

Not Over the Hill - Just Picking Up Speed

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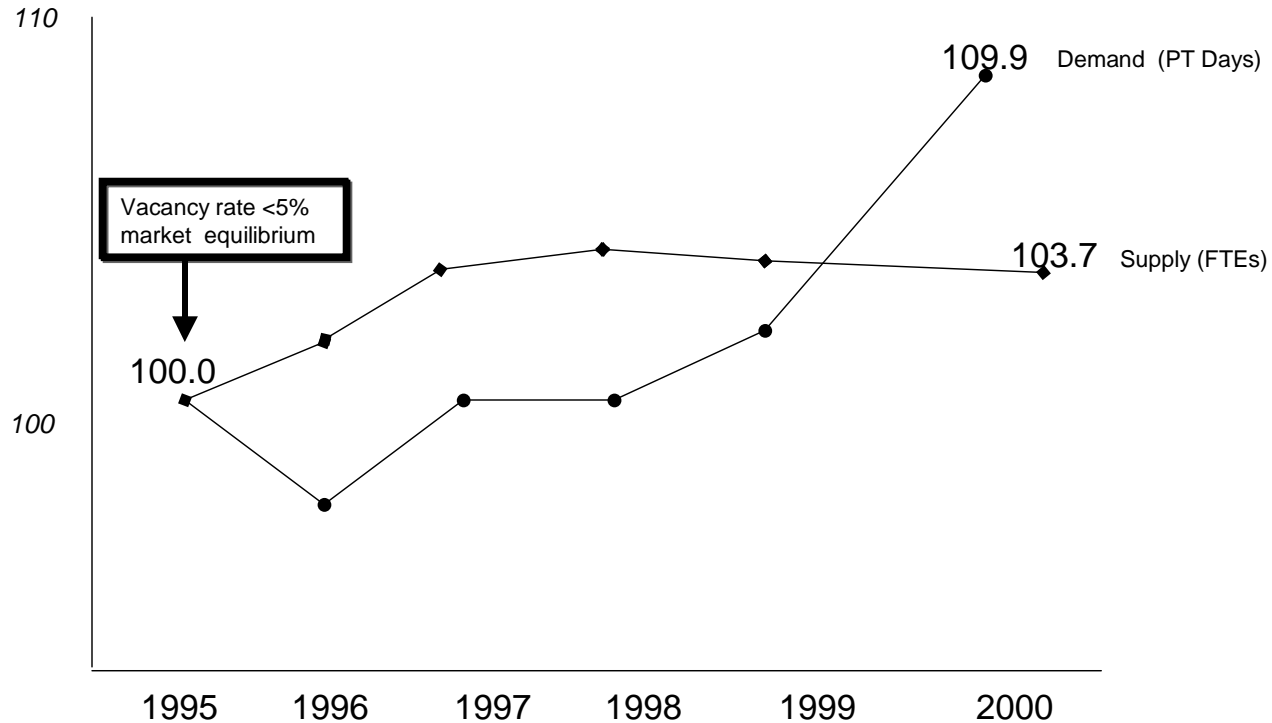


