



Home Care Administrator Wave 2 Survey

Table of Contents

HCIntro	2
HC1OwnershipType	3
HC1a PrivEquity	3
HC2 OwnMultiple	3
HC3 AssociatedWith	3
HC4 LicenseYears	4
HC4a CertMedicare	4
HC4b CertMedicaid	4
HC4c1-3 Services	4
HC5c Clients	5
HC5d MedCov	5
HC6 MemCareExclusive	5
HC7a BaseRate	5
HC7b BaseRateRN	6
HC8 Benefits	6
HC8a DaysPTO	7
HC8b DaysSick	7
HC8c DaysVaca	7
HC9 Union	7
HC10 GUIDE	8
HC11 EHRHave	8
HC12 EHRExtent	9
HC13 EHRCanDo	9
HC14 MedStaff	9
HC15 ResidentComposition	10
HC16a NrAdmins	10
HC16b NrDirectors:	10
HC16b1 SupCurr	11
HC16c SupNurse	11
HC16d SupCred	11
HC16e SupFTPT	11
HC16f SupOnSite	11

HC16g MedDir	12
HC16h_a-e MedDirLicense	12
HC16i MedDirCert	12
HC16j MedDirFTPT	13
HC16k MedDirOnsite	13
HC16l Contracts	13
HC16m Competitors	13
HC16n StaffAgencyContract	14
HC16o StaffAgencyPerm	14
HC17a-f Market	14
HC18 NursingIntro	15
HC18e PayLvl	15
HC18f_a-h SupCareer	15
HC18a NrNurseStaff	16
HC18b NrNurseFT	16
HC18c NrNurseTemp	16
HC18d NrMedAid	16
HC20 ShiftLength	16
HC22a-g TrainFormal	17
HC23 TrainEdu	17
HC24 TrainHave	18
HC26 TrainConfident	18
HC27 Assessments	19
HC28 ADReview	19
HC29a-f ElderAbuse	19

HCIntro

Thank you for participating in the National Dementia Workforce Study. This survey is sponsored by the National Institute on Aging and is intended to collect data about

[FACILITY_NAME]

[AGENCY LICENSE NUMBER]

[ADDRESS 1]

[ADDRESS 2]

[CITY]

[ZIP]

[STATE]

Throughout this questionnaire, “home care” includes home health, personal care, home care, and other related services provided by your agency.

If this home care agency is associated with others that have a separate license, ANSWER ALL QUESTIONS IN RELATION TO ONLY THE ONE LICENSED AGENCY named above.

The survey should take about 25 minutes to complete.

HC1OwnershipType

Is this home care agency's ownership non-profit, for-profit, or government?

- 1. Non-Profit [GO TO HC2]
- 2. For-Profit [GO TO HC1a]
- 3. Government [GO TO HC2]

[ALLOW ONE SELECTION]

HC1a PrivEquity

Is this home care agency owned by a private equity firm?

- 1. Yes
 - 5. No
 - 98. Don't know
-

HC2 OwnMultiple

Is this home care agency owned by a person, group, or organization that owns or manages two or more such entities? This may include a corporate chain.

- 1. Yes
 - 5. No
-

HC3 AssociatedWith

Is this home care agency currently owned or operated in association with:

	Yes	No
a. a continuing care retirement community (CCRC)?	<input type="radio"/>	<input type="radio"/>
b. a hospital?	<input type="radio"/>	<input type="radio"/>
c. a nursing home?	<input type="radio"/>	<input type="radio"/>
d. an assisted living community/facility?	<input type="radio"/>	<input type="radio"/>

e. another home health/home care agency?

O

O

f. a hospice organization?

O

O

[VARIABLE CODING]

a..[AssociatedWithCCRC]

b.[AssociatedWithHosp]

c.[AssociatedWithNH]

d.[AssociatedWithALC]

e.[AssociatedWithHC]

f. [AssociatedWithHospice]

HC4 LicenseYears

For approximately how many years has this home care agency been licensed under its current owner?

_____ year(s) [INTEGER; RANGE 0-99]

98. Don't know

HC4a CertMedicare

Is this agency certified under Medicare?

1. Yes

5. No

HC4b CertMedicaid

Is this agency certified under Medicaid?

1. Yes

5. No

HC4c1-3 Services

What types of services does this agency provide?

Select all that apply

a. Home health services (i.e., medically necessary part-time or intermittent skilled nursing care and/or post-acute services) reimbursed by Medicare, Medicaid, commercial insurance, or private pay.

