



Washington's Health Workforce

...in the world turned inside out by COVID-19

Washington Health Workforce Council Meeting

May 8, 2020

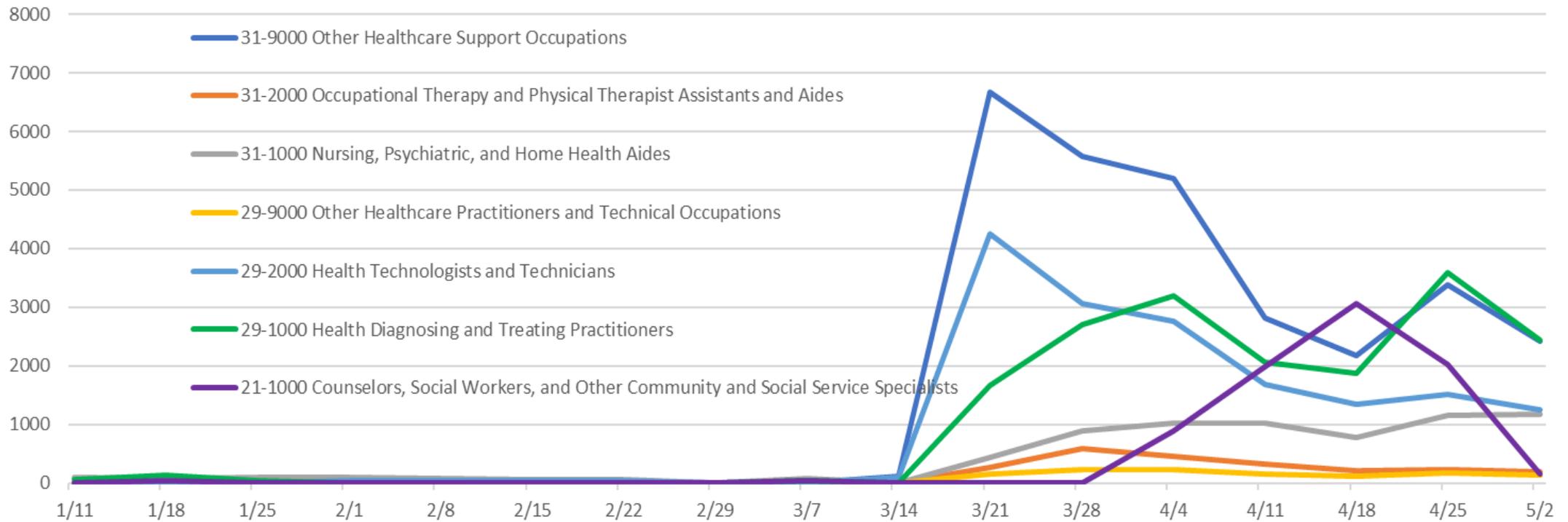
Sue Skillman, Senior Deputy Director

Center for Health Workforce Studies

University of Washington

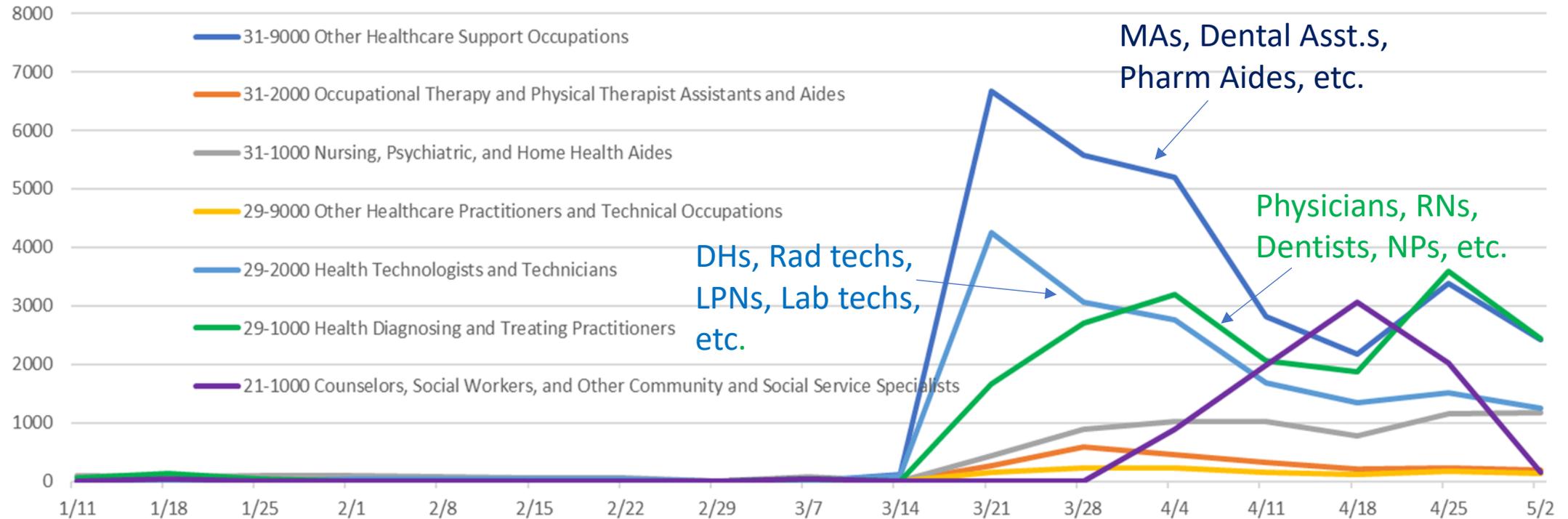


Washington State Initial Unemployment Claims 1/11/20-5/2/20: Health-Related Occupation Groups



