



Texas Center for Nursing Workforce Studies 2015 Home Health and Hospice Care Nurse Staffing Study

Dear Administrator:

The Texas Center for Nursing Workforce Studies (TCNWS) is requesting your participation in the 2015 Home Health and Hospice Care Nurse Staffing Study (HHHCNSS). We are asking all administrators/owners of licensed and certified home health and hospice agencies in Texas to complete this important survey. The information collected will be used to:

- Assess the size and effects of the nursing shortage in Texas' home health and hospice agencies.
- Forecast the number of nurses needed in Texas.
- Serve as a resource for the Texas Center for Nursing Workforce Studies' Advisory Committee, the Governor's Office, and legislators in establishing legislative priorities and making policy decisions.

This letter and the attached materials will provide you with the information on how to complete this valuable survey. This mail out contains a brochure summarizing the 2013 survey results. You can see the full results from the 2013 HHHCNSS survey at <http://www.dshs.state.tx.us/chs/cnws/HHLTCReports.shtm>.

How to Submit Survey

Online: Visit <http://www.dshs.state.tx.us/chs/cnws/HHHCNSS/> and complete the survey by **Friday, July 10, 2015 at 5pm.**

By Mail, Fax or Email: We encourage that you complete the survey online, but you may also submit a completed copy of the survey by fax to (512) 776-7344, by scan and email to TCNWS@dshs.state.tx.us or by mail to:

Department of State Health Services
Center for Health Statistics—MC1898
Texas Center for Nursing Workforce Studies
P.O. Box 149347
Austin, TX 78714 - 9347

Materials Needed

In this packet you will find the survey and survey instructions, including Qualtrics instructions and operational definitions.

We suggest using the paper copy of the survey to help gather the information you will need to complete the survey online. Having all the information you need in front of you when you log-in will make the process easier.

Reporting & Confidentially

We are committed to making sure that the findings from this survey get disseminated widely. **Please be assured that your survey responses will be strictly confidential. All findings will be reported in aggregate form only. Individual agency data will not be identified.** By participating in this survey you are helping in the development of health policy and assisting programs in addressing the nursing shortage.

Contact Information

If you have any questions or concerns, please contact: Cate Campbell at (512) 776-2365, or by email at TCNWS@dshs.state.tx.us

Sincerely,

Pam Lauer
Program Director for the Texas Center for Nursing Workforce Studies

Please do not hesitate to call or email, we are here to assist you!



2015 Home Health and Hospice Care Nurse Staffing Study (HHHCNSS) SURVEY INSTRUCTIONS

IMPORTANT DATES:

Survey completion deadline:

Friday, July 10, 2015

STEPS IN THE PROCESS:

1. Complete the paper survey. A copy of the survey is contained in this mail out. You will also receive a pdf version of the survey via email, which you can print out and complete.
2. Visit <http://www.dshs.state.tx.us/chs/cnws/HHHCNSS/> and complete the online survey using your paper survey as reference.

Access to the Survey Link

<http://www.dshs.state.tx.us/chs/cnws/HHHCNSS/>

We encourage you to complete the survey online. You may also submit a completed copy of the survey by:

- Fax: (512) 776-7344
- Scan and email: TCNWS@dshs.state.tx.us, or
- Mail:

Department of State Health Services
Center for Health Statistics—MC1898
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REPORTING PERIOD

There are two reporting periods for this survey:

- Census date: April 30, 2015
- Calendar year: January 1, 2014 – December 31, 2014

Please read each question carefully to determine the reporting period that applies to each question.

Refer to these instructions if you have questions using the online survey program, Qualtrics. If you need additional help, please contact the Texas Center for Nursing Workforce Studies at (512) 776-2365 or TCNWS@dshs.state.tx.us.



Access to the Survey Link

[http://www.dshs.state.tx.us/chs/cnws/HHHCNSS /](http://www.dshs.state.tx.us/chs/cnws/HHHCNSS/)

NAVIGATING THROUGH THE ONLINE SURVEY

Visit the link above and click on the link “TO FILL OUT THE 2015 HHHCNSS SURVEY, CLICK HERE”. This will take you to the survey. Select the “Continue>>” button at the bottom of the first screen to begin the HHHCNSS. Selecting the “Continue>>” button on each subsequent screen will allow you to proceed through the survey to the end.

Select the “<<Back” button to return to previous pages of the survey. Do not use your keyboard’s backspace button or your Internet browser’s back button to return to a previous page, as these will kick you out of the survey.

STOPPING THE SURVEY AND CONTINUING LATER

We strongly encourage you to assemble all your data on the blank paper survey document before you begin the online survey so that you can complete the HHHCNSS in one session. However, in the event that you are unable to complete the survey in one sitting, you will be able to stop and resume at a later time.

When you leave the survey, the next time you click on the survey link you will re-enter the survey where you left off. You will have until the survey deadline to return to the survey and finish your response. After the survey deadline, your response will be recorded as-is.

Attention:

Resuming your survey later will work as long as you return to the survey on the same Internet browser and computer on which you started the survey.

You may stop the survey and continue later, but you may only submit the survey one time. Once you click “Submit Survey” on the last page of the survey, you will no longer be able to resume the survey!

