mailed Hard Copy

If no email address secured, or responded to (2 email reminders),

Hard Copy Mailed:
Over 386 returned hard copy surveys

536 online + 386 hard copy = 922 respondents out of 3,488 eligible for a response rate of 26.4%

Thank you!
Preliminary Findings

n=506 online

Social services staff work with other staff members to improve care. How interested are YOU in receiving training on how you can explain and support other staff in: (14 items, resident rights, psychosocial needs of people with dementia, etc.)

Over 2/3 reported “moderate” or “strong” interest in ALL 14 items.

86% - common mental health & psychosocial challenges
77% - supporting residents with addictions

Preliminary Findings

Iowa Social Science Research Center, all phone work - subcontractor-

Extent to which our NH respondents are nationally representative of all M/M C NHs.

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<th>2019 NHSSD NH respondents</th>
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Prelim Findings: n = 506 online

• Barriers to meeting social and emotional needs
  12 options:
  33% - insufficient number of nurse aides
  32% - having to do things others could do
  27% - lack of resources to provide residents opportunities to leave the NH on outings
  23% - not enough ss staff for # of residents
  (lowest 11% - not enough family involvement)
Prelim Findings, n=506 online

- 65% strongly agree: "In general, I enjoy working in NH SS"
- 61% strongly agree: "In general, the administrator cares deeply about residents"
- 50% strongly agree: "I was familiar with SS director’s job responsibilities before I accepted the job.
  "In general, the nursing staff and SS work well together in this facility."
- 40% strongly agree: "the nursing dept regularly engages the expertise of the SS dept"
- 13% strongly agree: "I am satisfied with my salary and benefits."

Prelim Findings, n= 506 online

- 54% only person in SS
- 32% there are 2 people in SS
- 94% SS Directors work 35 or more hours per week
- 91% SS Directors are women
- 88% SS Directors report race as “white”

Prelim Findings, 485/ 506 online

- Highest Level of Education of SS Director
  8% High School or GED
  5% Associates degree
  48% Bachelors degree (62% of these in SW)
  39% Masters degree (81% of these in SW)

  64% have a SW degree
  19% have both BSW and MSW

Prelim Findings of 506 online

- 56% receive on-site training
- 17% “my employer does not provide or pay for any continuing education for me”

  …would improve job satisfaction A LOT: (selected)

  47% lower staff turnover among direct care staff
  43% more time to focus on social and emotional needs of residents.
  48% if the general public had a higher opinion of nursing home care in general

Next Steps

Country needs to invest in and support NH social services

* Nursing homes and trade associations
* Social work associations
* Nursing and medical LTC associations
* Schools of Social Work
* On-going data collection efforts needed
Dissemination

Training for/about NH SS staff

Clear need

Manuscripts –

19+ to be developed over the next 18 months

Conferences

Gerontology
Social Work
Nursing Home
Advocates
Trade Associations