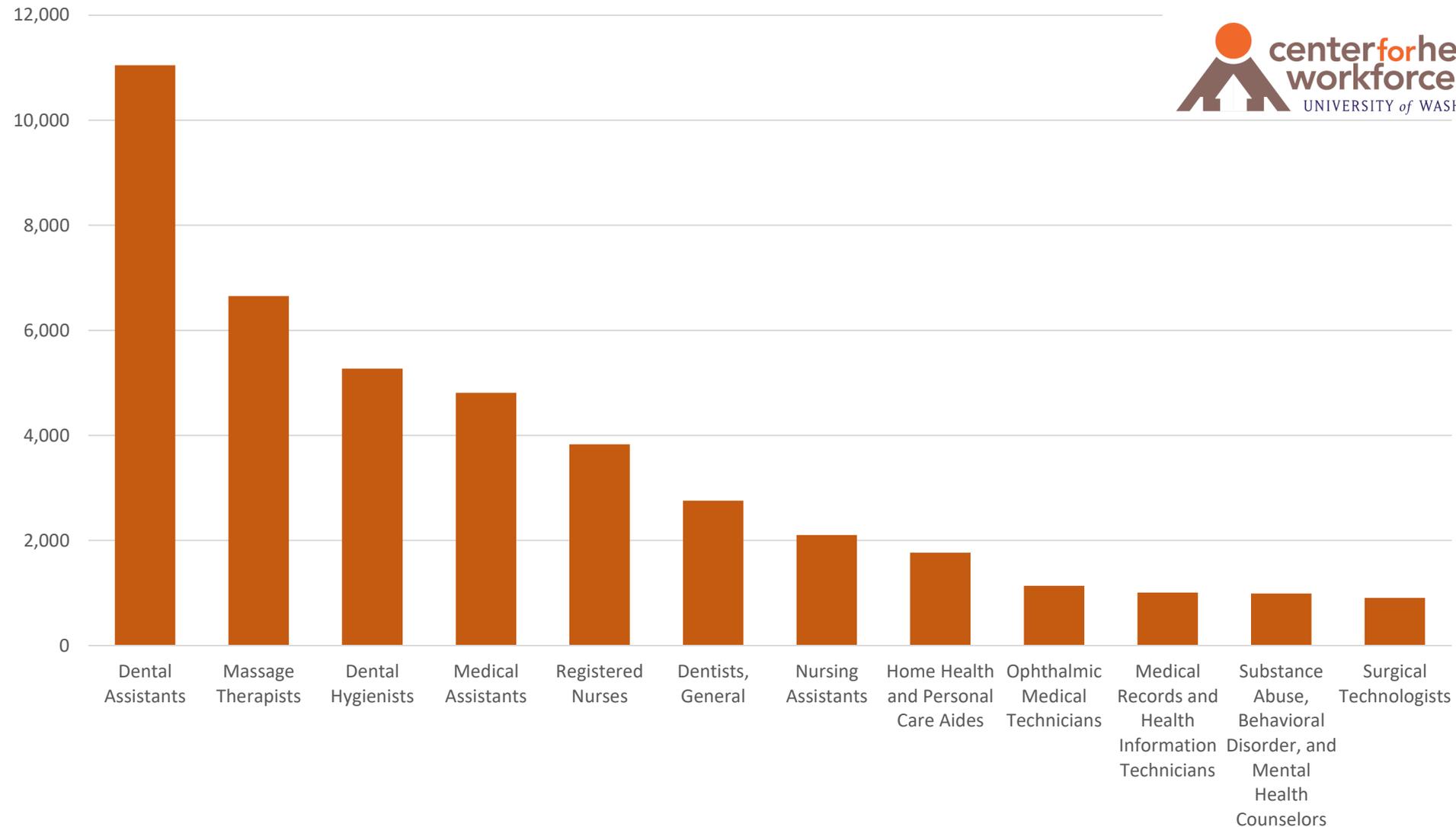
Data source: Washington State Employment Security Department/LMEA, 5/6/2020.

