

Surveys

Job Diagnostic Survey and Organizational Cultural Competence Assessment

Description

The job diagnostic survey assesses job characteristics such as skill variety, task significance, task identity, autonomy, feedback from the job itself, internal work motivation and general satisfaction of frontline workers. The organizational assessment looks at workplace cultural competence, whether providers feel empowered to work in culturally competent ways and perceived co-worker attitudes toward race and culture.

How to Use this Tool

Long-term care providers can administer these surveys to frontline workers to assess their overall job satisfaction, their workplace cultural competency and perceived co-worker attitudes.

Grantee

Boston University

How to Obtain this Tool

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Organizational Management Focus Group Protocols

Description

This protocol is designed to assess certified nursing assistants' (CNAs) perception of their workplace environment. The focus group guide focuses on organizational practices, definitions of quality care in the nursing home setting, their relationships with supervisors and residents, factors that promote or hinder their quality efforts and their satisfaction with their jobs and the care provided.

How to Use this Tool

The guide can be used to conduct focus groups with CNAs in nursing homes focused on improving their workplace environment.

Grantee

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Organizational Management Certified Nursing Assistant (CNA) Survey

Description

This survey for certified nursing assistants (CNAs) measures work design, overwork/underpay, relational coordination, supervision and self-management, relationships between CNAs and residents, CNA family needs and racism/classism/diversity.

How to Use this Tool

The survey can be administered to CNAs in nursing homes to assess their perceptions of the workplace.

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Organizational Management Licensed Nurse Survey

Description

This survey is administered to licensed nurses to assess key aspects of job and team relationships between nurses and aides. The focus of the survey is how nurses relate to certified nursing assistants (CNAs).

How to Use this Tool

The survey can be administered to licensed nurses in nursing homes to assess how they work with CNAs.

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Resident Quality of Life and Care Survey

Description

This survey is administered to residents in nursing homes to assess the quality of life and quality of care from the resident's perspective. The instrument includes items from the Picker survey, a validated instrument that is widely used to assess the quality of care in healthcare settings, adapted to the nursing facility setting.

How to Use this Tool

The survey can be administered to residents in nursing homes to assess their perceptions of their quality of life and care.

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In-Home Supportive Services (IHSS) Worker Survey: Making Home Care a Better Job

Description

This survey measures the reasons California In-Home Supportive Services (IHSS) home care workers enter and remain in the field. IHSS workers include family, friends and neighbors, as well as persons unknown to care recipients, who provide paid long-term care to the frail elderly and disabled individuals in their homes.

In addition to questions about their reasons for taking and remaining in the job, the survey includes questions about worker characteristics, including age, gender, whether they are native or foreign-born, race/ethnicity, individual and household income, health insurance/healthcare and worker history prior to working as an IHSS provider. It also asks about the importance the worker places on wages and employer-provided health insurance and worker preference for full- or part-time work.

How to Use this Tool

The survey can be administered to IHSS workers or other consumer-directed home care workers to better understand the workforce and the effect of wage and benefit enhancements on worker retention.

Grantee

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The Retention Specialist Program: Case Study Protocol

Description

In the retention specialist program, a current staff person is trained in retention strategies and provides the expertise and ongoing support to systematically address problems of low job satisfaction and resulting turnover.

The case study protocol is designed to document the process of implementing the retention specialist program. The protocol includes questions about the retention specialist, the programs the facility implemented, the process for implementing the interventions, what helped or impeded the implementation and the program results.

How to Use this Tool

Long-term care providers who implement the retention specialist program or a similar program can use the protocol to assess the process for implementing the program. The case study protocol can be administered to the retention specialist and the administrator at the facility.

Grantee

Cornell University, Cornell Institute for Translational Research on Aging

How to Obtain this Tool

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The Retention Specialist Program: Certified Nursing Assistant Questionnaire

Description

This questionnaire was designed to measure the perceptions of certified nursing assistants (CNAs) about themselves and their job at the nursing home. The survey includes questions on their perceptions of the job, including quality of care, education/training and administration; the nursing home's and administrative staff's efforts to keep employees and provide recognition and rewards; and demographics.

