



OCTOBER 16, 2014

Care aides under pressure, and at risk, in efforts to provide quality care to nursing home residents and patients, according to poll

The 46,000-member Hospital Employees' Union represents approximately 15,000 care aides in British Columbia.

HEU commissioned Viewpoints Research to carry out a random telephone survey of its care aide and community health worker members on a range of issues related to care delivery and health and safety.

With a sample size of 602, the poll is accurate to within +/- 3.9 percentage points, 19 times out of 20. The survey was conducted between September 16 and 25.

Care aides are typically employed in residential and long-term care, nursing homes and extended care facilities with an increasing number being utilized in acute care settings. They provide the bulk of personal care to residents including bathing, toileting and dental care.

The survey sample also includes a smaller number of community health workers who provide similar care but in home visits. Care aides and community health workers are also sometimes referred to as Health Care Assistants.

Here are some of the results of the survey.

Where do HEU care aides/community health workers provide care?

Residential care/long-term care/nursing home	59.3 %
Extended care facility (attached to hospital)	15.1 %
Hospital	13.6 %
Assisted living facility	3.8 %
Home visits	3.0 %
Other	5.0 %
Don't know/refused	0.2 %

.../2

Thinking about a typical shift at work, which of the following statements is closest to your own view?

I have enough time to adequately meet the needs of my residents/patients/clients. 42.9 %

I do not have enough time to adequately meet the needs of my residents/patients/clients. 54.3 %

Don't know/refused 2.8 %

Have you ever been injured on-the-job while working in your current position?

Yes 52.7 %

No 47.3 %

Have you ever been struck, scratched, spit on or subjected to other acts of violence or aggression from a resident/patient/client?

Yes 83.1 %

No 16.8 %

Don't know/refused 0.2 %

Thinking about your residents'/patients'/clients' well-being over the past few years do you believe the standard of care provided at your facility is getting better, getting worse or is staying about the same?

Getting better 21.8 %

Getting worse 32.2 %

About the same 43.7 %

Haven't been on the job long enough to know 1.8 %

Don't know/refused 0.5 %

On a typical shift, are you ever required to do two-person care or lifts by yourself?

Yes 51.7 %

No 38.0 %

Don't know/
not applicable/
refused 1.5 %

Please tell me whether you strongly agree, agree, disagree, or strongly disagree with the following statements about your residents/patients/clients.

	<i>Strongly agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly disagree</i>	<i>Don't know/refuse</i>	Total agree	Total disagree
They are typically rushed through basic care routines.	29.4 %	43.9 %	20.1 %	4.2 %	2.5 %	73.3 %	24.3 %
On average they do not have sufficient attention and stimulation.	24.4 %	45.7 %	23.1 %	4.2 %	2.7 %	70.1 %	27.3 %
There's not enough time to adequately comfort, reassure or calm them when they are confused, agitated or fearful.	24.8 %	45.7 %	23.9 %	4.5 %	1.2 %	70.5 %	28.4 %

What single change do you think would improve your working conditions and your ability to provide good care?

More staff	55.1 %	⇒ 64.6 %
Less workload	9.5 %	
More supplies	1.0 %	
More input/consultation about care	1.2 %	
Better/more support from other care aides	2.2 %	
Better/more support from nurses	0.7 %	
More respect from administrators	3.0 %	
More training/education/orientation	1.3 %	
Other	16.6 %	
Don't know/refused	9.5 %	

n=602

Margin of error: 3.9 %, 19 times out of 20

HEU Backgrounder - October 16, 2013