

POOL WORKER SURVEY REPORT OF FINDINGS



October 2004



IOWA BETTER JOBS BETTER CARE (BJBC) COALITION

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Contact: Linda Simonton, Iowa BJBC Project Director

Funded through a 3 ½ -year, \$1.4 million grant from the Robert Wood Johnson Foundation and the Atlantic Philanthropies, The Iowa Better Jobs Better Care Coalition is a group of long-term care providers, workers, consumers, and policy makers that is working to reduce turnover among Iowa's direct care workers. The members of the Iowa BJBC Coalition as of September 2004 are:

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AARP Iowa

Aging Resources of Central Iowa

Alzheimer's Association, Greater Iowa Chapter

Center for Healthy Communities

Des Moines Area Community College

Direct Care Worker Advisory Council

Generations, Incorporated

Iowa Association of Area Agencies on Aging

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Iowa Commission on the Status of Women

Iowa Department of Elder Affairs

Iowa Department of Human Services, Bureau of Protective Services

Iowa Department of Inspections and Appeals, Health Facilities Division

Iowa Department of Public Health

Mid-Iowa Health Foundation

Northwest Iowa Community College

Office of the Long Term Care Ombudsman

Older Iowans Legislature

Lin Salasberry, Direct Care Worker

Southwestern Community College

University of Iowa College of Nursing Certification Center



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Contact: Di Findley, Executive Director

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IOWA COMMISSION ON THE STATUS OF WOMEN

Lucas State Office Building
Des Moines, IA 50319
Phone: (515) 281-4461 or (800) 558-4427

Email: [dhr.icsw@iowa.gov](mailto:ahr.icsw@iowa.gov)
Contact: Charlotte Nelson, Executive Director

The Iowa Commission on the Status of Women, a division in the Department of Human Rights, is a state agency that promotes the full participation by women in the economic, political, and social life of the state.

INTRODUCTION

Background

- This study is conducted under the auspices of the Iowa Better Jobs Better Care (BJBC) Coalition through a 3-year, \$1.4 million grant sponsored by the Robert Wood Johnson Foundation and Atlantic Philanthropies.
- The Iowa BJBC Coalition is a group of long-term care providers, workers, consumers, and policy makers that is working to reduce turnover among Iowa's direct care workers*.
- The Iowa CareGivers Association (ICA) is the lead agency for the BJBC Coalition.
- This study is co-sponsored by the Iowa Commission on the Status of Woman.

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- The purpose of the study is to examine the motivation of Iowa's direct care workers to work in medical personnel pools or temporary staffing agencies.

Objectives

The objectives for this pool worker survey are:

- Gain an understanding of the reasons direct care workers choose to work for pools.
- Discover the most and least appealing aspects of working for pools.
- Gather direct care pool workers' ideas for improving pool work.
- Ascertain the strength of direct care workers' preference for pool work.

This report

- The pool survey questions are open-ended.
- This version of the report includes only the summaries of the verbatim responses.
- The forty pages of transcribed verbatim responses are posted on the ICA website at www.iowacaregivers.org or are available by contacting the Iowa CareGivers Association at 515-241-8697 or iowacga@aol.com.

METHODOLOGY

Population and sample

- The information in this report was gathered as part of a larger mail survey, the Certified Nursing Assistant (CNA) Wage and Benefits Survey.
- The population for the Wage and Benefits Survey is Certified Nursing Assistants (CNAs) who are listed on the State of Iowa Nurse Aide Registry.
- From the Registry, a random sample of 4,500 names was drawn. Of the 4,500 names, 1,500 were a sub-set of those in the Registry who are designated as pool workers.
- Although the same survey was sent to all 4,500 CNAs, only those who had worked for a pool at any time in the past 2 years were asked to respond to the pool worker section of the questionnaire.

The survey

- The survey was mailed on July 8, 2004.
- The returns were collected until August 20, 2004
- Of the 4,500 surveys mailed, 956 were returned as “undeliverable.”
- A total of 808 surveys were returned, which is a 23% response rate.
- Of the 808 returned surveys, 134 responded to most of the pool worker questions.
- The maximum standard error range at the 95% confidence level for a sample of 134 respondents is $\pm 8.5\%$.

DEMOGRAPHICS OF SAMPLE

Job Status	Number of respondents	(172)
	Full time pool worker	12%
	Part time pool worker	23%
	Not as a pool worker at this time	66%
Tenure as a CNA	Number of respondents	(120)
	More than 1 year but less than 3 years	2%
	3 to 5 years	11%
	6 to 10 years	31%
	11 to 20 years	33%
	More than 20 years	24%
Total hours of CNA training	Number of respondents	(120)
	60 hours	10%
	75 hours	31%
	120 hours	19%
	More than 120 hours	30%
Gender	Number of respondents	(134)
	Female	93%
	Male	7%

Age		Number of respondents	(120)
		17 to 20 years	0%
		21 to 30 years	31%
		31 to 40 years	27%
		41 to 50 years	22%
		51 to 60 years	13%
		Over 60 years	8%
		Mean age 53.47	
	Median age 37.5		

Site of <u>current</u> CNA job		Number of respondents	(116)
		Nursing home	59%
		Hospital	16%
		Home care	13%
		Assisted living	5%
		Private duty (self employed)	5%
		Adult day center	0%
		Hospice	<1%
	Other	5%	

Location of <u>current</u> CNA job		Number of respondents	(132)
		Urban	39%
		Rural	61%

KEY FINDINGS

Main reason for choosing pool work	Number of respondents	(176)
More money		43%
Flexible schedule, set own schedule		19%
More hours		6%
Enjoy caring for clients/elderly		4%
Choice of jobs, assignments		3%
Gain new experience, knowledge		3%
Meet new people, networking		3%
Less stressful, physically demanding		2%
Avoid workplace conflict, politics		1%
Paid weekly		1%
Stay on Registry, maintain certification		1%
Other		11%

Most appealing aspects of pool work	Number of respondents	(202)
More money		28%
Flexible schedule, set own schedule		26%
Choice of jobs, assignments		7%
Meet new people, networking		6%
Avoid workplace conflict, politics		3%
Paid weekly		3%
Enjoy caring for clients/elderly		2%
Less stressful, physically demanding		1%
Gain new experience, knowledge		<1%
More hours		<1
Other		21%

Least appealing aspects of pool work	Number of respondents	(166)
Scheduling issues		34%
Travel		26%
No benefits		9%
Problems with regular staff		8%
Unfamiliar with facility, staff, clients		8%
Undesirable work assignments, heavy work		4%
Low pay		3%
Nothing		3%
Poor quality of care, poor treatment of clients		2%
Working short, understaffed		2%
Other		11%

Ideas for improving pool work	Number of respondents	(148)
Improved scheduling		18%
Better benefits		13%
Better pay, bonuses		11%
Reimburse for travel expenses		11%
Respect/support pool workers		9%
Less travel, work closer to home		7%
Improved client/floor orientation		7%
More continuity in assignments		3%
Better agency/facility management		2%
More staff, less working short staffed		1%
Opportunity for advancement		1%
Other		11%
None/don't know/not sure		5%

Agree with statement:
“I prefer working in a pool over any
other type of CNA work

Number of respondents	(172)
Strongly agree	17%
Somewhat agree	47%
Disagree	37%

**POOL WORKER SURVEY
REPORT OF FINDINGS**

INCLUDING VERBATIM RESPONSES



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Verbatim responses

A transcription of all comments is in the Appendix

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	Opportunity for advancement	1%
	Other	11%
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Agree with statement: "I prefer working in a pool over any other type of CNA work"	Number of respondents	(172)
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	Somewhat agree	47%
	Disagree	37%

APPENDIX

APPENDIX TABLE OF CONTENTS

Tabulation of Volunteered Responses to Open-End Questions Verbatim Responses Grouped into Assigned Categories

MAIN REASON FOR FIRST CHOOSING TO WORK FOR A POOL

When you first chose to work for a pool, what was the main reason you made that choice?