How to Use this Tool

Long-term care providers and researchers can use the survey questions to better understand CNAs' perceptions of their job at the nursing home.

Grantee

Cornell University, Cornell Institute for Translational Research on Aging

How to Obtain this Tool

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Direct Care Worker Job Satisfaction Survey

Description

This survey is designed to measure the satisfaction of direct care workers in nursing homes, assisted living facilities and home health agencies. The instruments, previously used in numerous studies of nurse assistants in nursing homes, were adapted for use in other long-term care settings during the Better Job Better Care (BJBC) grant. The survey has been validated as reliable. The scale includes questions on communication and recognition, amount of time to do the work, available resources, teamwork and management practices.

How to Use this Tool

Researchers can use the survey questions to further study the job satisfaction levels of nursing assistants and other direct care workers. Long-term care providers can use the survey to determine the job satisfaction level of their direct care workers.

Grantee

Margaret Blenkner Research Institute, Benjamin Rose Institute

How to Obtain this Tool/Contact

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Direct Care Worker Job Satisfaction with Supervision Survey

Description

This survey is designed to measure the satisfaction direct care workers have with their supervisors in nursing homes, assisted living facilities and home health agencies. The instruments, previously used in numerous studies of nurse assistants in nursing homes, were adapted for use in other long-term care settings during the Better Jobs Better Care (BJBC) grant. The survey has been validated as reliable. The survey includes questions on supervisors' communication, recognition and team building abilities.

How to Use this Tool

Researchers can use the survey questions to further study aspects of the direct care worker-supervisor relationship. Long-term care providers can use the questions to measure how satisfied direct care workers are with their supervisors.

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Perceptions of Discrimination among Direct Care Workers

Description

This survey is designed to measure the perceptions direct care workers have of discrimination in their nursing home, assisted living facility or home health agency. The instruments, previously used in numerous studies of nurse assistants in nursing homes, were adapted for use in other long-term care settings during the Better Jobs Better Care (BJBC) grant. The survey has been validated as reliable. The survey includes questions on their organization's policies promoting diversity and discouraging racial discrimination, and whether the workers heard racial or ethnic remarks from residents, families or staff.

How to Use this Tool

Researchers can use the survey questions to further study the perception of discrimination among nursing assistants and other direct care workers. Long-term care providers can use the survey to measure the perceptions of discrimination felt by direct care workers.

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Older Workers in Direct Care: Nursing Home Telephone Survey

Description

This questionnaire was designed to discover if nursing homes would be interested in hiring older workers as direct care workers and how older workers can be recruited, trained and retained. The questions focus on the attributes older workers can bring to long-term care jobs, the benefits nursing homes offer their employees, their available direct care work job positions, issues related to hiring older workers in direct care positions, access to public funding for training and organizational structure.

How to Use this Tool

Nursing home administrators, employment and training organizations and policy makers can use the tool to examine their menu of personnel benefits and gauge perceptions of the value and issues involved in using mature workers in nursing homes.

Grantee

Operation ABLE of Michigan

How to Obtain this Tool

Visit www.bjbc.org.

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Older Workers in Direct Care: Home Health Agency Telephone Survey

Description

This questionnaire was designed to discover if home health agencies would be interested in hiring older workers as direct care workers and how older workers can be recruited, trained and retained. The questions focus on recruitment practices, assessments of the benefits of hiring older workers, employers' willingness to make various modifications to the work structure, benefits to retain direct care workers, access to public funding for training and organizational structure.

How to Use this Tool

The survey can be administered to home health agency directors to assess their personnel benefits and perceptions of older workers.

Grantee

Operation ABLE of Michigan

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Older Workers in Direct Care: Older Worker Telephone Survey

Description

This questionnaire was designed to discover if older workers would be interested in working as direct care workers in nursing homes or home health agencies. The questions focus on where older workers seek job opportunities and their willingness to do different types of jobs in both institutional and in-home long-term care, such as feeding or medication assistants, activity or rehabilitation aides or direct care workers. Other questions include their perceptions of their physical abilities, the importance of specific job benefits, their preferences for work-setting characteristics and their willingness to be trained.