Washington State Initial Unemployment Claims 1/11/20-5/2/20: Health-Related Occupation Groups



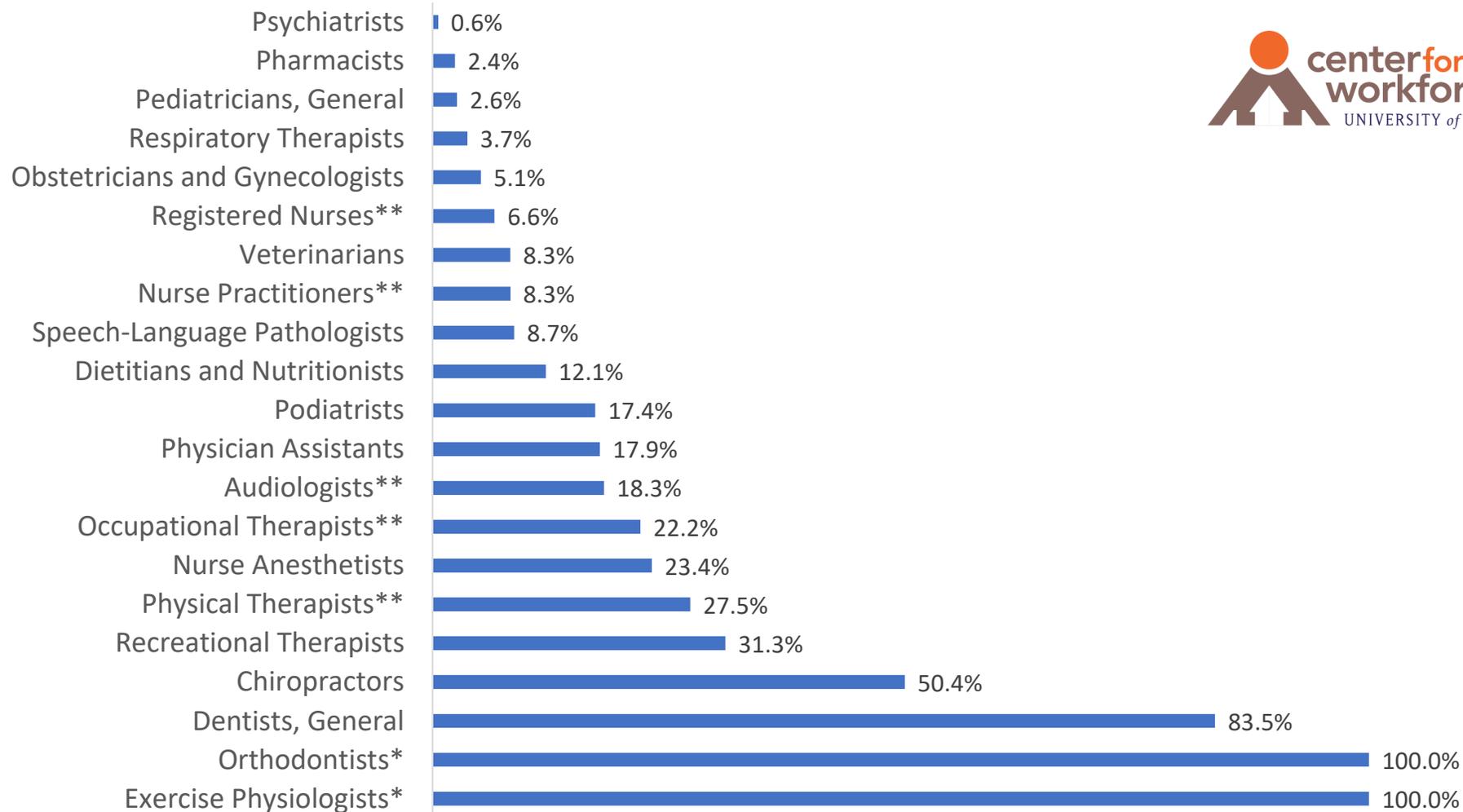
Data source: Washington State Employment Security Department/LMEA, 5/6/2020.

Health-Related Occupations in Washington State with the Largest Numbers of Initial Unemployment Claims, 3/8/20-4/25/20



Data source: Washington State Employment Security Department/LMEA, 5/1/2020.

Washington State Initial Unemployment Claims – Health Diagnosing and Treating Occupations 3/8-4/25/2020 as Percent of Total Employed 5/2019