Note: Individual responses were reviewed and then assigned to one or more of the following categories:

	<u>Page #</u>
▪ 01 Avoid workplace conflict, office politics, unpleasant work environment	10
▪ 02 Choice of jobs, assignments	10
▪ 03 Enjoy caring for clients/elderly, provide better care	10
▪ 04 Flexible schedule, set own schedule	11
▪ 05 Gain new experience/knowledge	12
▪ 06 Less stressful, physically demanding	13
▪ 07 Meet new people, networking	13
▪ 08 More hours	13
▪ 09 More money (higher wages, better pay, etc.)	14
▪ 10 Paid weekly	18
▪ 11 Stay on registry, maintain certification	18
▪ 12 Variety--different work environments, clients, co-workers	18
▪ 13 Other	19

MAIN REASON FOR FIRST CHOOSING TO WORK FOR A POOL

Response Category 01: Avoid Workplace Conflict, Office Politics, Unpleasant Work Environment

Qst. ID#

- 763 For better pay and I didn't have to put up with lots of things going on in the nursing home.
792 The main reason was I didn't have to stay at one facility if I didn't like it.

Response Category 02: Choice of Jobs, Assignments

Qst. ID#

- 184 Extra money, extra hours, choice of job.
733 The pay, don't have to put up with the bossy, lazy nurses. I only staff there if they are willing to help on floor and not walk by a call light and come find you when you are busy to give them something—so simple as a Kleenex.
756 Flexible work schedule and the liberty of either acceptance or rejection of a work assignment, depending upon my physical stamina.
792 The main reason was I didn't have to stay at one facility if I didn't like it.
799 Being able to choose the nursing home.

Response Category 03: Enjoy Caring for Clients/Elderly, Provide Better Care

Qst. ID#

- 158 Taking care of people in their homes.
164 I enjoy helping people do things they couldn't do by themselves.
165 I love the elderly. Lost my parents when young and I feel satisfied to see a smile or when they tell me they love me for some little thing I have done for them.
181 Going to different facilities to work. Love to take care of people. You can work whenever you want.
182 My main reason for taking this job is because I like to work and help out older people or should I say any people.
743 So I could get comfortable with the residence and give the best care possible.
811 I liked the flexibility and clients we care for, enjoy being in their homes.

Response Category 04: Flexible Schedule, Set Own Schedule

Qst. ID#

- 163 Flexibility, better pay.
- 166 Flexibility and more pay.
- 171 More money and pick your own hours/days to work.
- 173 The money and picking my own hours.
- 174 Pay is much better, flexible hours.
- 175 Pay, flexibility in hours, no weekends.
- 181 Going to different facilities to work. Love to take care of people. You can work whenever you want.
- 183 Cause I could work how many hours I needed for that week. If I needed to take time off to do things with my kids I could.
- 732 I could pick the hours and number of them.
- 742 I could choose my own hours and I got to meet new people and got to understand more about different residents' health issues.
- 744 I work for pool because I needed the option to work on certain days.
- 747 More pay, better hours.
- 754 Higher pay scale—flexible hours.
- 756 Flexible work schedule and the liberty of either acceptance or rejection of a work assignment, depending upon my physical stamina.
- 761 You got to pick your days and hours to work. And going to different nursing homes was nice.
- 762 I could work around my school schedule.
- 764 Was able to mix a full-time job with a part-time job.
- 767 To be able to make more money to support my family, the flexibility I have with my schedule and to leave complaining about a facility behind me once my job and shift is over.
- 771 Flexibility and hourly pay.
- 772 Can make own hours.
- 780 Convenience in hours and time-off. Better pay!
- 789 I like the flexibility and better pay. Also it has enabled me to work everywhere except emergency room and operating room. Another area this has been great is I have a large network of friends now throughout the metro area hospitals.
- 793 Variety and flexibility of hours. I have a higher burnout rate working **on**-staff.
- 798 The pay per hour without having to work weekends if don't want.
- 800 Flexible hours.

- 805 You can select hours.
- 806 I was going to school, so this way I could pick the hours that I wanted to work.
- 810 Flexibility, new patients everyday. I like variety.
- 811 I liked the flexibility and clients we care for, enjoy being in their homes.
- 813 Higher wage/flexibility.
- 815 You can choose what hours you want to work.
- 816 I could pick my hours and the work is not as hard as a nursing home. Get to meet and know different people.
- 819 Flexibility.
- 179 Need a break from employment, higher wages, new experience.
- 742 I could choose my own hours and I got to meet new people and got to understand more about different residents' health issues.
- 749 Variety of knowledge and learning new skills. But #1 is a higher rate of pay.
- 768 I wanted to gain more experience from working in different settings.
- 790 To get more experience in nursing. Such as in a hospital.

Response Category 05: Gain new experience/knowledge

Qst. ID#

- 179 Need a break from employment, higher wages, new experience.
- 742 I could choose my own hours and I got to meet new people and got to understand more about different residents' health issues.
- 749 Variety of knowledge and learning new skills. But #1 is a higher rate of pay.
- 768 I wanted to gain more experience from working in different settings.
- 790 To get more experience in nursing. Such as in a hospital.

Response Category 06: Less Stressful, Physically Demanding

Qst. ID#

- 751 I got too old to work the floor in a nursing home. I couldn't keep up with it so I choose one-on-one care.
- 793 Variety and flexibility of hours. I have a higher burnout rate working on-staff.
- 816 I could pick my hours and the work is not as hard as a nursing home. Get to meet and know different people.

Response Category 07: Meet New People, Networking

Qst. ID#

- 731 I loved pool. I moved around, met more people and the money was great.
- 742 I could choose my own hours and I got to meet new people and got to understand more about different residents' health issues.
- 745 (Agency) Get to meet more people.
- 789 I like the flexibility and better pay. Also it has enabled me to work everywhere except emergency room and operating room. Another area this has been great is I have a large network of friends now throughout the metro area hospitals.
- 816 I could pick my hours and the work is not as hard as a nursing home. Get to meet and know different people.

Response Category 08: More Hours

Qst. ID#

- 159 More money and hours.
- 161 More pay and needed more hours at the time.
- 184 Extra money, extra hours, choice of job.
- 737 Because my hours were cut at work.
- 759 Wages, promise of hours.
- 765 More money, more hours.
- 766 Higher wages, more money, more hours, liked my boss.
- 773 Need more hours.
- 776 Extra hours and more money.
- 778 The pay and demand was suppose to be good.
- 808 Hours available, hourly pay, benefits.

Response Category 09: More Money (Higher Wages, Better Pay, Etc.)

Qst. ID#

- 159 More money and hours.
- 160 The money was good.
- 161 More pay and needed more hours at the time.
- 162 Money.
- 163 Flexibility, better pay.
- 166 Flexibility and more pay.

167 The higher wage and being paid weekly.

168 My husband broke his leg in two places and my job alone didn't pay the bills.

171 More money and pick your own hours/days to work.

173 The money and picking my own hours.

174 Pay is much better, flexible hours.

175 Pay, flexibility in hours, no weekends.

176 It pays more.

177 I did work for a pool 14 years ago. I needed the money. At that time, I didn't drive. It cost a lot to go by cab!

178 The pay rate.

179 Need a break from employment, higher wages, new experience.

180 I need more money. Plus I wanted to see what other nursing homes were like and to have more experience. For a change too.

184 Extra money, extra hours, choice of job.

731 I loved pool. I moved around, met more people and the money was great.

733 The pay, don't have to put up with the bossy, lazy nurses. I only staff there if they are willing to help on floor and not walk by a call light and come find you when you are busy to give them something—so simple as a Kleenex.

734 Because it paid more than nursing homes around my area. If nursing homes paid more I probably wouldn't work for a pool agency.

735 Higher wages.

736 Got paid more money.

738 Paid more.

739 I chose to work through 2 pools, because of the variety, and most of all the money was better than most places, considering the job we do.

740 More money.

741 I need more money to survive and pay bills.

746 Better pay, different clientele, change of atmosphere.

747 More pay, better hours.

748 Money—I can't care for my family on \$8 per hour or less! My husband has several medical conditions and my 31-year-old daughter and her family live with me to help care for her father while I work. Without this help I would lose everything.