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b. Personal or home care services not associated with home health services, focused solely on supporting activities of

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daily living (usually paid privately or by Medicaid)

c. Other types of services

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[VARIABLE CODING]

a.[ServiceHHS]
b.[ServiceNotHHS]
c.[ServiceOther]

HC5c Clients

How many clients does this agency serve in a typical month?

_____ client(s) per month

[Integer; range 0-999]

HC5d MedCov

How many of your clients have Medicaid coverage for the services you provide?

_____ client(s) with Medicaid coverage

[Integer; Range 0-999]

HC6 MemCareExclusive

Is this agency dedicated exclusively to memory care?

01. Yes

05. No

HC7a BaseRate

What is the average hourly rate paid by new private pay clients for an aide visit?

[DO NOT ADD IF NOT THERE ALREADY: If not applicable, select the checkbox that best applies.]

\$_____ per hour [Integer; \$0-\$99,999, mask input to show as a dollar amount e.g., \$xx,xxx]

966665 No aide visits are provided by this agency

966666 Agency does not accept private pay clients

HC7b BaseRateRN

What is the average hourly rate paid by new private pay clients for an RN visit?

\$_____ per hour

[Integer; \$0-\$99,999, mask input to show as a dollar amount e.g., \$xx,xxx]

966665 No RN visits are provided by this agency

966666 Agency does not accept private pay clients

HC8 Benefits

What benefits are provided to full-time staff?

Select all that apply

a. Paid time off (PTO) that combines sick and vacation [IF SELECTED, ASK HC8a]	<input type="checkbox"/>
b. Paid sick time (separate from vacation) [IF SELECTED, ASK HC8b]	<input type="checkbox"/>
c. Paid vacation time (separate from sick time) [IF SELECTED, ASK HC8c]	<input type="checkbox"/>
d. Health insurance for employees	<input type="checkbox"/>
e. Health insurance for employees' families	<input type="checkbox"/>
f. Dental insurance	<input type="checkbox"/>
g. Vision insurance	<input type="checkbox"/>
h. Tuition reimbursement or education scholarship	<input type="checkbox"/>
i. Paid parental leave	<input type="checkbox"/>
j. Retirement benefits (401K, 403B, pension, other)	<input type="checkbox"/>
k. None of the above	<input type="checkbox"/>
[EXCLUSIVE CHOICE, CANNOT BE SELECTED WITH OTHER OPTIONS]	

[VARIABLE CODING]	a. [BenefitsPTO]	f. [BenefitsDental]
	b. [BenefitsSick]	g. [BenefitsVision]
	c. [BenefitsVaca]	h. [BenefitsTuition]
	d. [BenefitsIns]	i. [BenefitsPPL]
	e. [BenefitsFam]	j. [BenefitsRetirement]
		k. [BenefitsNone]

HC8a DaysPTO

[DISPLAY IF HC8a. PTO is selected]

How many days of combined PTO do full-time staff receive?

_____ day(s) per year

[Integer; Range 0-365]

HC8b DaysSick

[DISPLAY IF HC8b. Paid sick is selected]

How many paid sick days do full-time staff receive?

_____ day(s) per year

[Integer; RANGE 0-365]

HC8c DaysVaca

[DISPLAY IF HC8c. Paid Vacation is selected]

How many paid vacation days do full-time staff receive?

_____ day(s) per year

[Integer; RANGE 0-365]

HC9 Union

Which, if any, of the following positions in this agency are represented by a union?

Select all that apply.

a. None

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b. Registered nurse	<input type="checkbox"/>
c. Licensed Practical/Vocational Nurse	<input type="checkbox"/>
d. Certified nursing assistant	<input type="checkbox"/>
e. Home health aide/assistant	<input type="checkbox"/>
f. Personal Care Aide/assistant or other similar aide	<input type="checkbox"/>
g. Activity staff	<input type="checkbox"/>
h. Other (describe): _____	<input type="checkbox"/>

[VARIABLE CODING]

a. [UnionNone]

b. [UnionRN]

c. [UnionLPVN]

d. [UnionCNA]

e. [UnionHHA]

f. [UnionPCAI]

g. [UnionActivity]

h. [UnionOther]

HC10 GUIDE

Did this organization participate in an application to the Guiding an Improved Dementia Experience (GUIDE) model?