How to Use this Tool

Long-term care providers, nursing home and home health care administrators, employers/employment organizations and policy makers can use this tool to gauge the feasibility of using mature workers to help fill the dire need for frontline workers in nursing homes and home health agencies.

Grantee

Operation ABLE of Michigan

How to Obtain this Tool

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Better Jobs Better Care Direct Care Worker Job Survey

Description

This survey is designed to measure job quality for direct care workers, including their perceptions of motivation, satisfaction and commitment. The instrument includes questions on satisfaction with the job, job skills and interests, opportunities, empowerment, work design, supervision, training, job commitment and respect from supervisors, residents/clients and families.

How to Use this Tool

Researchers can use the survey questions to further study direct care workers' perceptions of their jobs. Long-term care providers can use the survey to determine the job satisfaction and commitment of their direct care workers.

Grantee

The Pennsylvania State University, Center for Health Care and Policy Research

How to Obtain this Tool

Visit www.bjbc.org. (Organizations must acknowledge The Pennsylvania State University when using this tool.)

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Better Jobs Better Care Supervisor Survey

Description

This direct care worker supervisor survey is designed to measure the job quality of supervisors and their roles and commitment. The instrument includes questions on supervisors' responsibilities, training, management practices, perceptions of direct care workers, job satisfaction, job commitment, organizational environment and work design.

How to Use this Tool

Researchers can use the survey questions to further study supervisors' perceptions of their jobs. Long-term care providers can use the survey to determine the job satisfaction and commitment of their supervisors and their view of job responsibilities.

Grantee

The Pennsylvania State University, Center for Health Care and Policy Research

How to Obtain this Tool

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Better Jobs Better Care Clinical Manager Survey: Baseline and Follow-Up Versions

Description

This survey is designed to measure organizational characteristics and use of management practices within long-term care providers. The survey includes questions on ownership and affiliation of the organization; workforce compensation and strategy (e.g. benefits, incentives, and bonuses for recruitment and hiring); work design practices (e.g. use of teams and processes for communication among staff); training and development practices for direct care workers and their supervisors; and organizational readiness for change.

How to Use this Tool

Researchers can administer this survey before and after the implementation of practice changes at the organization to study changes in the workplace. Long-term care providers can also use the survey to discover new insights about managers' views of the organization. However, this survey was developed for a very broad, particular demonstration and may not be either comprehensive or specific enough for other demonstrations.

Grantee

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In-Home Supportive Services (IHSS) Caregiver Questionnaire

Description

This questionnaire is designed for home and healthcare workers who either no longer work or currently work in the field. The main sections of the instrument are demographics; employment history before, during and after caregiving; caregiving work history; motivational factors; relationship with client; tasks with client; and satisfaction with and stress from caregiving.

How to Use this Tool

The survey can be administered to home and health care workers who provide care to a family member or friend.

Grantee

University of California, Los Angeles

How to Obtain this Tool

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In-Home Supportive Services (IHSS) Caregiving Qualitative Interview Guide

Description

This interview guide was designed to elicit a richer picture of motivational and other factors affecting the employment choices of home and home healthcare workers to understand their experiences in more depth.

How to Use this Tool

The interview guide can be used with home and healthcare workers who provide or have provided care to a family member or friend.

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Organizational Management Survey

Description

This survey administered to nursing home management measures turnover, organizational structure, wages and benefits.

How to Use this Tool

Nursing homes can administer the survey to assess the working conditions of the facility from the management perspective.

Grantee

University of North Carolina

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Nursing Assistant Working Conditions Survey and Perceived Quality of Care Survey

Description

This survey administered to nursing assistants focuses on their perceptions of job quality, supervisor support and quality of care provided to residents.

How to Use this Tool

Nursing homes can administer the survey to assess the working conditions of the facility from the nursing assistant perspective.

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Nursing Assistant Performance Measures Survey

Description

This survey administered to nurse supervisors evaluates the individual nursing assistants on clinical and interpersonal skills.

How to Use this Tool

Nursing homes can administer the survey to nurse supervisors to obtain their perspective on the clinical and interpersonal skills of nursing assistants.

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University of North Carolina

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