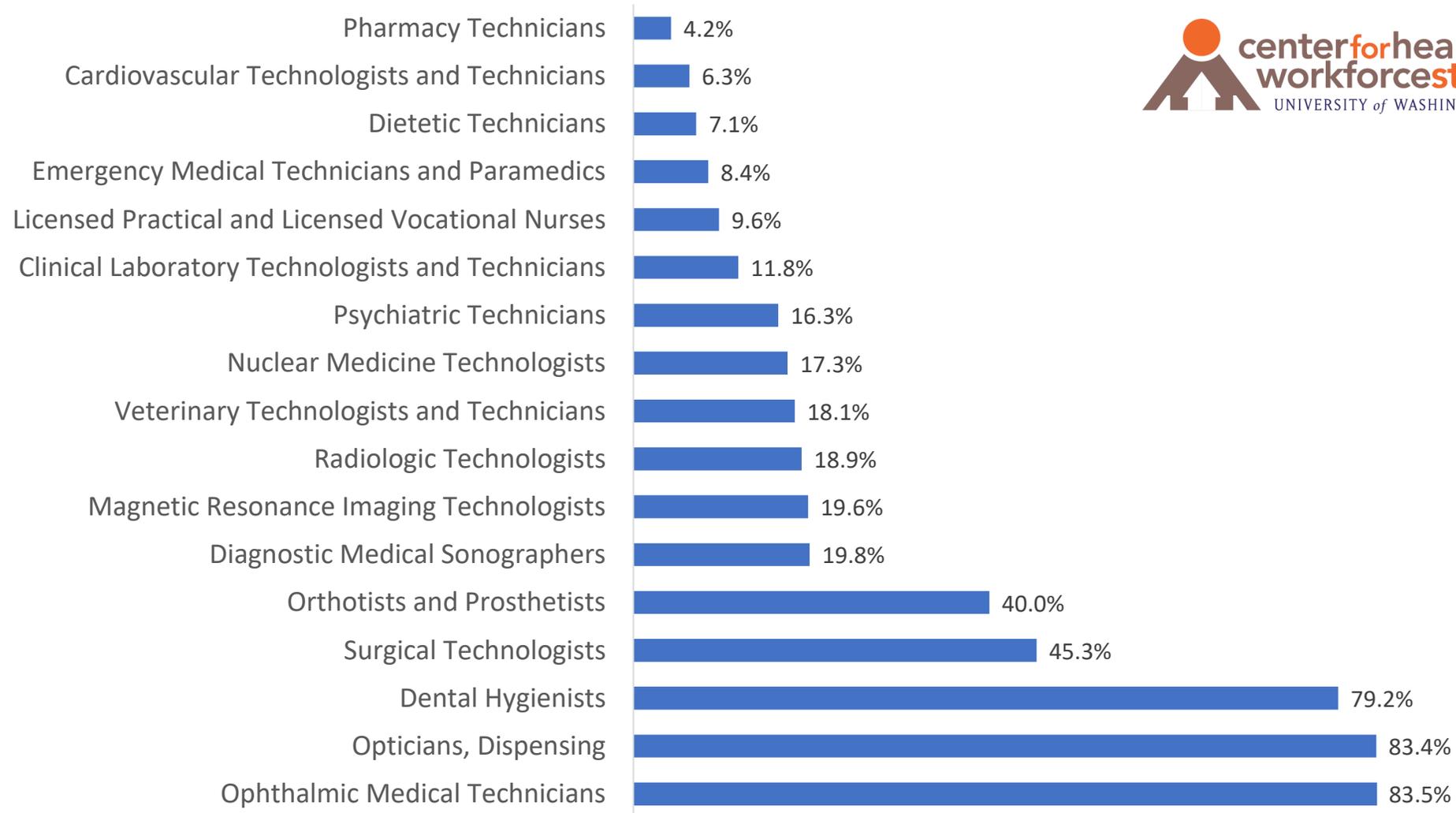
*Percent unemployed individuals exceed those employed in May, 2019

** Underestimate due to suppressed reporting in some counties with small numbers of claims

Self-employed individuals may not be represented in these numbers.

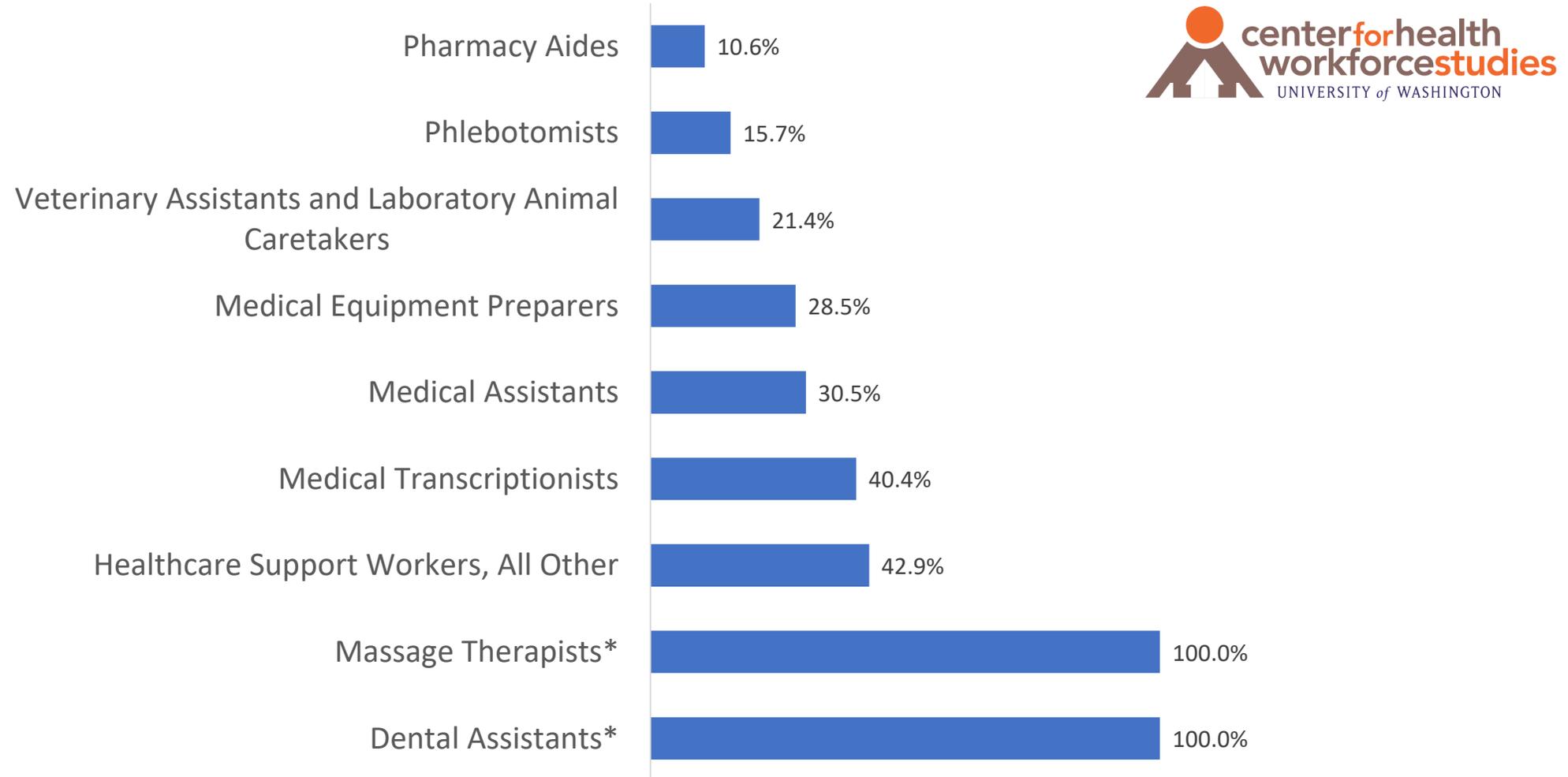
Data sources: Washington State Employment Security Department/LMEA, 5/1/2020; US Bureau of Labor Statistics Occupational Employment Survey 5/2019.