749 Variety of knowledge and learning new skills. But #1 is a higher rate of pay.

750 Better money.

752 Because of the pay, it's twice as much as regular pay at nursing homes.

753 More money.

754 Higher pay scale—flexible hours.
755 More money, hourly wage was more.
757 It paid more.
758 The money.
759 Wages, promise of hours.
760 Paid more money.
763 For better pay and I didn't have to put up with lots of things going on in the nursing home.
765 More money, more hours.
767 To be able to make more money to support my family, the flexibility I have with my schedule and to leave complaining about a facility behind me once my job and shift is over.
769 The wages were higher by at least \$3-\$4.
770 Pay amount.
771 Flexibility and hourly pay.
774 I had worked for various pools throughout 1995-1998. I wanted to be able to set my own hours and get paid what I'm worth. Now most facilities won't use pool aides and hospitals have there in-house pool aides.
775 The money.
776 Extra hours and more money.
777 The pay is usually better.
778 The pay and demand was suppose to be good.
779 Just to be employed—to earn a living by working many hours at several agencies.
780 Convenience in hours and time-off. Better pay!
781 Because if I worked through a nursing home it cuts my pay in half. Even with insurance it's not worth it for my kids.
782 I'm a single mom with no child support and needed the money.
783 Needed extra income.
784 Interim Marshalltown. Made more money.
787 They pay so much better.
788 Travel, never the same routine. Good pay (when there are hours).
789 I like the flexibility and better pay. Also it has enabled me to work everywhere except emergency room and operating room. Another area this has been great is I have a large network of friends now throughout the metro area hospitals.
791 Lot better pay.
794 Pay wage.

- 795 Good pay and lots of variety.
- 796 The pay rate.
- 797 The wages are double what they are in a nursing home.
- 798 The pay per hour without having to work weekends if don't want.
- 801 Pay rate.
- 802 Better pay.
- 803 More pay!
- 804 Better pay.
- 807 Because agencies pay good money but no benefits.
- 808 Hours available, hourly pay, benefits.
- 812 Pay.
- 813 Higher wage/flexibility.
- 814 Because they pay more.
- 817 More money—lots more. But it's either work and drive you to death or no work available. I'm cooking at a restaurant because I can't afford to drive so I'll probably lose my CNA.
- 818 Pool pays a lot more than other places.
- 820 More money.

Response Category 10: Paid Weekly

- 167 The higher wage and being paid weekly.
- 172 Paid every week.

Response Category 11: Stay On Registry, Maintain Certification

Qst. ID#

- 785 To keep up with my CNA and CMA.
- 809 For extra income—and to stay on state registry.

Response Category 12: Variety--Different Work Environments, Clients, Co-Workers

Qst. ID#

- 169 An experience to see the many areas of nursing profession.
- 170 To get the feel of nursing homes in the local and surrounding areas and choose one that I like for a more permanent job.
- 180 I need more money. Plus I wanted to see what other nursing homes were like and to have more experience. For a change too.
- 181 Going to different facilities to work. Love to take care of people. You can work whenever you want.
- 731 I loved pool. I moved around, met more people and the money was great.
- 739 I chose to work through 2 pools, because of the variety, and most of all the money was better than most places, considering the job we do.
- 746 Better pay, different clientele, change of atmosphere.
- 761 You got to pick your days and hours to work. And going to different nursing homes was nice.
- 788 Travel, never the same routine. Good pay (when there are hours).
- 789 I like the flexibility and better pay. Also it has enabled me to work everywhere except emergency room and operating room. Another area this has been great is I have a large network of friends now throughout the metro area hospitals.
- 793 Variety and flexibility of hours. I have a higher burnout rate working on-staff.
- 795 Good pay and lots of variety.
- 810 Flexibility, new patients everyday. I like variety.

Response Category 13: Other

Qst. ID#

- 179 *Need a break from employment*, higher wages, new experience.
- 180 I need more money. Plus I wanted to see what other nursing homes were like and to have more experience. *For a change too.*
- 743 So I could get comfortable with the residence and give the best care possible.
- 766 Higher wages, more money, more hours, *liked my boss.*
- 786 *Because my agency was nationwide.* My mom lives on West Coast. I'm in Midwest. Someday maybe mom going to nursing home or hospital, then I can take care of my mom with job.
- 808 Hours available, hourly pay, *benefits.*

LIKE MOST ABOUT WORKING FOR A POOL

Q. 41. What do you (or did you) like most about working for a pool?

Note: Individual responses were reviewed and then assigned to one or more of the following categories:

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▪ 01 Avoid workplace conflict, office politics, unpleasant work environment	20
▪ 02 Choice of jobs, assignments	21
▪ 03 Enjoy caring for clients/elderly, provide better care	21
▪ 04 Flexible schedule, set own schedule	22
▪ 05 Gain new experience/knowledge	24
▪ 06 Less stressful, physically demanding	24
▪ 07 Meet new people, networking	24
▪ 08 More hours	25
▪ 09 More money (higher wages, better pay, etc.)	25
▪ 10 Paid weekly	27
▪ 11 Stay on registry, maintain certification	(no responses)
▪ 12 Variety--different work environments, clients, co-workers	28
▪ 13 Other	29

Response Category 01: Avoid Workplace Conflict, Office Politics, Unpleasant Work Environment

Qst. ID#

- 163 The flexibility of scheduling. Pay scale is much better. Work in several areas, less opportunity for conflict.
- 167 The high wage and you are not caught up in office politics.
- 732 Pick the area and number of hours. Directors don't expect miracles, just good work. No favoritism towards workers.
- 748 I am not working for the same crabby people everyday (not patients). I go to new places and meet new people.
- 817 Not being involved in politics with co-workers who work in one place everyday. Seems to be more bickering.
- 819 Pay was much, much better. Not having to get hooked up in all the hoopla of a nursing home.

Response Category 02: Choice of Jobs, Assignments

Qst. ID#

- 166 Ability to work where you want, when you want to.
- 184 Choosing hours, days, where to work. Paid once a week, was great w/other job.
- 732 Pick the area and number of hours. Directors don't expect miracles, just good work. No favoritism towards workers.
- 738 It was flexible scheduling. I could always schedule more overtime. I got to go to some good nursing homes and some real bad ones. I enjoyed having the choice to choose. I also enjoyed the pay.
- 757 I can choose whether or not to take an assignment. The pay was more. I was able to request a certain place for a while.
- 765 1) The flexibility (working different shifts).
2) I could go to the places I liked the best.
3) Since I went to different places, I didn't get so bored with my job.
- 772 Pick where I work.
- 778 Able to have a say as to whether I want to work that job.
- 790 Able to pick hours and where I wanted to go to work.
- 791 The variety of nursing homes and usually getting to choose what I'd take.
- 795 Good pay and the variety. Also, the scheduling—if you get called you don't have to work.
- 797 You can pick when and where you want to work.
- 798 You choose your own hours and days to work, also the place to work.
- 800 Meeting and getting to know a lot of people. Flexible hours, working when I wanted.
- 823 Being able to choose when and where I work.

Response Category 03: Enjoy Caring for Clients/Elderly, Provide Better Care

Qst. ID#

- 164 It makes me feel good inside knowing I've made an impact in people's lives.
- 182 The old people they are great.
- 782 One on one.
- 809 I love to work with the elderly.
- 824 The resident and staff.

Response Category 04: Flexible Schedule, Set Own Schedule

Qst. ID#

- 159 They work with your schedule.

163 The flexibility of scheduling. Pay scale is much better. Work in several areas, less opportunity for conflict.

166 Ability to work where you want, when you want to.

170 Higher pay and you can pick your hours.

173 Picking my own hours.

175 Pay, no weekends.

180 I could pick what days I want to work and what's wanted to work.

184 Choosing hours, days, where to work. Paid once a week, was great w/other job.

185 The pay rate, can pick your own hours, days and whether you want to work weekends.

732 Pick the area and number of hours. Directors don't expect miracles, just good work. No favoritism towards workers.

735 Higher wages offered a greater flexibility in work schedule.

737 Being able to work the days that I wanted.

738 It was flexible scheduling. I could always schedule more overtime. I got to go to some good nursing homes and some real bad ones. I enjoyed having the choice to choose. I also enjoyed the pay.

739 I can set my own schedule around my school schedule. I have the ability to say no when my agencies call me unexpectedly. I also don't get burned out.

