Appendix B: 2011 Pre-NELS Survey Results

The 2011 NELS Perspective

- Exceptional group of individuals and talent from across the country
- Informed by advance resources and experiences
- Initial probe of perspectives paying attention to the established 2010 NELS platform
- An overview of your group’s thoughts
  - Lots of information in this handout

You and Your Perspectives

- The average age of attendees of this year’s Summit is 33, with ages ranging from 23 to 49.

- Family status of attendees:

  ![Family Status Diagram]
Your education

The question of the expectations and standards

How much do you work?

- Majority of attendees work 50-60 hours per week.
How did you become involved in the LTC field?

What are some of the misconceptions you hear about the LTC field?

- Places where people go to die and are given bad quality of care.
- No potential for professional growth or development.
- It is not exciting and pretty easy to be an administrator.
- Do not understand all aspects of LTC and only think of nursing homes.
Professional Associations

- 90% of attendees are involved in professional associations:
  ![Pie Chart](chart.png)

  Attendees who are not involved in professional associations are hesitant because of a lack of understanding as to how they can benefit from taking part in them.

Why do you feel others choose to not go into the LTC field on a professional level?

![Bar Chart](chart.png)
How do you think the next generation, specifically those in their high school or college years, view the field of LTC? (1 being the most prevalent perspective).

![Means of Rankings](chart)

If you were a politician, how would you want them to reach out to you, as representatives of the next generation of leaders in LTC?

- Be invited to facilities to gain a better perspective of LTC, and stay in touch afterwards.
- Know how the next generation of leaders plans to make an impact in LTC and how they plan to address future challenges.
- First address issues that directly affect consumers of LTC to ensure high quality of care.
Compared with other fields, to what extent do you think the field of LTC is tech savvy?

What technology do you use in your daily work?

Technology used during work day

- Laptop 25%
- Blackberry 17%
- IPhone 21%
- Facebook 8%
- Droid 8%
- LinkedIn 4%
- Other 17%
How long have you worked at your current organization?

93% of attendees have one or more mentors in the LTC field.

To what extent, does having a mentor factor into your involvement in the field?
Do you have any ideas or suggestions for advancing both the practice and presence of mentoring across the country in the health and aging services administration profession?

- Incorporate mentoring in AIT programs.
- Mentoring program through organizations, such as ACHCA.
- Making sure mentor/mentee is a good match.
- Have mentors in different areas in LTC

2/3 of attendees responded “Yes” to having a leadership team that is diverse in age.

To what extent do you think the field of long term care appreciates generational differences in its staff?
Extent to which attendees like and dislike different aspects of their jobs.

In the next 5 years, I will have...

1. Advanced within my present company (64%)

2. Made a professional difference in this field (61%)

3. Pursued more education (46%)
How well do you feel your organization performs in delivering quality services?

![Pie chart showing performance: Above Average 81%, Average 19%]

Is there anything you wish your organization did better in servicing the needs of the elderly community?

- Giving more education to the elderly community.
- Operational improvements/refinements:
  - Improve physical plant.
  - More staffing per patient.
  - More activities for residents
- Respond quicker to industry needs.
How important is it to you that your organization contributes to the surrounding community?

What is your overall job satisfaction level?
Order of importance of different job elements…working with Gen X & Y

- Working in an open environment where people act with integrity and respect
- Having opportunities to learn and grow
- Working with supervisors who lead, guide, and give constant feedback
- Having a proper life-work balance
- Receiving competitive pay and benefits
- Keeping connections with the surrounding community

Most important

Least important

What should LTC employers do differently to attract a younger professional workforce?

- Educate younger people about the LTC field and market towards them.
- Improve AIT programs, benefits, and salaries.
- Positive media coverage of LTC
- Form relationships with schools and universities.
- Emphasize all parts of LTC, not just nursing homes and end of life care.
Order of importance the four broad thematic areas arrived at by the group at the 2010 National Emerging Leadership Summit

Mean of Rankings

<table>
<thead>
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<th>Mean of Rankings</th>
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<tbody>
<tr>
<td>SUMMIT PARTICIPANTS BECOMING ACTIVE CHANGE AGENTS</td>
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<tr>
<td>IDENTIFYING AND ADDRESSING BARRIERS TO ENTRY</td>
</tr>
<tr>
<td>PRACTICING IN PROFESSIONAL ASSOCIATION ACTIVITIES</td>
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<tr>
<td>COMMUNITY-ORIENTED ACTIVITIES</td>
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Most Important | Least Important

Order of importance of the specific mechanisms for engaging in professional association activities from a personal commitment viewpoint.

Means of Rankings

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<tr>
<td>Get involved in the leadership of the respective associations</td>
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<tr>
<td>Personally join either ACHCA or available professional organization</td>
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<tr>
<td>Join and be involved in a local or state chapter</td>
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<tr>
<td>Continue to encourage membership of new licenses</td>
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<tr>
<td>Make sure online communication and discussions are available for membership</td>
</tr>
<tr>
<td>Make sure online communication and discussions are available for membership</td>
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<tr>
<td>Create a tool or web response for decision about the benefits of joining a professional entity</td>
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<tr>
<td>Other</td>
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Most Important | Least Important
Order of importance of the specific mechanisms for identifying and addressing barriers to entry for the health and aging services profession.

Order of importance the following specific mechanisms for being engaged in the community
Licensing standards vary across the 50 states. Please tell us how difficult this challenge is to your career mobility as an emerging leader in this field.

Thank you!

- We appreciate the time you took to help us capture your perspectives and thoughts.
- Your energy that you are bringing to the table for this Summit is inspiring!
- All of your perspectives will be shared within the proceedings of the Summit in a white paper.
- You have a unique opportunity to move the profession to a new place!
- You are the future and we need your energy!