- 1. Yes, and we were awarded
- 2. Yes, but we were not awarded
- 5. No
- 98. Don't know

HC11 EHRHave

Not including for accounting or billing purposes, does this home care agency currently use an electronic health record (EHR) to manage clients care?

- 1. Yes [\[GO to HC12\]](#)
 - 5. No [\[GO to HC14\]](#)
-

HC12 EHRExtent

[DISPLAY IF HC11 = "Yes"]

In this home care agency, which best describes the extent to which client care activities are documented in an electronic health record (EHR)?

1. All documentation is electronic in a single EHR system
2. All documentation is electronic but in multiple EHR systems
3. Some documentation is electronic, some documentation is on paper

HC13 EHRCanDo

Does the electronic health record (EHR) at this home care agency enable staff to do the following electronically?

	Yes	No	Don't Know
a. Order medications?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Document medication administration?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Send key clinical information such as labs, medications or problem lists to outside health care providers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Receive key clinical information such as labs, medications, or problem lists from outside health care providers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Access lab results electronically rather than as scanned or faxed documents?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[VARIABLE CODING]

a.[EHROrder]
b.[EHRDoc]
c.[EHRSend]
d.[EHRRceive]
e.[EHRAccess]

HC14 MedStaff

Does this home care agency have authorized staff available to administer medication 24 hours a day, 7 days a week?

1. Yes
5. No
6. Not applicable - this agency does not provide this service

HC15 ResidentComposition

Please enter percentages below. Your answers do not need to add to 100%.

Approximately what percent of all current clients

	(percent of current clients)
a. have dementia, including Alzheimer's disease?	__ %
b. have serious mental illness (e.g., bipolar disorder, schizophrenia, other psychotic disorder)?	__ %
c. have substance use disorder?	__ %
d. are enrolled in hospice services?	__ %
e. have advance directives upon admission?	__ %

[RANGE 0 - 100%; Mask PCTN - % formatting to table entries.]

[VARIABLE CODING]

a.[ResDementia]
b.[ResMental]
c.[ResSubstance]
d.[ResHospice]
e.[ResAD]

HC16a NrAdmins

How many administrators, including interim administrators, has this agency had in the last 5 years?

_____ administrator(s) in the last 5 years

98. Don't know

[Integer; RANGE 0-99]

HC16b NrDirectors:

How many health care supervisors – meaning the one staff member who most oversees the health status of clients – has this home care agency had in the last 5 years?

Enter number or indicate if this home care agency does not have such a position.

_____ health care supervisor(s) in last 5 years [INTEGER; RANGE 0-99]

[If 1 or more, go to HC16b1]

96. Do not have this position in our organization [GO TO HC16g]

98. Don't know [GO TO HC16g]

HC16b1 SupCurr

Is there currently someone in the position of health care supervisor?

1. Yes [GO TO HC16c]

5. No [GO TO HC16g]

HC16c SupNurse

Is the current health care supervisor a licensed nurse?

1. Yes

5. No [GO TO HC16e]

HC16d SupCred

What is the highest nursing credential the current health care supervisor has?

1. LVN/LPN

2. RN

3. NP

4. Other, specify: _____

98. Don't know

HC16e SupFTPT

Is this health care supervisor part-time or full-time?

1. Part-time

2. Full-time

HC16f SupOnSite

How many hours per week is this health care supervisor physically on-site?

_____ hour(s)

[Integer, RANGE 0-168]

HC16g MedDir

Does this home care agency have a medical director- someone you contract with to advise about or provide medical care?

1. Yes
5. No [GO TO HC16L]

HC16h_a-e MedDirLicense

What type of license does the medical director hold?

Select all that apply.

- a. Physician [GO TO HC16i]
- b. Nurse practitioner [GO TO HC16j]
- c. Physician assistant [GO TO HC16j]
- d. Other, specify: _____
- e. Don't know

VARIABLE CODING]

- a.[MedDirLicensePh]
- b.[MedDirLicenseNP]
- c.[MedDirLicensePA]
- d.[MedDirLicenseOther]
- e.[MedDirLicenseDK]

HC16i MedDirCert

Please indicate whether this medical director holds any of the following board certifications

Select all that apply.