740 Making my own hours and the money.

741 You can choose your hours to work and not have to work all weekends.

746 Better pay, flexible scheduling, working with a larger variety of clients.

747 Flexibility.

753 The money, flexibility.

754 A variety of work environments, better pay, making my own schedule.

756 Again, flexibility of working hours/days.

761 Making your own schedule.

762 I like the flexibility to work when I want to.

763 Picking up my own hour, pays good, and I don't like staying in the same place.

764 Flexible hours.

765 1) The flexibility (working different shifts).
2) I could go to the places I liked the best.
3) Since I went to different places, I didn't get so bored with my job.

769 The hours were flexible and they paid more.

770 Flexibility of schedule.

- 771 Flexibility with schedule.
- 774 The money, getting paid weekly and being able to set my own hours.
- 775 I made my own hours and days of work.
- 777 I can choose my own hours.
- 779 Flexibility.
- 781 Money, have a choice of hours.
- 785 Work when you want.
- 786 Flexible hours. Reasonable wage.
- 790 Able to pick hours and where I wanted to go to work.
- 792 Day to day—I can pick hours.
- 793 Variety and flexibility of hours.
- 797 You can pick when and where you want to work.
- 798 You choose your own hours and days to work, also the place to work.
- 800 Meeting and getting to know a lot of people. Flexible hours, working when I wanted.
- 807 You have your own hours, besides you can have another job. I like the wages and in my agency either I am paid daily or weekly or as you wish.
- 808 Flexibility w/hours, easy to work around other jobs.
- 810 Variety, flexibility of schedule.
- 811 Flexibility.
- 813 Money and flexibility.
- 815 You don't have to have regular hours in a day.
- 816 Hours, no heavy lifting.
- 818 Can choose one schedule and when I want to work (what shift).
- 822 Variety—pick your own hours.
- 823 Being able to choose when and where I work.
- 826 Can choose hours.

Response Category 05: Gain New Experience/Knowledge

Qst. ID#

- 760 Meeting new people of all ages. Seeing how each home looks and runs. How the staff get along.

768 I liked all the experience I got from different facilities that I went to.

Response Category 06: Less Stressful, Physically Demanding

Qst. ID#

- 739 I can set my own schedule around my school schedule. I have the ability to say no when my agencies call me unexpectedly. I also don't get burned out.
- 802 Wages are much better and stress levels are lower.
- 816 Hours, no heavy lifting.

Response Category 07: Meet New People, Networking

Qst. ID#

- 158 Met a lot of nice people.
- 177 Getting to meet the private duty patients' families and continue their friendship.
- 186 Meeting the patient, working with them, it was different.
- 736 Got to meet new people and residents, got paid a lot more.
- 742 The different and interesting people.
- 745 Getting to know more people.
- 748 I am not working for the same crabby people everyday (not patients). I go to new places and meet new people.
- 760 Meeting new people of all ages. Seeing how each home looks and runs. How the staff get along.
- 767 The pay, meeting new people, a change in everyday work and meeting different residents as well.
- 773 Challenge—meeting new people—pay.
- 783 Going to different places. New people.
- 800 Meeting and getting to know a lot of people. Flexible hours, working when I wanted.

Response Category 08: More Hours

Qst. ID#

- 738 It was flexible scheduling. I could always schedule more overtime. I got to go to some good nursing homes and some real bad ones. I enjoyed having the choice to choose. I also enjoyed the pay.

Response Category 09: More Money (Higher Wages, Better Pay, Etc.)

160 The money.
161 Money.
162 Money.
163 The flexibility of scheduling. Pay scale is much better. Work in several areas, less opportunity for conflict.
167 The high wage and you are not caught up in office politics.
168 The pay.
170 Higher pay and you can pick your hours.
171 More money.
174 Money.
175 Pay, no weekends.
176 The pay.
179 Wages, variety in co-workers.
185 The pay rate, can pick your own hours, days and whether you want to work weekends.
191 The money.
729 I did work for a pool 5 years ago and I did like it because you got paid every week. Better money. And when you got bored you could go to another facility. But there was time when you would be lucky if you got 4-5 days or work.
730 They paid good money.
731 Working different places. More money.
733 The hourly pay.
734 To go to different homes and taking care of different residents. To see how each nursing home compares to each other, and for better pay.
735 Higher wages offered a greater flexibility in work schedule.
736 Got to meet new people and residents, got paid a lot more.
738 It was flexible scheduling. I could always schedule more overtime. I got to go to some good nursing homes and some real bad ones. I enjoyed having the choice to choose. I also enjoyed the pay.
740 Making my own hours and the money.
744 The money.
746 Better pay, flexible scheduling, working with a larger variety of clients.
749 When working with a group of residents for long period of time. You begin to develop emotional/personal relationships with them. Pool work does not give you that option. Pools have the highest pay rate.
752 The money.

753 The money, flexibility.

754 A variety of work environments, better pay, making my own schedule.

755 The variety of nursing homes, not stuck in one place and the higher wage.

757 I can choose whether or not to take an assignment. The pay was more. I was able to request a certain place for a while.

758 The money and the change of scenery.

759 Decent wages.

763 Picking up my own hour, pays good, and I don't like staying in the same place.

766 Variety and pay--\$13-\$15/hr. Boss.

767 The pay, meeting new people, a change in everyday work and meeting different residents as well.

769 The hours were flexible and they paid more.

773 Challenge—meeting new people—pay.

774 The money, getting paid weekly and being able to set my own hours.

776 Traveling around to different places and twice as much money.

780 The pay.

781 Money, have a choice of hours.

786 Flexible hours. Reasonable wage.

787 The pay was great.

788 Travel, never the same routine, good pay (when there are hours).

794 The pay increase and seeing other nursing homes.

795 Good pay and the variety. Also, the scheduling—if you get called you don't have to work.

799 The pay is better.

802 Wages are much better and stress levels are lower.

803 More pay.

804 The pay.)

807 You have your own hours, besides you can have another job. I like the wages and in my agency either I am paid daily or weekly or as you wish.

813 Money and flexibility.

819 Pay was much, much better. Not having to get hooked up in all the hoopla of a nursing home.

820 More money.

821 Different, it wasn't the same people all the time. Better pay.

Response Category 10: Paid Weekly

Qst. ID#

- 183 Could go to different places, got paid every week.
- 184 Choosing hours, days, where to work. Paid once a week, was great w/other job.
- 729 I did work for a pool 5 years ago and I did like it because you got paid every week. Better money. And when you got bored you could go to another facility. But there was time when you would be lucky if you got 4-5 days or work.
- 774 The money, getting paid weekly and being able to set my own hours.
- 807 You have your own hours, besides you can have another job. I like the wages and in my agency either I am paid daily or weekly or as you wish.

Response Category 12: Variety--Different Work Environments, Clients, Co-Workers

Qst. ID#

- 163 The flexibility of scheduling. Pay scale is much better. Work in several areas, less opportunity for conflict.
- 169 I never get bored—I get to see and work with all types of patients.
- 172 Being at a different site weekly.
- 178 Learning about different facilities.
- 179 Wages, variety in co-workers.
- 181 Diversity of the job and get to work in different places in a week.
- 183 Could go to different places, got paid every week.
- 729 I did work for a pool 5 years ago and I did like it because you got paid every week. Better money. And when you got bored you could go to another facility. But there was time when you would be lucky if you got 4-5 days or work.
- 731 Working different places. More money.
- 734 To go to different homes and taking care of different residents. To see how each nursing home compares to each other, and for better pay.
- 742 The different and interesting people.
- 746 Better pay, flexible scheduling, working with a larger variety of clients.
- 748 I am not working for the same crabby people everyday (not patients). I go to new places and meet new people.
- 754 A variety of work environments, better pay, making my own schedule.
- 755 The variety of nursing homes, not stuck in one place and the higher wage.
- 758 The money and the change of scenery.
- 763 Picking up my own hour, pays good, and I don't like staying in the same place.
- 765 1) The flexibility (working different shifts).
2) I could go to the places I liked the best.
3) Since I went to different places, I didn't get so bored with my job.
- 766 Variety and pay--\$13-\$15/hr. Boss.
- 767 The pay, meeting new people, a change in everyday work and meeting different residents as well.
- 776 Traveling around to different places and twice as much money.
- 783 Going to different places. New people.
- 788 Travel, never the same routine, good pay (when there are hours).
- 791 The variety of nursing homes and usually getting to choose what I'd take.
- 793 Variety and flexibility of hours.

