



June

Kansas Advocates for Better Care (KABC) is a statewide not-for-profit organization whose mission is to improve the quality of long-term care for older Kansans in nursing and assisted facilities as well as those who live in their own homes. KABC is not a provider of government-funded services. For 45 years it has been a resource and advocate for older adults and families and providing consumer-focused information on aging and quality care issues for policy makers.

To give our members an opportunity to comment on the proposed staffing standards, we sent out a short survey. We received **40** responses to the following questions:

- Do you or a family member have a story or experience that speaks to the benefits of adequate staffing in long care facilities to residents? Yes: 30; No: 10
- **Many responses reflected concerns understaffing and under qualified staff. Which in their opinion translated too poor and abysmal care provided to residents.**
- In your experience, did staff caring for the resident seem to have appropriate support and training needed? Yes: 9; No: 24
- **A summary of responses to this question, even the staff members who are well-meaning, hardworking and doing their best were only given minimal training and the time in their work day wasn't enough to provide quality care to every resident.**
- In your experience, would it have been better for the resident to have 24/7 access to a registered nurse? Yes: 22; No: 11;
- **Responses trended that care would improve if LPNs and CNAs focused on task oriented work and RN's were available for treatment and care planning.**
- In your experience, did staffing improve as a result of the additional funding provided by the federal and state government? Yes: 6; No: 22
- **Very few responses noted that any improvement resulted from the additional funding received from federal and state government.**
- In your experience, was the facility responsive to concerns expressed about staffing or quality of care? Yes: 12; No: 20

**We did receive some responses that conveyed that the facility wanted to address staffing issues better however applicants willing to take positions weren't available. We also receive responses that**

**did not experience the same commitment to improving the staffing issues. Others mentioned that better community care options would be beneficial.**

**A couple of specific comments to our questions were:**

**Did the resident receive the adequate staffing to meet their needs? What was your sense of how facilities were staffed? How did this impact the quality of care resident received?**

A: My dad's facility was understaffed, they couldn't respond urgently when he needed to use the bathroom. He had Alzheimer's and acted out/got irritable with staff. No one realized he was near the end of his life. Their solution was to send him to a behavioral hospital for evaluation. When he was released back to the facility, he died a week later. He had been exhibit terminal restlessness, but staff failed to recognize that.

**Did staff caring for the resident seem to have appropriate support & training needed?**

A: NO. Staff members seemed unfamiliar with advanced Alzheimer's and how that impacts behavior.

**In your experience, did the resident receive the adequate staffing to meet their needs?**

A: Understaffed, by poorly trained nursing assistants. Rude, overworked, unprofessional with no understanding of HIPAA.

**Would the resident have been better served in the community?**

A: Facility admin want to cover expenses and make a profit. They will pay the lowest wage the market will withstand. Adequate staffing starts with a fundamental living wage for all employees.