- a. Certified Medical Director
- b. Geriatrics
- c. Hospice and Palliative Medicine
- d. None of the above [DO NOT ALLOW WITH OTHER ANSWERS]
- e. I don't know [DO NOT ALLOW WITH OTHER ANSWERS]

[VARIABLE CODING]

- a.[MedDirCertMed]
- b.[MedDirCertGeriatrics]
- c.[MedDirCertHosPal]
- d.[MedDirCertNone]
- e.[MedDirCertDK]

HC16j MedDirFTPT

[ASK HC16J IF HC16g = YES]

Is the medical director of this home care agency part-time or full-time?

1. Part-time
 2. Full-time
-

HC16k MedDirOnsite

[ASK HC16k IF HC16g = YES]

Does this medical director provide on-site care for your clients?

1. Yes
 5. No
-

HC16l Contracts

[IF HC16g = YES, then display:] Other than a medical director, does this agency have a contract with one or more physician(s), nurse practitioner(s), or physician assistant(s) to provide primary care for your clients?

IF HC16g = NO, then display:] Does this agency have a contract with one or more physician(s), nurse practitioner(s), or physician assistant(s) to provide primary care for your clients?

1. Yes
 - 5..No
-

HC16m Competitors

Which industries do you view as your top competitors for staff?

Select all that apply.

- a. Other home care/home health agencies
- b. Nursing homes
- c. Assisted living communities
- d. Hospitals
- e. Other health care organizations
- f. Retail business
- g. Office work

- h. Food service
- i. Manufacturing
- j. Other
- k. [NONE SELECTED]

[VARIABLE CODING]

a. [CompetitorsHC]	e. [CompetitorsOHCO]	h.[CompetitorsFood]
b. [CompetitorsNH]	f. [CompetitorsRetail]	i.[CompetitorsManuf]
c. [CompetitorsALC]	g. [CompetitorsOffice]	j.[CompetitorsOther]
d. [CompetitorsHosp]		k.[CompetitorsNone]

HC16n StaffAgencyContract

Do you currently work with any staffing agencies for contract / temporary staffing?

- 1. Yes
- 5. No

HC16o StaffAgencyPerm

Do you currently work with any staffing agencies for permanent hiring?

- 1. Yes
- 5. No

HC17a-f Market

How do you perceive the labor market in your area for the following types of professionals?

	Supply Far Exceeds Demand	Supply Slightly Exceeds Demand	Balanced Labor Market	Demand Slightly Exceeds Supply	Demand Far Exceeds Supply
a. Registered nurses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Licensed practical/vocational nurses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Certified nursing assistants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Home health assistants/aides	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

e. Personal care aides/assistants
or similar aides

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☐

☐

☐

☐

f. Activity staff

☐

☐

☐

☐

☐

[VARIABLE CODING]

a.[MarketRN]
b.[MarketLPVN]
c.[MarketCNA]
d.[MarketHHA]
e.[MarketPA]

f.[MarketAS]

HC18 NursingIntro

The next set of questions is about all direct care workers who work in this home care agency, including the home health aides (HHAs), personal care aides/assistants (PCAs), certified nursing assistants (CNAs), nursing assistants (NAs), medication aides, or any other direct care workers.

If this agency is associated with other agencies that have a separate license, count ONLY the staff who work at least half of their time in this agency.

HC18e PayLvl

Does your pay scale for direct care workers increase with greater experience or skill levels?

1. Yes
5. No

HC18f_a-h SupCareer

In what ways do you support career progression for direct care workers?

Select all that apply.

- a. Offer on-the-job training
- b. Offer promotion to higher job categories
- c. Offer registered apprenticeships
- d. Provide tuition support to pursue additional certification or degrees
- e. Provide paid time off to support educational opportunities
- f. Partner with other organizations to provide educational opportunities
- g. Other, please specify: _____
- h. None of the above

[VARIABLE CODING]

a.[SupCareerOTJTrain]
b.[SupCareerPromotion]

f.[SupCareerPartnerEd]
g.[SupCareerOther]

c.[SupCareerApprent]
d.[SupCareerTuition]
e.[SupCareerTimeOffEd]

[SupCareerOtherT]
h.[SupCareerNone]]

HC18a NrNurseStaff

How many total direct care workers are on staff?

This should include medication aides and contract (agency) staff.

_____ direct care worker(s)

[Integer; RANGE 0-999; IF HC18a = 0/REF/BLANK, GO TO HC20]

HC18b NrNurseFT

Of the [Answer to HC18a] direct care workers, what number are full-time?

_____ full-time direct care worker(s)

[Integer; RANGE 0 TO TOTAL ENTERED IN HC18a NrNurseStaff]

HC18c NrNurseTemp

Of the [Answer to HC18a] direct care workers, what number are contract agency staff?