- 794 The pay increase and seeing other nursing homes.
- 795 Good pay and the variety. Also, the scheduling—if you get called you don't have to work.
- 796 Learning about different facilities.
- 801 The variety of work.
- 805 Variety of patients.
- 810 Variety, flexibility of schedule.
- 812 Variety of people work with.
- 814 Working in different places.
- 821 Different, it wasn't the same people all the time. Better pay.
- 822 Variety—pick your own hours.

Response Category 13: Other

Qst. ID#

- 186 Meeting the patient, working with them, it was different.
- 743 Always having the same residents and routines.
- 766 Variety and pay--\$13-\$15/hr. Boss.
- 773 Challenge—meeting new people—pay.
- 784 20 mile range.
- 789 Working for Nursefinders, they are the best. They care and go out of their way to make all their employees happy.
- 806 The staffing was very friendly. I liked getting paid every week.
- 824 The resident and staff.

LIKE LEAST ABOUT WORKING FOR A POOL

Q. 42. What do you (or did you) like least about working for a pool?

Note: Individual responses were reviewed and then assigned to one or more of the following categories:

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▪ 01 Low pay	30
▪ 02 No benefits	31
▪ 03 Poor quality of care, poor treatment of clients	32
▪ 04 Problems with regular staff: poor treatment, resentment, lack of support, etc.	32
▪ 05 Scheduling: no guarantee of hours, cancellations, last minute changes, back-to-back shifts, etc.	33
▪ 06 Travel: driving long distances, no reimbursement for gas, lodging, meals, etc.	35
▪ 07 Undesirable work assignments, heavy workloads	37
▪ 08 Unfamiliar with facility, staff, clients; inadequate floor/client orientation	38
▪ 09 Working short, understaffed	38
▪ 10 Other	38
▪ 11 Nothing I dislike	39

Response Category 01: Low pay

Qst. ID#

- 158 We were not paid for mileage, we were not paid enough.
- 164 The pay.
- 768 The pay and too much travel.
- 778 Am finding that the pay is not any better than if I worked for the facility. Also find that it is hard to get help from CNAs at facilities.
- 811 No pay raises and at times a lack of clients. No benefits or vacations.

Response Category 02: No Benefits

Qst. ID#

- 729 No benefits.
- 733 Travel, no benefits except vacation after so many hours worked. I work 40+ hours but still not considered full-time because not all the time I get 40 hours a week. I work an 8-hour shift on Friday—16 hour shift on Saturday and 16 hour shift on Sunday to get 40 hours. I am feeling dead on Monday.
- 735 No benefits (which has not changed). Also being forced to clean homes at low wages in order to keep our jobs. We were hired as CNAs, not home keepers. Frequent cancellations. Hospitals forced all agencies to drop hourly rate for CNAs, overworked us, and cancelled prescheduled work hours, very frequently on short notice, which resulted in losing a day of work. Pools often do not stand up for employees when conflicts arise between client and CNA. They are more interested in keeping the client than protecting our rights.
- 744 I would have to say the companies. The company I worked for was unfair, they refused to give you vacation time that you earned. If you called in 1 time or if they called you to go in somewhere and you said no they wouldn't hardly give you hours. As a temp worker you got treated very badly by the other staff members at that work site! You would have to travel 50-100 miles to a job site without miles being recorded for pay. You didn't have that bond as you would if you worked at a job all the time. It seemed that you were always working against the full-timers at that job site.
- 746 Not enough hours offered, paying for CPR and other classes, paying for uniforms, no insurance offered.
- 747 Inconsistency—certain pools don't provide comparable benefits or none at all. Couldn't budget because of uncertainty of hours.
- 754 Not guaranteed hours, few benefits, little respect at some facilities.
- 757 No assurance of hours. Can get cancelled at anytime. Benefits are horrible (medical, dental, etc.). Lack of vacation time.
- 774 The attitude that I would get from the facility employees. They all knew that we were getting paid more and they resented that. No health benefits.
- 807 Wish they would guarantee 40 hours of work. Otherwise they are good employers. The only thing, we have to buy our own insurance. Health, life, dental and disability insurance for family is \$100 a week. Too expensive.
- 811 No pay raises and at times a lack of clients. No benefits or vacations.
- 814 No benefit.
- 815 No unemployment benefits.
- 819 No insurance or too expensive. Benefits.
- 821 No insurance, health or life.

Response Category 03: Poor Quality of Care, Poor Treatment of Clients

Qst. ID#

- 157 Less caring individuals—more interested in money than giving good care.
- 182 Some of the staff and how they treat old people.
- 743 Workers have a lot of responsibility and tend to slack a bit and not care for residents to the best of their ability. Workers learn what they can get by without doing when it comes to resident care.

Response Category 04: Problems with Regular Staff: Poor Treatment, Resentment, Lack of Support, Etc.

Qst. ID#

- 163 “Regular” workers resentful of pay difference. Going somewhere to “help” and being thrown in without knowledge of residents, cares, schedules and working very understaffed.
- 167 The regular employees treat you poorly. They give you all the terrible jobs. You do every shower too. Pool employees are treated very badly by staff!
- 737 I didn’t like moving around so much to other nursing homes. And the staff seemed to disappear or not helpful to you.
- 744 I would have to say the companies. The company I worked for was unfair, they refused to give you vacation time that you earned. If you called in 1 time or if they called you to go in somewhere and you said no they wouldn’t hardly give you hours. As a temp worker you got treated very badly by the other staff members at that work site! You would have to travel 50-100 miles to a job site without miles being recorded for pay. You didn’t have that bond as you would if you worked at a job all the time. It seemed that you were always working against the full-timers at that job site.
- 753 Driving, showing up to facilities and being treated like crap.
- 754 Not guaranteed hours, few benefits, little respect at some facilities.
- 760 Not knowing or having a routine. Some staff that won’t tell you anything (directions). May not have any hours one week or may overload you with hours and you need to take them because you’re not sure when you will be working again.
- 766 New residents. Current staff at facility is hard to get along with or doesn’t like temporary help. Long travel.
- 774 The attitude that I would get from the facility employees. They all knew that we were getting paid more and they resented that. No health benefits.
- 777 The people at the facilities treat you bad.
- 778 Am finding that the pay is not any better than if I worked for the facility. Also find that it is hard to get help from CNAs at facilities.
- 794 How some employees treat you.
- 818 Some nurses treat you bad because you work for pool and they act like you don’t know anything and they act like they are better than you.
- 822 Very impersonal. Not treated with respect at sites, no help from regular employees with heavy patients. Some very dirty, unsanitary facilities.

Response Category 05: Scheduling: No Guarantee of Hours, Cancellations, Last Minute Changes, Back-to-Back Shifts, Etc.

Qst. ID#

- 155 Not guaranteed hours, always canceling hours.
- 159 Cancellation of shifts.
- 161 Going to different homes when needed and coming on day-off.
- 166 Being cancelled, getting assigned the worst lists at facilities.
- 169 Few hours—lots of NAs.
- 172 Being cancelled.
- 178 Traveling and not enough hours.
- 181 Not guaranteed hours, a lot of times getting canceled.
- 185 Never know if you're going to get any hours or not.
- 733 Travel, no benefits except vacation after so many hours worked. I work 40+ hours but still not considered full-time because not all the time I get 40 hours a week. I work an 8-hour shift on Friday—16 hour shift on Saturday and 16 hour shift on Sunday to get 40 hours. I am feeling dead on Monday.
- 735 No benefits (which has not changed). Also being forced to clean homes at low wages in order to keep our jobs. We were hired as CNAs, not home keepers. Frequent cancellations. Hospitals forced all agencies to drop hourly rate for CNAs, overworked us, and cancelled prescheduled work hours, very frequently on short notice, which resulted in losing a day of work. Pools often do not stand up for employees when conflicts arise between client and CNA. They are more interested in keeping the client than protecting our rights.
- 738 I worked for one company when they changed hands. I lost a lot of hours. I also don't like the insecurity in hours when they lose clients. I worked for a pool for 4 years (almost).
- 739 When you want to pick up more hours, sometimes you aren't able to get more.
- 744 I would have to say the companies. The company I worked for was unfair, they refused to give you vacation time that you earned. If you called in 1 time or if they called you to go in somewhere and you said no they wouldn't hardly give you hours. As a temp worker you got treated very badly by the other staff members at that work site! You would have to travel 50-100 miles to a job site without miles being recorded for pay. You didn't have that bond as you would if you worked at a job all the time. It seemed that you were always working against the full-timers at that job site.
- 745 The hours.
- 746 Not enough hours offered, paying for CPR and other classes, paying for uniforms, no insurance offered.
- 747 Inconsistency—certain pools don't provide comparable benefits or none at all. Couldn't budget because of uncertainty of hours.
- 748 Not having guaranteed hours.
- 749 Nursing home corporations put bans on pools and you're left with no hours. Pool has contract so you can't just work on home's pay rate w/o the pool getting something in return.

