APPENDIX B
Staff Turnover and Retention

The staff turnover rate was calculated by the Division of Quality Assurance. Calculations were based upon information submitted in response to the 2020 Annual Staffing Survey (formerly the Annual Survey of Nursing Homes). In this survey each nursing home and facility for the developmentally disabled (FDD) provided information about the number of full-time and part-time RNs, LPNs, and nursing assistants hired in 2020. Each nursing home and FDD also provided the total number of full-time and part-time RNs, LPNs, and nursing assistants employed as of December 31, 2020 and their length of service. The staff turnover rate for each category was calculated by dividing the number of new employees hired in 2020 in that category (e.g., full-time RNs) by the total number of employees in that category on December 31, 2020. The resulting decimal was multiplied by 100 to produce a percentage. For example, if a nursing home hired 2 full-time RNs in 2020 and had 8 full-time RNs as of December 31, 2020, the full-time RN turnover rate was calculated as 25% (2 divided by 8 = .25; .25 X 100 = 25%).

The retention rate for each category was calculated by dividing the number of staff in that category who had worked in the nursing home for one year or more by the total number of staff in that category and multiplying the resulting decimal by 100. For example, if a nursing home (or FDD) had 8 full-time RNs as of December 31, 2020, of whom 6 had worked at the nursing home for one year or more, the one-year retention rate was 75% (6 divided by 8 = .75; .75 X 100 = 75%).

The retention rate may be 0% if a facility either didn't retain staff for one year or more, OR if the facility didn't previously employ staff in that category. For example, the retention rate for full-time LPNs may be 0% if the facility now has full-time LPNs, but didn't in the past.

In some cases, a home may have a retention rate of 100%, but also have a turnover rate greater than 0%. In those cases, the turnover rate reflects staff who were hired as new employees during the year, but left before the end of the year. For example, if a nursing home hired 2 full time RNs in 2020 in addition to the original 8 RNs for a total of 10 RNs, and those 2 new RNs left in 2020, the turnover rate would be 25% (2 divided by 8 = .25, .25 X 100 = 25%). The retention rate would be 100% because the 8 original RNs all remained (8 divided by 8 = 1.00, 1.00 X 100 = 100%).