



JOINT APPROPRIATIONS COMMITTEE ON  
HEALTH AND HUMAN SERVICES

NC Department of Health and Human Services

# Division of Health Service Regulation Workforce & DHHS Placement Challenges

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## **Top Line:**

- Complaints are increasing, including their severity
- Few facilities are ever closed by DHSR
- DHSR staff vacancy + turnover rates are high
- DHSR unable to meet some federal and many state timelines

## **Complaints and severity of complaints are increasing:**

- 21% increase in complaints
- > 220 Immediate Jeopardy (or IJs) cited in CY 2022
- Many complaints/citations tie back to facility staffing

## **DHSR struggling to hire/retain licensed professionals:**

- Team includes nurses, pharmacists, architects, engineers, social workers, paramedics, dieticians and physicists
- Division-wide vacancy rate is 17%; turnover rate is 32%
- Before working independently, 4-12 months training required (most staff)

## **Staffing woes are impacting federal and state timeliness:**

- State law specifies frequency of some routine inspections (most 1-2 yrs)
- Federally, NC is evaluated on length of time to get onsite, % of visits during “off hour” investigations, and length of time between surveys

# Complaints & Closures by Facility – CY22

*Annually, DHSR licenses 20K facilities and inspects care in more than 100K beds*

Facility Type	# Facilities	# Complaints	# DHSR-led Closures
<b>Hospitals</b> (includes Psych Hospitals)	144	1,042	0
<b>Home Health &amp; Hospice</b>	2,611	276	1
<b>Amb. Surgical Centers, Rehab Facilities, Dialysis &amp; Labs</b>	12,037	95	0
<b>Nursing Homes</b>	437	3,484	0
<b>PRTFs &amp; ICF/IDD</b>	386	430	0
<b>Mental Health</b> (all other)	3,336	770	4
<b>Adult Care Homes</b>	1,099	1,167	4
<b>Totals</b> (unduplicated)	<b>20,050</b>	<b>7,264</b>	<b>9</b>

# DHSR Vacancy + Turnover Rates

## Vacancy

- Division-wide rate is 17%; DHHS is 25.6%
- Areas with the highest rates:
  - Acute & Home Care (27.8%)
  - Construction (30%)

## Turnover

- Division-wide rate is 32%; equal to DHHS
- Particularly troubling among nurses
- DHSR has one of the highest # employees eligible for retirement

## Challenges:

- Chief competitors include hospitals + health systems, physician offices, academic settings, design firms and large county governments
- Work requires routine overnight travel and being onsite at facilities during evening hours, weekends and holidays
- Training is extensive, lasting 4-12 months for most staff
- Nurse salaries are \$27K below competitors
- Architects & Engineer salaries are \$20K & \$16K below competitors

# Efforts Addressing Workforce Challenge

- **Requested additional positions**
  - 38 positions in 2022 Governor's Budget
  - 14 positions in 2021 Governor's Budget
- **NCGA increased salaries 3.5% this SFY**
  - Health systems increased similar salaries by 10-15%
- **Applied NCGA's Labor Market Adjustment Reserve (LMAR) to 90 critical positions**
- **Revised job descriptions, swapping some RN positions for social workers/dieticians**
- **Broadened outreach efforts on vacant positions**
- **Seeking permission from OSHR to pay overtime**

# APPENDIX

# # Complaints Have Increased Over Time