Washington State Initial Unemployment Claims – Health Technologists & Technicians 3/8-4/25/2020 as Percent of Total Employed 5/2019



Data sources: Washington State Employment Security Department/LMEA, 5/1/2020; US Bureau of Labor Statistics Occupational Employment Survey 5/2019.

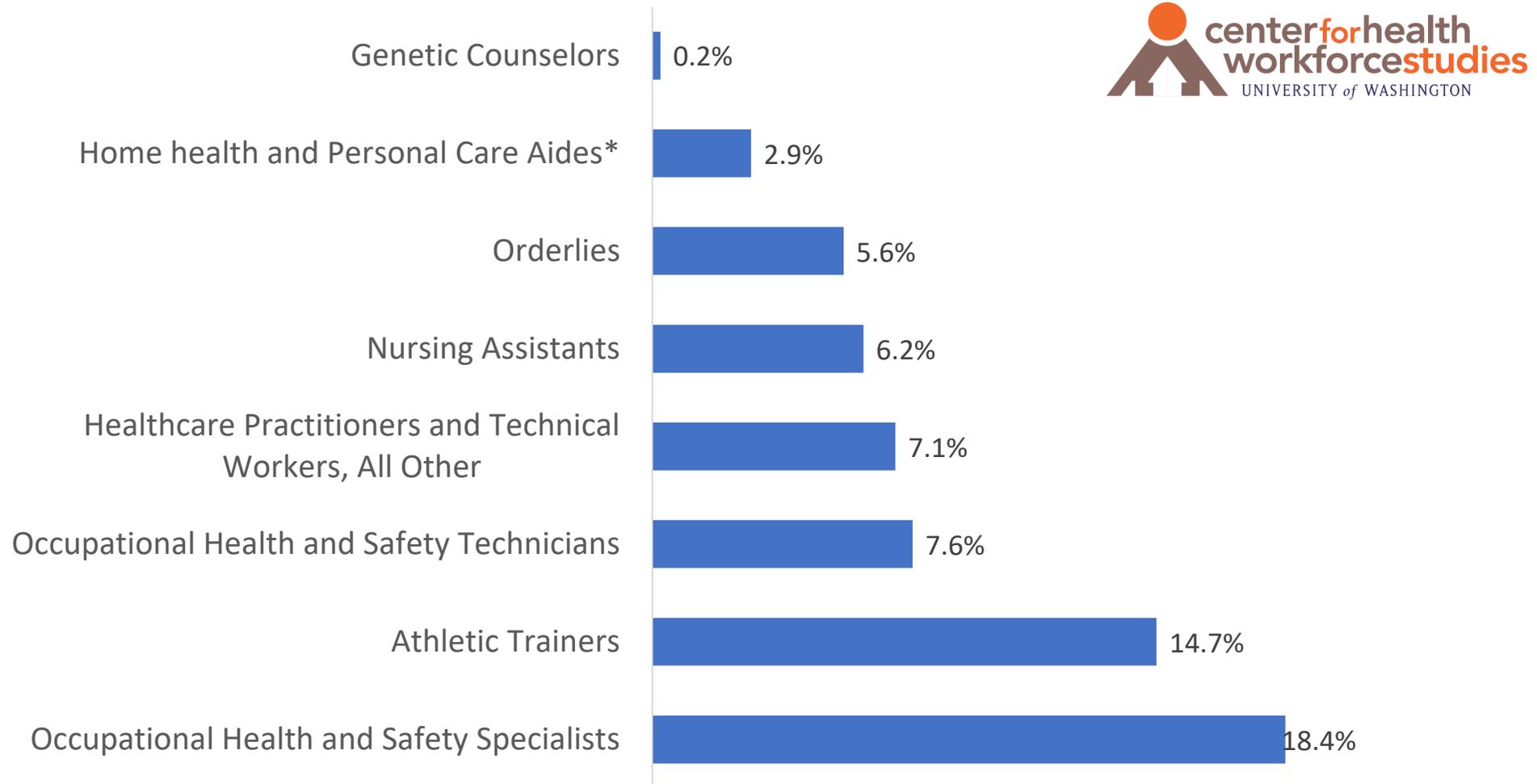
Washington State Initial Unemployment Claims – Other Health Care Support Occupations 3/8-4/25/2020 as Percent of Total Employed 5/2019



