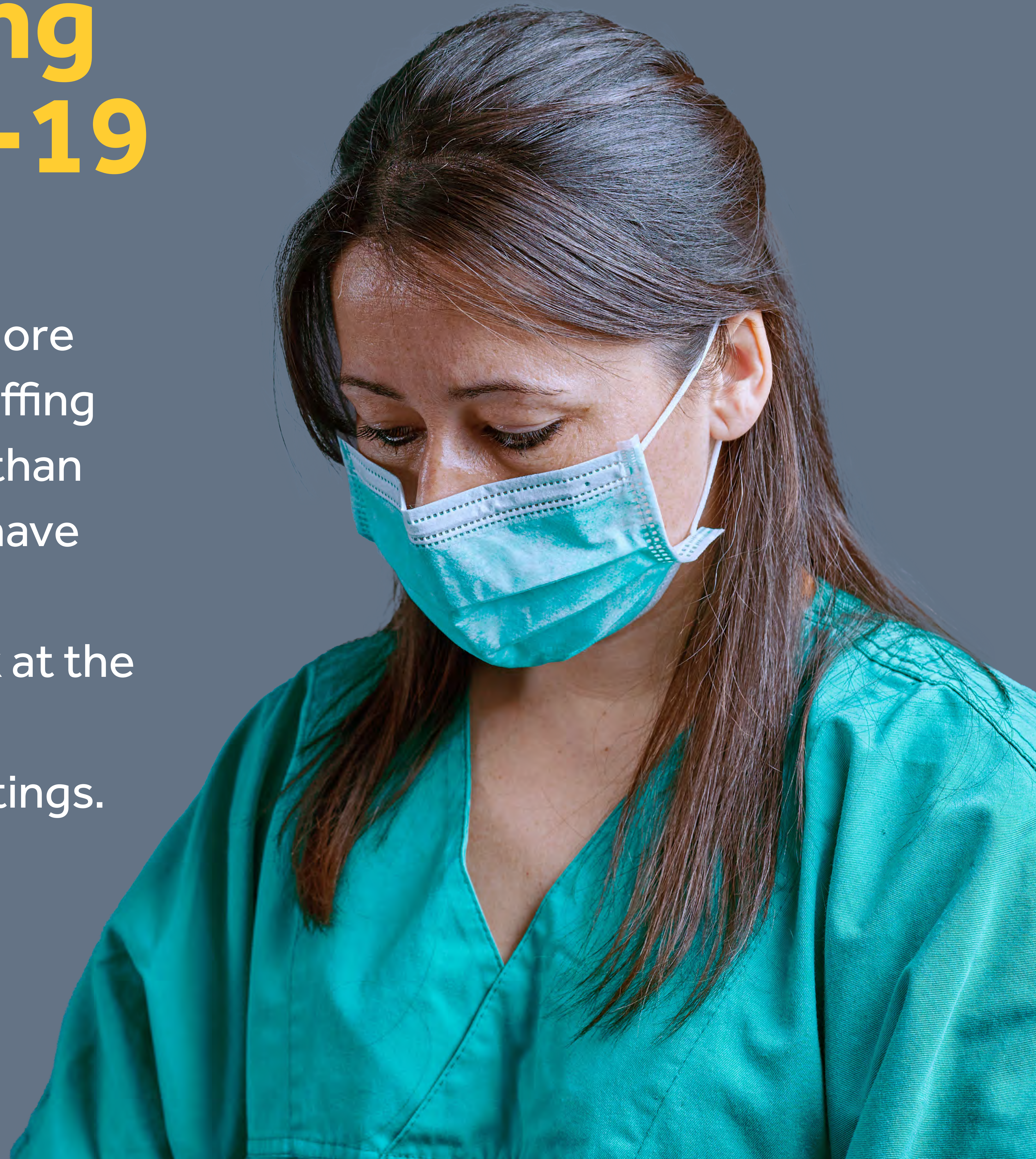


LASTING EFFECTS:

Skilled Nursing After COVID-19

Over a quarter of post-acute caregivers said they had seen more medical mistakes due to low staffing during the pandemic and more than half of those nurses say things have not improved. In this IntelyCare Research Group report, we look at the ongoing repercussions of understaffing in post-acute settings.



Abstract

As the world adapts to living with COVID-19 long-term, it is important to remember what the crisis impacted most, and identify the pre-COVID behaviors, metrics, and standards that we should seek to re-establish.

In this study, the IntelyCare Research Group examines the findings of a recent survey of post-acute nursing professionals, covering aspects of their work and working conditions that were impacted by COVID-19 and have not returned to normal.

Their responses show an array of changes that are deeper and longer-lasting than many imagine, with consequences for nurses' professional well-being as well as patient care.

COVID Hit Healthcare Staffing, and It Hasn't Recovered

Half of post-acute nurses said [staffing ratios were too low during the pandemic](#). More than two-thirds (70%) say the situation has not improved.

Of the majority (60%) of post-acute nurses that are not satisfied with their jobs, [more than a third \(38%\) say the reason is poor staffing ratios](#).

CMS data this spring showed that [26% of nursing homes were reporting nursing aide shortages](#), well over the 15% of nursing homes that reported such shortages pre-pandemic.



27%
of post-acute
nurses want a
fresh start.



34%
of those want to
do that with a job
in another field.

COVID Made Both Nurses and Patients Less Safe

Almost one-third (29%) of post-acute nurses said **safeguards were ignored during the pandemic to get work done**. Of those, 45% say the situation has not improved.

The 10 U.S. states with the highest level of community spread of COVID showed a **24% year-on-year increase in all-cause mortality among nursing home residents** for the period of January through August 2020.



45%

Said their patients received **poor care** due to **low staff numbers** during the pandemic.



66%

of those nurses said the situation has **not improved**.

Understaffing Leads to Medical Mistakes

Over a quarter of post-acute caregivers (27%) in a recent survey said **they had seen more medical mistakes caused by low staffing during the pandemic**. Two and a half years after the first U.S. lockdowns, more than half those nurses (51%) say the situation has not improved.

Dozens of studies in the U.S., Canada, and Europe have shown that higher staffing levels, especially higher ratios of RNs to residents, lead to better care.



32%

of nurses cite the death of patients as the job's biggest stressor.

Potential Solutions

As the staffing crisis continues, many nurses and aides are demanding a change. **While higher pay is an obvious means to attract more staff, it's not a sustainable one** - for both healthcare facilities and nursing professionals.

Numerous surveys have shown that flexibility is the primary reason why nursing professionals choose to work per diem. And now **more than half of the long-term care nursing workforce is now considering a permanent move to a flexible role.**

One way for nursing homes to offer their internal staff more flexibility is through a Float Pool. By creating an in-house flexible workforce and managing it with Float Pool software, **facilities can recruit and retain more healthcare workers, improve their staffing ratios, and deliver the care their residents deserve.**



46%
**of long-term care
nurses are considering
a flexible role**

Methodology

Reputation Leaders

Reputation Leaders surveyed 450 post-acute care nurses across the United States that included a mix of registered nurses, licensed practical nurses, and certified nursing assistants. The survey focused on identifying the initial and lasting impacts of COVID as experienced by the nursing workforce.

About IntelyCare

At IntelyCare, our mission is to empower healthcare professionals to work better, together. The leading healthcare workforce management platform, IntelyCare's AI-based float pool management and per-diem matching technology enables healthcare facilities to staff properly. While nursing professionals can use IntelyCare's app to get the scheduling flexibility they deserve. In creating a better working environment for healthcare professionals, IntelyCare is helping to end the nurse staffing crisis and ensure that patients receive optimal care.