PRINTING & REVISING YOUR COMPLETED SURVEY

After you complete the survey, you will be redirected to a preview of your completed survey that you can review and print for your records.



After reviewing your survey, if you find any entries that require revision, please email the corrections to the Texas Center for Nursing Workforce Studies, TCNWS@dshs.state.tx.us.

REQUIRED QUESTIONS

We request that you complete all applicable questions in the HHCNSS before submission. Some questions, however, **MUST** be completed before the system will accept survey submission. Required questions are marked with an "*" on the print version of the survey.

VALIDATION CHECKS AND FORMATTING DATA

Validation checks have been built into the survey to help prevent errors. A validation error occurs when you fail to answer a required question or to format an answer correctly.

You will not know that you entered an invalid answer until you click the "Continue>>" button. When there is an error, Qualtrics will not let you move onto the next page of the survey. An error message will appear at the top of the page letting you know how many errors are on the current page.

Sorry, you cannot continue until you correct the following:

- **Issue 1**
 - *Please answer this question.*
- **Issue 2**
 - *Please enter a valid number.*

Additionally, Qualtrics will explain the error above the appropriate question as in the example below.

Please enter a valid number.

What is the maximum number of hours per week that is considered part-time in your organization?

4a

You must submit the survey by Friday, July 10, 2015 at 5pm.

If you have any questions or need assistance with the online survey, please contact the Texas Center for Nursing Workforce Studies at (512) 776-2365 or TCNWS@dshs.state.tx.us.

Thank you for completing the 2015 HHCNSS.



2015 Home Health and Hospice Care Nurse Staffing Study OPERATIONAL DEFINITIONS

Administrator - The person who is responsible for the day-to-day operations of an agency.

Advanced Practice Registered Nurse (APRN) - A registered nurse approved by the Board of Nursing to practice as an advanced practice nurse based on completing an advanced educational program acceptable to the Board. The term includes a nurse practitioner, nurse-midwife, nurse anesthetist, and a clinical nurse specialist.

Agency - A home and community support services agency.

Alternate Delivery Site - A facility or site, including a residential unit or an inpatient unit:

- (A) that is owned or operated by an agency providing hospice services;
- (B) that is not the hospice's principal place of business. For the purposes of this definition, the hospice's principal place of business is the parent office for the hospice;
- (C) that is located in the geographical area served by the hospice; and
- (D) from which the hospice provides hospice services.

Branch Office - A facility or site in the service area of a parent agency from which home health or personal assistance services are delivered or where active client records are maintained. This does not include inactive records that are stored at an unlicensed site.

Experienced RN - an RN who has one or more years of nursing experience involving direct patient care.

Full-time - a nurse who works a full work week and full work year, as defined by the employer.

Full-time Equivalents (FTEs) - the equivalent of one (1) full-time employee working for one year or a staff position budgeted for 2,080 hours per year. This is generally calculated as 40 hours per week for 52 weeks (or other variations such as 80 hours in a 14 day time frame), for a total of 2,080 paid hours per year. This includes both productive and non-productive (vacation, sick, holiday, education, etc.) time. Two employees each working 20 hours per week for one year would be the same as one FTE.

Home Health Aide (HHA) - An individual working for an agency who meets at least one of the requirements for home health aides as defined in §97.701 of the Texas Administration Code.



Licensed and Certified Home Health / Hospice Agency – a home and community support services agency, or portion of the agency that is licensed to provide home health/hospice services through the Department of Aging and Disability Services (DADS) and is certified by an official of the Department of Health and Human Services as in compliance with conditions of participation in Social Security Act, Title XVIII (42 United States Code (USC) §1395 et seq.).

Licensed Vocational Nurse (LVN) - an individual who holds a current license to practice as a practical or vocational nurse in Texas or a compact state.

Newly Licensed RNs - an RN who has been licensed for less than one year.

Nurse Aide (NA) - individuals who assist nursing staff in the provision of basic care to clients and who work under the supervision of licensed nursing personnel. Included in, but not limited to, this category are certified nurse aides, nurse aides, nursing assistants, orderlies, attendants, personal care aides, medication technicians, unlicensed assistive personnel and home health aides.

Nurse Informaticist – a registered nurse who integrates nursing science, computer science, and information science in identifying, collecting, processing, and managing data and information to support nursing practice, administration, education, research, and the expansion of nursing knowledge.

Parent Agency — an agency that develops and maintains administrative controls and provides supervision of branch offices and alternate delivery sites.

Part-time – a nurse who works less than full-time, as defined by the employer.

Registered Nurse (RN) - an individual who holds a current license to practice within the scope of professional nursing in Texas or a compact state.

Separations - the number of people (head count) who left your organization in the specified time frame. Include voluntary and involuntary terminations or separations. Do NOT count contract/temporary labor, students in training, travelers or separations due to illness or death in the termination or separation numbers. Do not include within-organization transfers.

Visits - direct face-to-face contact with a client for the purpose of delivering service regardless of length of time of the visit or payment source. Include all visits made during the report year, including visits for patients already on service at the beginning of the reporting year.