* Percent unemployed individuals exceed those employed in May, 2019.

Data sources: Washington State Employment Security Department/LMEA, 5/1/2020; US Bureau of Labor Statistics Occupational Employment Survey 5/2019.

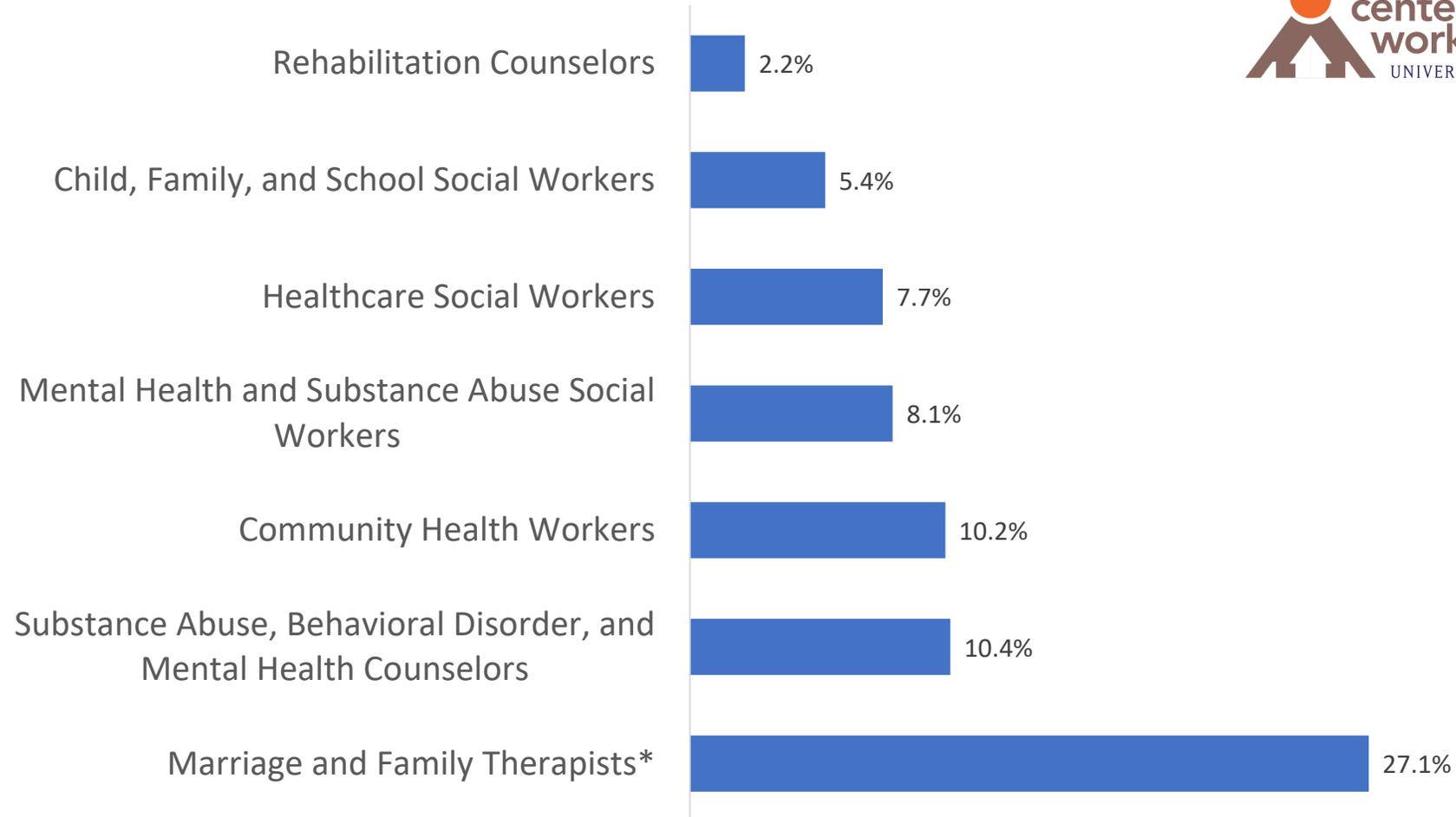
Washington State Initial Unemployment Claims for Nursing, Psychiatric, and Home Health Aides and Other Healthcare Practitioners and Technical Occupations 3/8-4/25/2020 as Percent of Total Employed 5/2019