The Trend in Healthcare

Supply and Demand for Hospital Workers

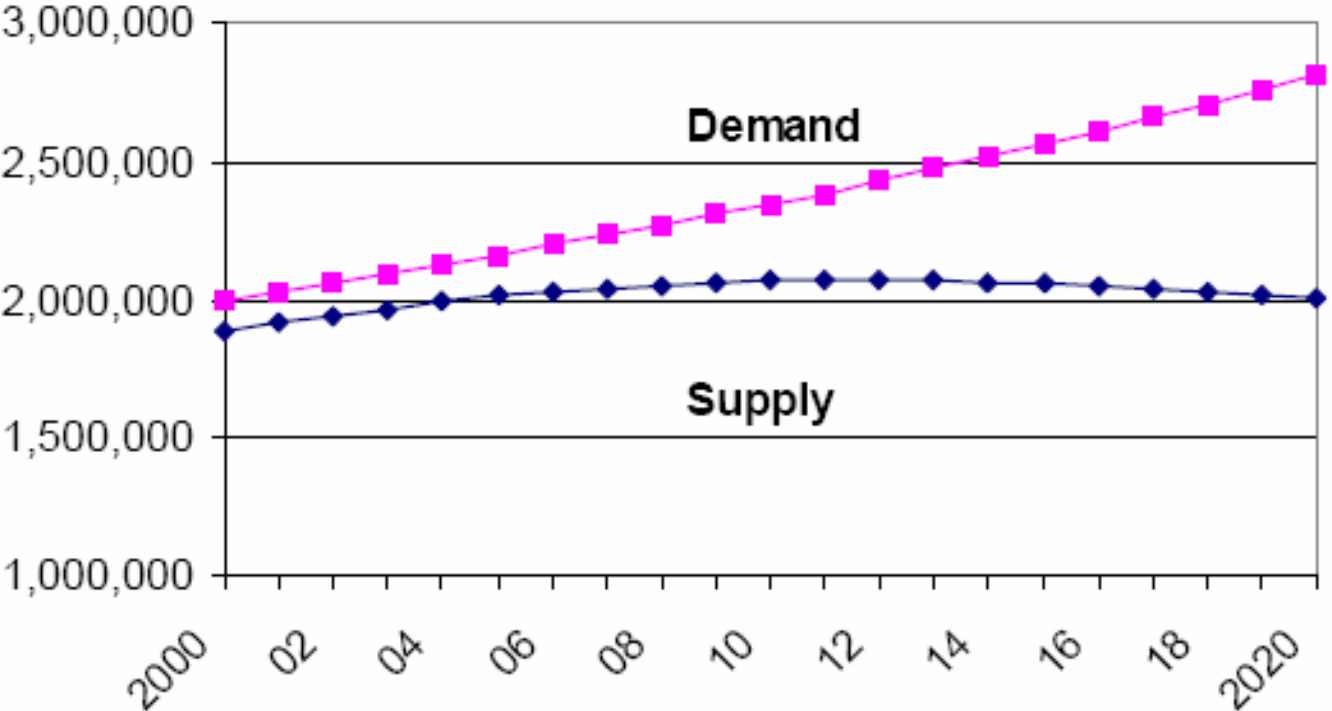
Supply Growing, but Unable to Keep Pace

Supply and Demand for Hospital Workers
Indexed



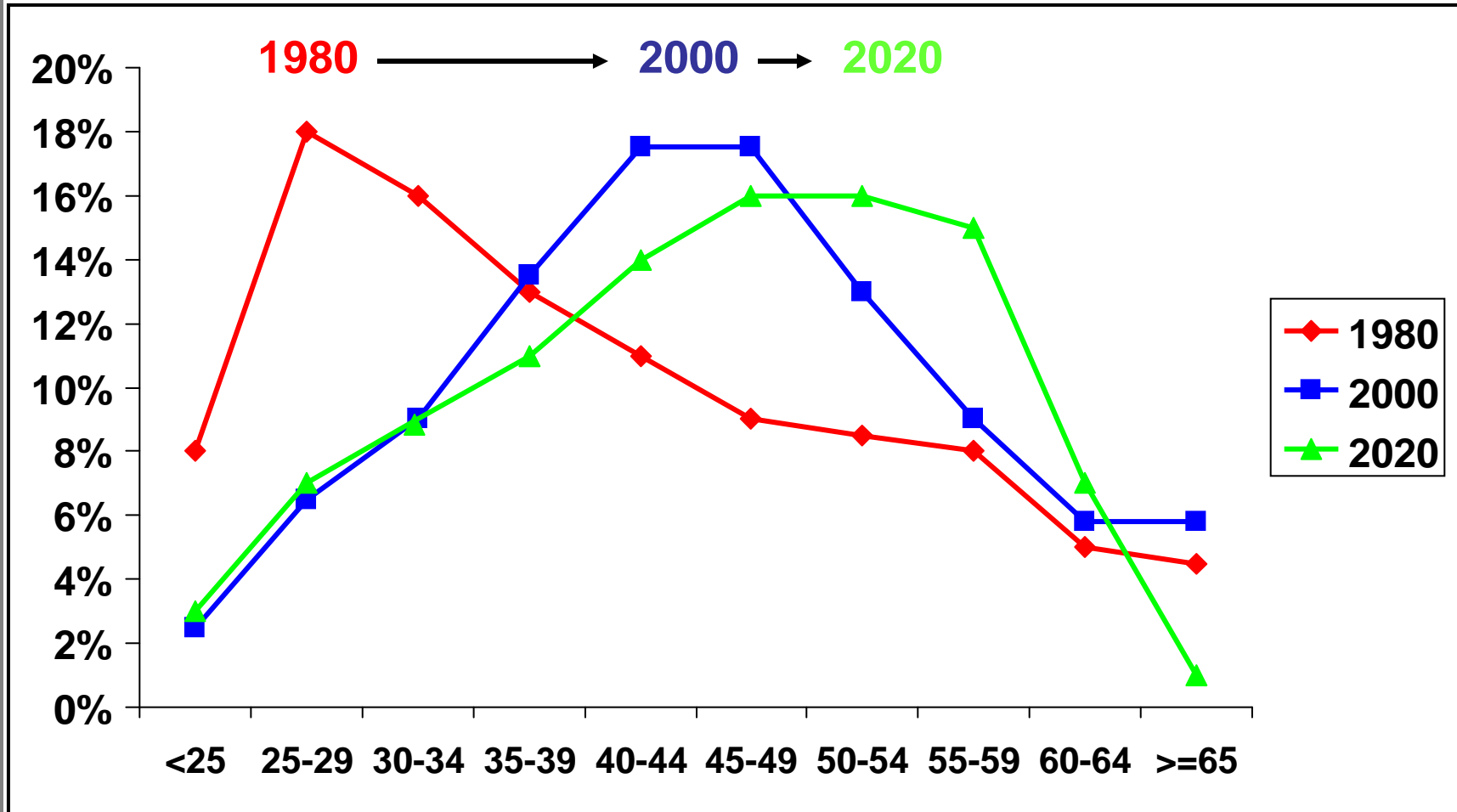
Source: Florida Hospital Association, Orlando, Fla.; Hospital Statistics, Chicago: American Hospital Association, 1993-2000; Health Care Financing Administration, "Health Indicators," available at: www.hcfa.gov/stats/indicatr, accessed August 5, 2001; Health Care Advisory Board analysis.