- 752 No guarantee of hours.
- 754 Not guaranteed hours, few benefits, little respect at some facilities.
- 756 Cancellation and transfers to assigned jobs.
- 757 No assurance of hours. Can get cancelled at anytime. Benefits are horrible (medical, dental, etc.). Lack of vacation time.
- 759 Canceling of hours—going into facilities strange to me.
- 760 Not knowing or having a routine. Some staff that won't tell you anything (directions). May not have any hours one week or may overload you with hours and you need to take them because you're not sure when you will be working again.
- 762 Cancellation when you are scheduled and expecting the time for pay.
- 764 Last minute cancellation of a shift.
- 765 I had to work for 4-7 different pools at a time to get the hours I wanted. When I couldn't get or keep even 40 hours a week working for so many, I went back to a facility (nursing home) full time.
- 772 Sometimes the hours are not available.
- 773 Last minute call-ins. Travel distance.
- 776 Not enough hours.
- 779 Uncertainty of a job.
- 780 I get calls at all hours of the day and night.
- 781 Not enough hours sometimes.
- 785 Being called at the last minute.
- 788 No guarantee of hours (may get 40+ one week and 0 the next).
- 789 Getting cancelled at 9:00 or 10:00 pm when you are to be there at 11 pm.
- 791 Driving over 50 miles and then being sent home because they didn't need me and didn't notify the company.
- 792 Sometimes they cancel you or don't have you on the schedule.
- 793 Hours can be inconsistent and undependable.
- 795 Traveling and a lot of weekend work, which the weekend work is no different from the assisted living place I work at now, except now I have to go, with the agency I didn't have to accept the job.
- 796 Traveling and not enough hours.
- 797 The hours are never guaranteed.
- 798 Not enough work and have to work 1 year in hospital to work in hospital.
- 799 Not enough hours.
- 802 No guarantee on hours.
- 803 Not stable schedules—get the crappy halls and heavy lifts in facilities—facilities don't give assignment sheets.

- 805 Not regular hours.
- 806 I didn't like getting woke up in the middle of the night.
- 807 Wish they would guarantee 40 hours of work. Otherwise they are good employers. The only thing, we have to buy our own insurance. Health, life, dental and disability insurance for family is \$100 a week. Too expensive.
- 808 Going to work some days from 5 am and working on and off until 10:00 or 11:00 pm because that was the only hours available.
- 811 No pay raises and at times a lack of clients. No benefits or vacations.
- 812 Not knowing how many hours you were going to get. Having to drive so far from home for work.
- 816 Calls on days off to see if you can work on days off and asked to do back-to-back shifts.
- 817 Couldn't depend on hours if they did schedule me. Most of the time it was cancelled. So I ended up being on call which I don't really care for.
- 820 Inconsistent hours.

Response Category 06: Travel: Driving Long Distances, No Reimbursement for Gas, Lodgings, Meals, Etc.

Qst. ID#

- 156 The distance.
- 158 We were not paid for mileage, we were not paid enough.
- 162 Driving with gas so high.
- 170 Traveling long distances.
- 171 Travel.
- 173 Traveling.
- 175 Traveling long distances.
- 176 Driving long distance.
- 177 Having to go various places by cab. Having the many problems with cabs.
- 178 Traveling and not enough hours.
- 179 Travel.
- 180 The driving, and the different facilities. Plus you don't get to know the people who are residents.
- 184 Some didn't know where to find facility, one place far and no gas paid.
- 186 Going to different places.
- 730 The drive, the pool didn't pay mileage.

733 Travel, no benefits except vacation after so many hours worked. I work 40+ hours but still not considered full-time because not all the time I get 40 hours a week. I work an 8-hour shift on Friday—16 hour shift on Saturday and 16 hour shift on Sunday to get 40 hours. I am feeling dead on Monday.

734 Miles you travel and no pay for miles.

736 Driving so far away. Sometimes I would drive over 100 miles one way.

737 I didn't like moving around so much to other nursing homes. And the staff seemed to disappear or not helpful to you.

741 Traveling the miles to get to the job sites.

742 Traveling long distances. I am the primary person in the household taking care of 2 children under 5.
Traveling long distances meant it was harder to get to them if something were to happen

744 I would have to say the companies. The company I worked for was unfair, they refused to give you vacation time that you earned. If you called in 1 time or if they called you to go in somewhere and you said no they wouldn't hardly give you hours. As a temp worker you got treated very badly by the other staff members at that work site! You would have to travel 50-100 miles to a job site without miles being recorded for pay. You didn't have that bond as you would if you worked at a job all the time. It seemed that you were always working against the full-timers at that job site.

753 Driving, showing up to facilities and being treated like crap.

766 New residents. Current staff at facility is hard to get along with or doesn't like temporary help. Long travel.

768 The pay and too much travel.

769 They would not reimburse for mileage. The CNAs in the nursing homes where I was sent always put me in the shower room to do all the showers. There were 15-20 everyday.

770 The traveling to different care centers.

773 Last minute call-ins. Travel distance.

783 The drive.

784 Send you off to out of your district.

786 I live away from branch office, every call I got needs travel over 50 miles.

787 Driving all over.

790 Traveling.

791 Driving over 50 miles and then being sent home because they didn't need me and didn't notify the company.

795 Traveling and a lot of weekend work, which the weekend work is no different from the assisted living place I work at now, except now I have to go, with the agency I didn't have to accept the job.

796 Traveling and not enough hours.

801 Long driving times.

804 The traveling outside of the town I live in.

809 Sometimes the distance to get to the jobs.

- 810 Traveling over 50 miles radius.
- 812 Not knowing how many hours you were going to get. Having to drive so far from home for work.
- 813 1-1/2 drive.
- 823 Driving.

Response Category 07: Undesirable Work Assignments, Heavy Workloads

Qst. ID#

- 166 Being cancelled, getting assigned the worst lists at facilities.
- 167 The regular employees treat you poorly. They give you all the terrible jobs. You do every shower too. Pool employees are treated very badly by staff!
- 735 No benefits (which has not changed). Also being forced to clean homes at low wages in order to keep our jobs. We were hired as CNAs, not home keepers. Frequent cancellations. Hospitals forced all agencies to drop hourly rate for CNAs, overworked us, and cancelled prescheduled work hours, very frequently on short notice, which resulted in losing a day of work. Pools often do not stand up for employees when conflicts arise between client and CNA. They are more interested in keeping the client than protecting our rights.
- 767 Sometimes having to work short, the heavy loads that are given to us sometimes, trying to make co-workers happy.
- 769 They would not reimburse for mileage. The CNAs in the nursing homes where I was sent always put me in the shower room to do all the showers. There were 15-20 everyday.
- 771 Always received difficult assignments.
- 803 Not stable schedules—get the crappy halls and heavy lifts in facilities—facilities don't give assignment sheets.