* Underestimate due to suppressed reporting in some counties with small numbers of claims

Data sources: Washington State Employment Security Department/LMEA, 5/1/2020; US Bureau of Labor Statistics Occupational Employment Survey 5/2019.

Washington State Initial Unemployment Claims - Health-Related Social Services Occupations 3/8-4/25/2020 as Percent of Total Employed 5/2019



*Underestimate due to suppressed reporting in some counties with small numbers of claims.

Data sources: Washington State Employment Security Department/LMEA, 5/1/2020; US Bureau of Labor Statistics Occupational Employment Survey 5/2019.



Washington Healthcare Facilities Respond to COVID -19

Click here to see innovative solutions and ongoing needs.



Industry Sentinels

Employer/workforce input:

- Changes in needed skills and roles
- New workforce demand signals
- Review results to identify actionable findings

Data submission via
web portal every 6
months



Data Hub

Web-based data collection and analysis

Rapid dissemination on the website:

- Recent results from industry
- Trends
- Relevant health workforce data from other sources

Information review &
dissemination
facilitated by WA
Health Workforce
Council



Education/Training & Policy Stakeholders

Review and respond to actionable
information emerging from the Data Hub
and Health Workforce Council

- Address emerging skills needs
- Identify emerging roles
- Respond to increases and decreases in demand for specific occupations

Washington Health Workforce Sentinel Network Top Facility-Level Responses as of 5/7/2020 (recruitment still underway)

Facility Type	COVID	
	Qs	Basic SN Qs
Dentist office/dental clinic	245	117
Assisted living facility	20	10
Nursing home or skilled nursing facility	20	11
Behavioral-mental health clinic/outpatient mental health and substance abuse clinic	18	7
Federally qualified health center (FQHC) or community clinic providing care free or on sliding fee scale	17	5
Acute care hospital (25 beds or fewer)	13	4
Primary care medical clinic (not FQHC or community clinic)	13	6
Higher Education / Research	9	5
Psychiatric residential treatment facility	7	5
Freestanding Evaluation & Treatment facility	6	3
Home health care service	6	4
Acute care hospital (more than 25 beds)	5	3
Hospital/Clinical pharmacy	5	2
Mobile crisis outreach team	5	3
Retirement community/independent living facility	5	1
Medical/diagnostic laboratory	4	2
(others not listed)	--	--
Total as of 5/7/2020	438	207

**Washington Health Workforce Sentinel Network
Responses as of 5/7/2020 by ACH (recruitment still underway)**

Responses by Accountable Community of Health (ACH)	Responses
HealthierHere	65
Better Health Together	42
North Sound	31
Elevate Health	30
Olympic	24
Cascade Pacific Action Alliance	22
Greater Columbia	19
North Central	13
SW Washington	9

**Sentinel Network open for input from health care facilities through May 15!
www.wa.sentinelnetwork.org/join**

Washington's Health Workforce Sentinel Network *Early COVID-19 Response Report:* Nursing Homes/Skilled Nursing Facilities 4/21/2020

The Spring 2020 Washington Health Workforce Sentinel Network added four questions on health care facilities' workforce and operations. These questions were in addition to their health workforce changes and issues that are obtained twice yearly.

Below is a report of initial responses (14 as of April 17) to the COVID-19 questions from health care facilities across Washington. When possible, the comment indicates if it came from a facility. COVID-19 related findings will be reported as they become available, and will be reported along with responses to the other questions, as well as for other types of health care facilities, on the Sentinel Network.

When responding to the COVID-19 emergency (since approximately April 15), what occupations and/or service roles, if any, were most affected at your facility?

THEMES: Difficulty covering nursing and support staff positions, PPE needs, high stress.

- We have staff working overtime in not only nursing, but housekeeping and kitchen which makes more work for the kitchen and the CNAs. (E WA)
- Increase need for staff in screeners, NACs, RNs, and LPNs within our skilled nursing facility within therapy within our SNF. (E WA)
- NAC - illness or went to another facility. (W WA)

Themes:

- Difficulty covering nursing and support staff positions, PPE needs, high stress.
- *Problematic* - Reliance on agency/on-call staff, concerns of vulnerable workforce. *Helpful* – Staff cross-training, clear infectious disease management protocols.
- Need more flexible workforce deployment and development, manage fear and anxiety.

Washington's Health Workforce Sentinel Network *Early COVID-19 Response Report: Assisted Living Facilities* 4/21/2020

The Spring 2020 Washington Health Workforce Sentinel Network added four questions on health care facilities' workforce and operations. These questions were in addition to their health workforce changes and issues that are obtained twice yearly.