_____ contract direct care worker(s)

[Integer; RANGE 0 TO TOTAL ENTERED IN HC18a NrNurseStaff]

HC18d NrMedAid

Of the [Answer to HC18a] direct care workers, what number are medication aides?

_____ medication aide(s)

[Integer; RANGE 0 TO TOTAL ENTERED IN HC18a NrNurseStaff]

HC20 ShiftLength

What is the typical shift length for a personal care aide/assistant/direct care worker?

_____ hour(s)

[INTEGER; RANGE 0-24]

HC22a-g TrainFormal

Does this home care agency provide formal training in the following topics to newly-hired staff either **during orientation or at another time before they begin working** with clients? (Formal training is the type of training that is documented, the hours of which can be counted.)

	Yes	No
a. Dementia including Alzheimer's disease	<input type="radio"/>	<input type="radio"/>
b. Person-centered care	<input type="radio"/>	<input type="radio"/>
c. Assessment and care planning	<input type="radio"/>	<input type="radio"/>
d. Dementia-appropriate support for activities of daily living	<input type="radio"/>	<input type="radio"/>
e. Behaviors and communication specific to persons with dementia	<input type="radio"/>	<input type="radio"/>
f. Infection control	<input type="radio"/>	<input type="radio"/>
g. Safe patient handling	<input type="radio"/>	<input type="radio"/>

[VARIABLE CODING] a. [TrainFormalDem]
 b. [TrainFormalPerson]
 c. [TrainFormalPlan]
 d. [TrainFormalSupport]
 e. [TrainFormalBehavior]
 f. [TrainFormalInfection]
 g. [TrainFormalSafe]

HC23 TrainEdu

Have the majority of staff who provide direct care to clients had formal training in the following areas as **continuing education** in the last year?

(Formal training is the type of training that is documented, the hours of which can be counted.)

	Yes	No
a. Dementia including Alzheimer's disease	<input type="radio"/>	<input type="radio"/>
b. Person-centered care	<input type="radio"/>	<input type="radio"/>
c. Assessment and care planning	<input type="radio"/>	<input type="radio"/>
d. Dementia-appropriate support for activities of daily living	<input type="radio"/>	<input type="radio"/>
e. Behaviors and communication specific to persons with dementia	<input type="radio"/>	<input type="radio"/>
f. Infection control	<input type="radio"/>	<input type="radio"/>
g. Safe patient handling	<input type="radio"/>	<input type="radio"/>

[VARIABLE CODING] a. [TrainEduDem]
 b. [TrainEduPerson]
 c. [TrainEduPlan]
 d. [TrainEduSupport]
 e. [TrainEduBehavior]
 f. [TrainEduInfection]
 g.[TrainEduSafe]

HC24 TrainHave

When hiring, how frequently does this agency look for people who have training and/or experience in dementia care?

1. Never
2. Rarely
3. Sometimes
4. Often
5. Always

HC26 TrainConfident

How confident are you in this home care agency's capacity to educate staff about dementia care?

1. Not confident

2. Slightly confident
 3. Moderately confident
 4. Very confident
-

HC27 Assessments

In this agency, how frequently are assessments administered to clients age 65 and over for the following conditions or risks?

	Routinely	As needed	Never	Don't Know
a. Depression screening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Dementia/cognitive impairment screening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Fall risk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[VARIABLE CODING] a. [AssessDepress]
b. [AssessDem]
c. [AssessFall]

HC28 ADReview

Do staff in this home care agency typically review advance directive documentation with clients....

Select all that apply.

1. upon admission?
2. with change of condition?
3. at least annually?

[VARIABLE CODING] a. [ADReviewAdmission]
b. [ADReviewChange]
c. [ADReviewAnnual]

HC29a-f ElderAbuse

Does this home care agency's staff receive training on how to identify and report elder abuse? Select all of the topics for which the staff receive training.

- a. Physical abuse
- b. Psychological/emotional abuse

- c. Sexual abuse
- d. Financial abuse
- e. Neglect
- f. No training received on how to identify and report elder abuse.

[VARIABLE CODING] a. [ElderAbusePhys] e. [ElderAbuseNeglect]
 b. [ElderAbusePsych] f. [ElderAbuseNoTrain]
 c. [ElderAbuseSexual]
 d. [ElderAbuseFinancial]

HCEnd

Thank you. These are all the questions we have for you today.