National Supply and Demand Projections for FTE Registered Nurses



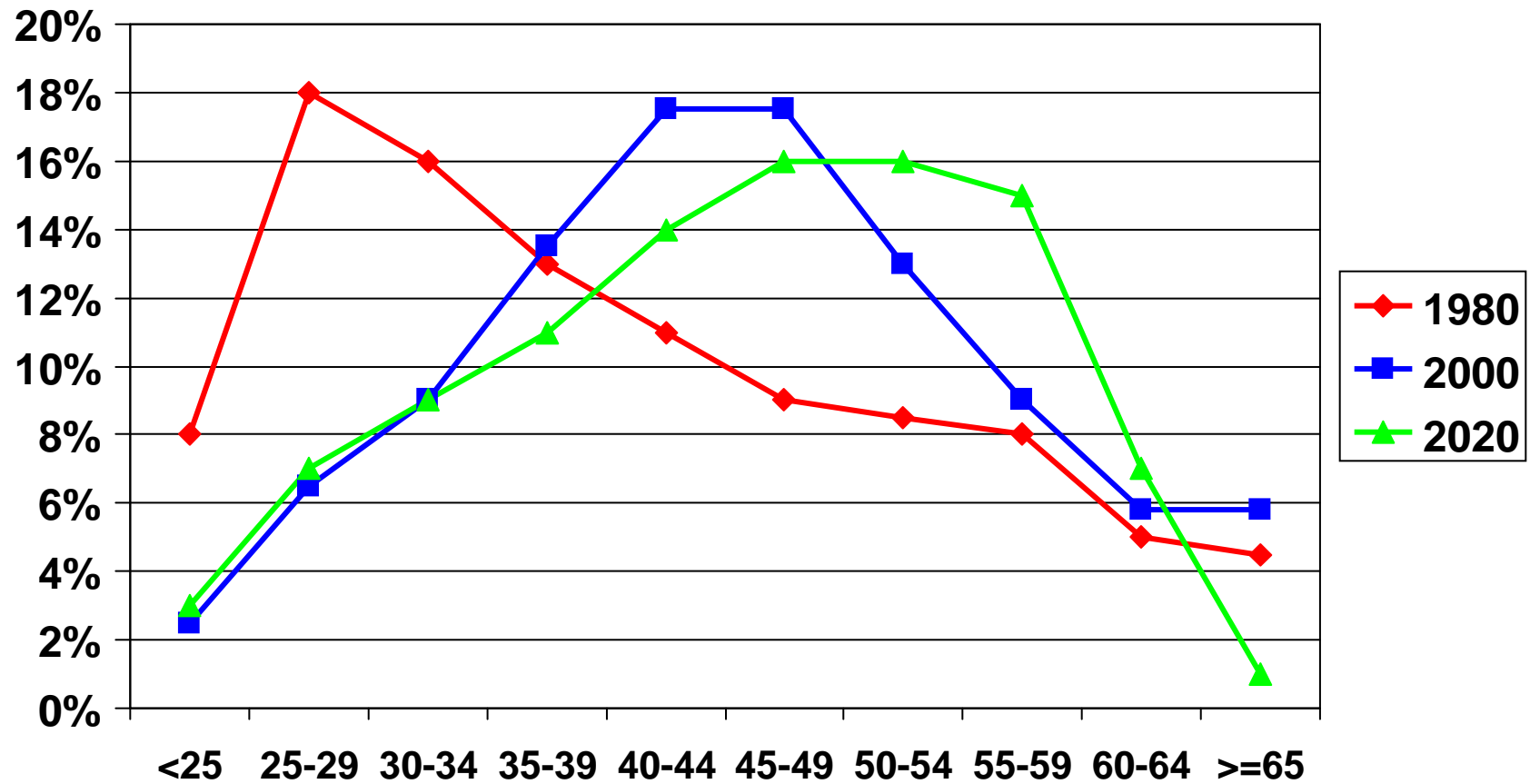
Source: Bureau of Health Professions, RN Supply and Demand Projections

