...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

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

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.

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

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

- Pharmacy Aides: 10.6%
- Phlebotomists: 15.7%
- Veterinary Assistants and Laboratory Animal Caretakers: 21.4%
- Medical Equipment Preparers: 28.5%
- Medical Assistants: 30.5%
- Medical Transcriptionists: 40.4%
- Healthcare Support Workers, All Other: 42.9%
- Massage Therapists*: 100.0%
- Dental Assistants*: 100.0%

* Percent unemployed individuals exceed those employed in May, 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

- Genetic Counselors: 0.2%
- Home health and Personal Care Aides*: 2.9%
- Orderlies: 5.6%
- Nursing Assistants: 6.2%
- Healthcare Practitioners and Technical Workers, All Other: 7.1%
- Occupational Health and Safety Technicians: 7.6%
- Athletic Trainers: 14.7%
- Occupational Health and Safety Specialists: 18.4%

* Underestimate due to suppressed reporting in some counties with small numbers of claims
Washington State Initial Unemployment Claims - Health-Related Social Services Occupations
3/8-4/25/2020 as Percent of Total Employed 5/2019

- Rehabilitation Counselors: 2.2%
- Child, Family, and School Social Workers: 5.4%
- Healthcare Social Workers: 7.7%
- Mental Health and Substance Abuse Social Workers: 8.1%
- Community Health Workers: 10.2%
- Substance Abuse, Behavioral Disorder, and Mental Health Counselors: 10.4%
- Marriage and Family Therapists*: 27.1%

*Underestimate due to suppressed reporting in some counties with small numbers of claims.
Washington’s Health Workforce Sentinel Network

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 Hub
Web-based data collection and analysis
Rapid dissemination on the website:
- Recent results from industry
- Trends
- Relevant health workforce data from other sources

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

<table>
<thead>
<tr>
<th>Responses by Accountable Community of Health (ACH)</th>
<th>Responses</th>
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<tbody>
<tr>
<td>HealthierHere</td>
<td>65</td>
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<tr>
<td>Better Health Together</td>
<td>42</td>
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<tr>
<td>North Sound</td>
<td>31</td>
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<tr>
<td>Elevate Health</td>
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<tr>
<td>Olympic</td>
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<td>Cascade Pacific Action Alliance</td>
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<td>Greater Columbia</td>
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<tr>
<td>North Central</td>
<td>13</td>
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<tr>
<td>SW Washington</td>
<td>9</td>
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</tbody>
</table>

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

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