Below is an early report of initial responses (15 as of April 17) to the COVID-19 questions. When possible, the comment indicates if it came from a facility in eastern or western Washington. As more responses are received, they will be reported as they become available and will be reported along with responses for other types of health care facilities, on the Sentinel Network dashboard (see wa.sentinelnetwork.org).

When responding to the COVID-19 emergency (since approximately April 15), which occupations and/or service roles, if any, were most affected at your facility?

THEMES: Need for PPE, infectious disease management skills, training,

- The need for a few different PPEs than what we typically keep on hand came up. In large quantities, it is difficult to keep up. Occupations have had little change other than that prior to work, we have been fortunate in having a stable workforce. More call to place related to not taking new residents unless they are coming from home.

Themes:

- Need for PPE, infectious disease management skills, training, relief for staff anxiety.
- Increase Medicaid reimbursement.
- *Problematic:* Reliance on agency/on-call staff, need for more training, older workforce. *Helpful:* Clear protocols for managing infected clients, providing childcare, alternative roles for concerned staff, supportive administration.

Washington's Health Workforce Sentinel Network

Early COVID-19 Response Report:

Dentist Offices/Dental Clinics 4/23/2020

The Spring 2020 Washington Health Workforce Sentinel Network added four questions about health care facilities' workforce and operations. These questions were in addition to their health workforce changes and issues that are obtained twice yearly.

Below is a report of representative examples of initial responses (34 as of April 17) to the offices/dental clinics across Washington. More COVID-19 related findings will be reported as they come along with responses for other workforce demand questions, as well as for other types of health care Network dashboard (see wa.sentinelnetwork.org).

When responding to the COVID-19 emergency (since approximately February 2020), which occupations and/or service roles, if any, were most affected at your facility?

THEMES: Most staff furloughed, lack of income, need for PPE, high stress

- *Our dental hygiene clinic was shut down as we do not provide emergency dental care. Some staff are partially employed, our students unable to take exams to obtain licensure and they are unable to meet requirements.*
- *PPE needs, especially N95 masks and face shields*
- *While only seeing emergencies, we do not have enough income to cover basic expenses. The staff have been furloughed. There has been difficulty finding enough PPEs (mask and gloves). While seeing many patients, we have done OK. When we start working again...we might have more PPEs.*
- *Dental assistants were most affected as we furloughed/placed on temporary leave.*

Themes:

- Most staff furloughed, high stress.
- Severe financial impact to practices, need help procuring and paying for PPE, more information about and training for safe practices needed
- Shortages of dental assistants and hygienists may continue.
- *Helpful* – Unemployment benefits, larger facilities able to consolidate.

Washington's Health Workforce Sentinel Network *Early COVID-19 Response Report:* **Behavioral/Mental Health/Substance Use Disorder Clinics 5/3/2020**

The Spring 2020 Washington Health Workforce Sentinel Network added four questions on health care facilities' workforce and operations. These questions were in addition to their health workforce changes and issues that are obtained twice yearly.

Below is a report of initial responses (from 17 facilities as of April 29) to the COVID-19 survey. Responses from behavioral health and substance abuse clinics across Washington are reported as they become available, and will be reported along with responses for other types of health care facilities, on the Sentinel Network dashboard (see www.wa.sentinelnetwork.org).

When responding to the COVID-19 emergency (since approximately April 15), which occupations and/or service roles, if any, were most affected at your facility?

THEMES: PPE needs, high employee stress, service delivery disruption

- All direct service staff had to be relocated to their homes to provide telephonic services. At a youth homeless shelter we had/have no access to PPE. Admin staff continue to work on-site with social distancing. In the Medicaid population there is a problem with access to services. Contact with our high risk clients who are mentally ill substance abusers. It's difficult to do remote work with these clients has been very challenging.
- Completely changing the way we provide therapy and getting reluctant patients to attend health has also been a challenge.
- The first impact was shortage of hand sanitizer, surgical masks and N95 masks. We have had to provide additional services to clients, educate re: COVID-19 impacts and increase hiring of temporary and contingent staff, because regular staff have needed to go home to have school or daycare or needed to quarantine due to exposure to someone with COVID-19. We have also been much more stringent regarding requiring staff with COVID-19 so our work force is reduced because in the past staff would have worked if they had COVID-19.

Themes:

- PPE needs, high employee stress, older vulnerable workforce, service delivery disruption.
- Need for alternative models and funding/reimbursement changes.
- Concerns re: workforce regulations, prior workforce shortages exacerbated by the emergency.
- *Helpful* – Prior implementation of EMRs and telehealth, emergency policy changes.

Resources:



UW CHWS COVID-19 News and Reports

<https://depts.washington.edu/fammed/chws/covid-19/>

Washington Health Workforce Sentinel Network

Washington Healthcare Facilities Respond to COVID-19

<http://wa.sentinelnetwork.org/findings/overview/#covid-19>

Contact:

Sue Skillman

skillman@uw.edu 206 543-3557