Response Category 08: Unfamiliar With Facility, Staff, Clients; Inadequate Floor/Client Orientation

Qst. ID#

- 160 Just being shown into somewhere and not knowing much about the facilities or patients.
- 161 Going to different homes when needed and coming on day-off.
- 163 “Regular” workers resentful of pay difference. Going somewhere to “help” and being thrown in without knowledge of residents, cares, schedules and working very understaffed.
- 168 You work in different home. You didn't know the people or what to do for them. You would ask and the workers looked at you like you're getting more than I am so you figure it out.
- 174 Walking in completely untrained into a building, not knowing my residents' likes and dislikes. Being unsure of transfers' level of care.
- 180 The driving, and the different facilities. Plus you don't get to know the people who are residents.
- 183 When you first went somewhere you didn't know anyone, took a while to get to know residents.
- 191 Not knowing the work place or residents.
- 740 You just get thrown to the floor, sometimes without report or some kind of informal orientation.

- 755 Not knowing the people or the routine.
- 758 Walking in not knowing anyone (staff).
- 759 Canceling of hours—going into facilities strange to me.
- 766 New residents. Current staff at facility is hard to get along with or doesn't like temporary help. Long travel.

Response Category 09: Working Short, Understaffed

Qst. ID#

- 763 Working short.
- 767 Sometimes having to work short, the heavy loads that are given to us sometimes, trying to make co-workers happy.
- 800 Mostly working facilities that have staffing (understaffed) problems, poor facility management.

Response Category 10: Other

Qst. ID#

- 165 The people themselves.
- 190 Most pool aides act like they have never been an aide before. I will never forget the pool aide that asked me what a call light was.
- 732 ?

Response Category 11: Nothing I Dislike

Qst. ID#

- 731 I never like the least about pool.
- 732 ?
- 782 Nothing, love it
- 826 N/A.

SUGGESTIONS FOR IMPROVING POOL WORK

Q. 43. Please give us your ideas for improving pool work.

Note: Individual responses were reviewed and then assigned to one or more of the following categories:

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▪ 02	Better benefits	40
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▪ 04	Improved client/floor orientation (more time allocated to; better info provided; etc.)	42
▪ 05	Improved scheduling: guaranteed number of hours, more consistent hours, fewer cancellations, less last-minute scheduling, etc.	42
▪ 06	Less travel, work closer to home	45
▪ 07	More continuity in assignments (reassign to same client, facility)	45
▪ 08	More staff, less working short-staffed	45
▪ 09	Opportunity for advancement, continuity education	46
▪ 10	Reimburse for travel expenses (gas, hotel, meals, etc.)	46
▪ 11	Respect/support pool workers	47
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Response Category 01: Better Agency/Facility Management

Qst. ID#

- 188 Good Samaritan in Estherville need to get rid of their DON Kathy Johnson.
 774 The pool agencies need to be more organized.

Response Category 02: Better Benefits

Qst. ID#

- 155 More pay, more incentives, more hours.
 159 Offer benefits.
 729 They need to have insurance and benefits.
 733 Need benefits, respect because I'm out there working hard to put food on my table also! It is not steady. I can go months without hours, then summer comes and I can get hours up the backside.
 734 Paid vacation. Paid mileage. Health insurance.
 735 CNAs need higher wages. When working for the pool due to lack of benefits, frequent cancellations on short notice, and we need health care benefits including sick leave and vacation time when we work full-time.

- 737 Not having to go to different nursing homes and maybe having health insurance. Most places I have worked didn't offer it.
- 739 More variety in the cases. More info on job cases. Better and affordable health insurance.
- 746 Offer more hours, pay for CPR and mandatory education, pay for uniforms. Employer partially paying for health, life, dental, vision, accident insurance.
- 747 Comparable benefits. Consistency in schedule.
- 772 Hours, health insurance.
- 793 Better insurance so I won't be forced to go on-staff at a nursing home or hospital. Other than that—nothing. I have worked agency for most of my 13 years.
- 797 The hours need to be set. There needs to be health insurance. There needs to be more aides on the floor, because you usually work extremely short-staffed.
- 802 Benefits and hours to be reliable when cancelled for a shift.
- 808 Better benefits. Road mileage. Clients closer to each other—saves time, gas and stress. More regulated schedule to include shifts more blocked together. Continuity of care. Fewer communication barriers.
- 809 Having some sort of insurance in case you get any injuries on the job and some kind of benefits. More jobs close to home base.
- 811 There should be some standards set for all employees receiving some vacations each year. Also, keeping insurance costs attainable so everyone can receive coverage. Giving all employees some benefits.
- 814 They should offer benefits.
- 819 I worked as a pool aide for 5 years then I owned a pool service and loved working for myself and running the business. I think they need a benefit program to put CNAs through schooling cause that's what I'm currently looking for!

Response Category 03: Better Pay, Bonuses, etc.

Qst. ID#

- 155 More pay, more incentives, more hours.
- 158 Pay mileage. Increase wages everywhere.
- 161 Good pay, and certified aides.
- 189 More money.
- 735 CNAs need higher wages. When working for the pool due to lack of benefits, frequent cancellations on short notice, and we need health care benefits including sick leave and vacation time when we work full-time.
- 736 Pay gas mileage or pay more by the hour.
- 756 Fellow workers of one particular "case" should be afforded paid time to exchange info.
- 768 I would like to see getting paid mileage for driving long distances and the pay should be more because you have to be able to just jump right in without training to do the work at different facilities.
- 775 Pay and hours.

- 778 Some how make the pay compensate the work. I feel I do more than if I was a facility worker. Most CNAs at facilities don't want to help when I come in. They feel I make more than they do. But at breaks they talk and I find I make less or the same as they do.
- 779 Consistency of hours and days of hour and client worked with. Bonus for longevity. Bonus for weekend workers. Some acknowledgement, appreciation for the direct caregiver.
- 788 Some sort of account set up by employers and paid into by employees that we can draw from when we get 0 hours.
- 803 Pools should pay for employee to shadow for a few hours before they send you to work there.
- 817 More money. Gas, mileage. Have enough hours for everyone.
- 818 Pay us more/make nurses jobs harder because we basically do all their work but pass meds.
- 822 Only staff for clean and respected facilities, more pay and mileage.
- 825 I work as a CNA-HHA-Phlebotomist and have for 13 years at the same place and I don't make enough. I also do lab draws that the RNs can't get.

Response Category 04: Improved Client/Floor Orientation (More Time Allocated to; Better Info Provided; Etc.)

Qst. ID#

- 163 Facilities have a list of residents and their cares for each pool employee. Let facility staff (RN's) know they need to be patient and explain feeding, seating, answer questions.
- 168 When the boss gets called they should find out the residents' names and give the pemp and pool workers some idea on the people and what their likes and dislikes are. What time they like to go to bed. So the workers don't walk in the work place totally blind.
- 739 More variety in the cases. More info on job cases. Better and affordable health insurance.
- 740 The nursing homes should supply pool agencies with a current resident list and their care plan so we can come in and do our job better.
- 755 Having the routine down on paper for the workers. Pictures of patient on the paperwork also.
- 756 Fellow workers of one particular "case" should be afforded paid time to exchange info.
- 766 Staff eager to have temporary help. Work in teams with temporary help. Sheets detailing info about residents. Flexible staff assignments that aren't baths or that staff will help with baths.
- 777 Someone within the facility who is willing to actually orientate you for your job for 15 minutes when you arrive.
- 794 Easier way to know what residents want and cheat sheet on cares.
- 803 Pools should pay for employee to shadow for a few hours before they send you to work there.

Response Category 05: Improved Scheduling: Guaranteed Number Of Hours, More Consistent Hours, Fewer Cancellations, Less Last-Minute Scheduling, Etc.

Qst. ID#

- 155 More pay, more incentives, more hours.

- 175 More hours available.
- 177 It got to a point where I needed a steady job, so I could pay my bills. I barely made it from paycheck to paycheck each week! There were times when I wasn't called to work at all, so I had to look elsewhere.
- 182 I didn't know what you mean by pool. But to improve my workplace would be more hours for the workers so we can help the people more.
- 730 Pay mileage, give 12 hour shifts, pay ½ motel. Get homes or hospitals closer to your surroundings.
- 733 Need benefits, respect because I'm out there working hard to put food on my table also! It is not steady. I can go months without hours, then summer comes and I can get hours up the backside.
- 738 If agencies wouldn't charge so much maybe they would be used more. I plan to go back as soon as hours increase in this area. I am keeping a close eye on it.
- 745 Get more hours.
- 746 Offer more hours, pay for CPR and mandatory education, pay for uniforms. Employer partially paying for health, life, dental, vision, accident insurance.
- 747 Comparable benefits. Consistency in schedule.
- 757 I think that when a shift has been given to a worker it should not get cancelled or at least let them get paid for part of the shift since most people depend on their hours and pay to live. Workers should be able to earn some vacation time.
- 772 Hours, health insurance.
- 773 Don't keep hiring more CNAs when you can't give your CNAs full-time hours.
- 775 Pay and hours.
- 776 1) More hours. 2) More of the same nursing homes. 3) Getting paid for gas mileage.
- 779 Consistency of hours and days of hour and client worked with. Bonus for longevity. Bonus for weekend workers. Some acknowledgement, appreciation for the direct caregiver.
- 790 Getting it closer to where a person lives. Making sure a person is notified in time of a cancellation.
- 792 Once they have assigned pool workers, they should give the pool 24 hours notice of cancellation.
- 797 The hours need to be set. There needs to be health insurance. There needs to be more aides on the floor, because you usually work extremely short-staffed.
- 799 Guarantee 40 hours.
- 802 Benefits and hours to be reliable when cancelled for a shift.
- 805 Give more hours.
- 808 Better benefits. Road mileage. Clients closer to each other—saves time, gas and stress. More regulated schedule to include shifts more blocked together. Continuity of care. Fewer communication barriers.
- 815 Not waiting until the last minute to call somebody for a shift.
- 817 More money. Gas, mileage. Have enough hours for everyone.

820 More consistent hours.

Response Category 06: Less Travel, Work Closer To Home

Qst. ID#

- 730 Pay mileage, give 12 hour shifts, pay ½ motel. Get homes or hospitals closer to your surroundings.
- 742 Put agencies in every county. I was driving between 40-70 miles to get to my pool jobs because there isn't a pool agency for 45 miles from my town.
- 758 Have facilities throughout the state, not just near big cities.
- 790 Getting it closer to where a person lives. Making sure a person is notified in time of a cancellation.
- 798 Less restrictions and closer work than 40 to 50 miles to home.
- 808 Better benefits. Road mileage. Clients closer to each other—saves time, gas and stress. More regulated schedule to include shifts more blocked together. Continuity of care. Fewer communication barriers.
- 809 Having some sort of insurance in case you get any injuries on the job and some kind of benefits. More jobs close to home base.
- 812 Don't hire people in Marshall County if you don't have any facilities to work for in that county.
- 813 Closer to home and be treated decent.
- 823 Match CNA to jobs more in their area.

Response Category 07: More Continuity In Assignments (Reassign To Same Client, Facility)

Qst. ID#

- 186 Keep them working with the same patient that they like working with.
- 737 Not having to go to different nursing homes and may be heaving health insurance. Most places I have worked didn't offer it.
- 752 Have the same staffing company work in one nursing home, not 3 different staffing companies in one nursing home.
- 776 1) More hours. 2) More of the same nursing homes. 3) Getting paid for gas mileage.

Response Category 08: More Staff, Less Working Short-Staffed

Qst. ID#

- 771 Lower staff to patient ratio.
- 797 The hours need to be set. There needs to be health insurance. There needs to be more aides on the floor, because you usually work extremely short-staffed.

Response Category 09: Opportunity for Advancement, Continuing Education

Qst. ID#

- 746 Offer more hours, pay for CPR and mandatory education, pay for uniforms. Employer partially paying for health, life, dental, vision, accident insurance.
- 789 Give us more freedom to become a med-aide and also to draw blood and do catheter work.

Response Category 10: Reimburse For Travel Expenses (Gas, Hotel, Meals, Etc.)

Qst. ID#

- 158 Pay mileage. Increase wages everywhere.
- 162 Pay mileage, room, etc.
- 178 If gone for distance from home, provide housing.
- 730 Pay mileage, give 12 hour shifts, pay ½ motel. Get homes or hospitals closer to your surroundings.
- 734 Paid vacation. Paid mileage. Health insurance.
- 736 Pay gas mileage or pay more by the hour.
- 768 I would like to see getting paid mileage for driving long distances and the pay should be more because you have to be able to just jump right in without training to do the work at different facilities.
- 776 1) More hours. 2) More of the same nursing homes. 3) Getting paid for gas mileage.
- 796 If going for distance from home, provide housing.
- 801 Paying for gas.
- 808 Better benefits. Road mileage. Clients closer to each other—saves time, gas and stress. More regulated schedule to include shifts more blocked together. Continuity of care. Fewer communication barriers.
- 810 Reasonable traveling, expenses if having to pull shifts out of normal working area (i.e., hotel expenses, gas, food, etc.). Better mileage rates.
- 816 Pay mileage.
- 817 More money. Gas, mileage. Have enough hours for everyone.
- 822 Only staff for clean and respected facilities, more pay and mileage.

Response Category 11: Respect/Support Pool Workers

Qst. ID#

- 163 Facilities have a list of residents and their cares for each pool employee. Let facility staff (RN's) know they need to be patient and explain feeding, seating, answer questions.
- 167 Making sure that pool people are treated with dignity and respect by all employees and that they are given only a fair share of work. They are not here to be your daily slave.
- 180 Facilities could be more courteous to the help coming in to help.
- 733 Need benefits, respect because I'm out there working hard to put food on my table also! It is not steady. I can go months without hours, then summer comes and I can get hours up the backside.
- 741 I think you need extra help when going to pool sites because you don't know the people and the co-workers sometimes refuse to help. Think they need to pay for mileage.
- 748 I wish the workloads were more equal. I know I usually make more than the facilities' CNAs, do not let them take this out on me. I have to be able to go anywhere, work with any type of patient and any equipment that is required. I know very few people who can do that or do it for very long. I have done this for 5 years. Each place is different, with different requirements.
- 753 Educate facilities! Apparently if they require pool help then they need to look at their attitudes. Hear lots of complaints from their staff about treatment.
- 762 When a pool person goes on a job site the regular site workers help and not just slough on their job because a pool person is there.
- 766 Staff eager to have temporary help. Work in teams with temporary help. Sheets detailing info about residents. Flexible staff assignments that aren't baths or that staff will help with baths.
- 767 Trying to get out and get more nursing homes to sign up and not to treat us sometimes like we don't know what we're doing that bothers me the most.
- 778 Some how make the pay compensate the work. I feel I do more than if I was a facility worker. Most CNAs at facilities don't want to help when I come in. They feel I make more than they do. But at breaks they talk and I find I make less or the same as they do.
- 779 Consistency of hours and days of hour and client worked with. Bonus for longevity. Bonus for weekend workers. Some acknowledgement, appreciation for the direct caregiver.
- 813 Closer to home and be treated decent.
- 818 Pay us more/make nurses jobs harder because we basically do all their work but pass meds.

Response Category 12: Other

Qst. ID#

- 161 Good pay, and certified aides.
- 169 Only hire when necessary but I understand all us nursing students want experience.
- 174 Delete it!
- 181 Communication.
- 191 I believe an employer should hire his own help. Also faithful, loyal help does the best care.
- 739 More variety in the cases. More info on job cases. Better and affordable health insurance.
- 744 Having more regulations for pool companies to start up. The #1—ice storms is a great reason to call in. Work isn't a good reason to risk your life on the roads. The company I worked for said that bad weather wasn't reason to call in.
- 749 Have no ideas for improvement besides getting rid of contracts.
- 754 Work with facilities to improve work conditions for all staff.
- 761 Advertise more in newspapers.
- 763 Just go in, do your work and then leave.
- 769 I would like to see a different system for the paperwork. It had to be driven to the office once a week and surely the gas spent can be reimbursed.
- 791 Better communicating between clients, employee and employers.
- 798 Less restrictions and closer work than 40 to 50 miles to home.
- 808 Better benefits. Road mileage. Clients closer to each other—saves time, gas and stress. More regulated schedule to include shifts more blocked together. Continuity of care. Fewer communication barriers.
- 822 Only staff for clean and respected facilities, more pay and mileage.