Age Distribution of RNs: 1980, 2000, 2020



Source: Bureau of Health Professions, RN Sample Survey and Supply Projections

Age Distribution of RNs: 1980, 2000, 2020





Myths and Realities About Older Workers

Myths About Older Workers

- **Myth:** Older workers can't or won't learn new skills.
- **Reality:** Those over 50 are proving their ability to learn new skills by becoming the fastest growing group of Internet users. Career-changers in their 40s and 50s are taking courses to enhance their skills.

At Hopkins: The average age of participants in our incumbent worker training programs is over 40.

Source: Institute of Electrical and Electronics Engineers-USA

Myths About Older Workers

- **Myth:** Older workers don't stay on the job long.
- **Reality:** Workers between 45 and 54 stayed on the job twice as long as those 25 to 34, according to the Bureau of Labor Statistics in 1998.

The turnover rate for workers over the age of 60 is less than one-sixth that of workers aged 35 and under.

Myths About Older Workers

- **Myth:** Older workers take more sick days than younger workers.
- **Reality:** Attendance records are actually better for older workers than for younger ones.

Studies have shown that the absenteeism rate of older workers is lower than that of younger workers.

Myths About Older Workers

- **Myth:** Older workers aren't flexible or adaptable.
- **Reality:** Because they've seen many approaches fail in the workplace, they are more likely to question change. But they can accept new approaches as well as younger workers can as long as the rationale is explained.

Myths About Older Workers

- **Myth:** Older workers are more expensive.
- **Reality:** The costs of more vacation time and pensions are often outweighed by low turnover among older workers and the fact that higher turnover among other groups translates into recruiting, hiring, and training expenses.

A [study by Towers Perrin](#) found that the cost of hiring an older worker was, at most, 1% higher per year than hiring a younger worker.

Source: Institute of Electrical and Electronics Engineers-USA

Myths About Older Workers

- Myth: Older workers don't keep up with technology.
- Older workers certainly seem to be keeping up with technology:
 - 57% of Americans age 65-69 are online
 - 51% of workers age 50-59 use a computer at work
 - The percent of seniors who go online increased by 47% between 2000 and 2004

From the National Older Worker Career Network

Two Recent Studies

- AARP – Taskforce of National Healthcare Representatives
 - Recommendations and best practices in five areas
- US Department of Labor – Focus Groups
 - 22 groups of recently retired and soon to retire nurses and allied healthcare workers
 - Johns Hopkins, Cedars-Sinai, and HCA

Focus Group Markets



Summary of Key Findings

- Majority want to continue working on either a full-time or part-time basis
- Truly enjoy their profession and draw great satisfaction from knowing they are helping patients
- Also, an opportunity to re-hire some retired workers
- Strong feeling by mature workers that they are not valued, not respected and not paid at a level commensurate with their years of service

Summary of Key Findings

- As mature workers age, they see growing gap between what they are physically capable of doing
- Efforts by hospitals to recruit young workers causing resentment among older workers
- Want the hospitals to demonstrate that mature workers are wanted and welcome in the workplace
- No longer working as much for the money as to feel that they are making a contribution.

Areas of Recommendations

AARP Workgroups

- Benefits/Compensation
- Worklife and Wellness
- Training and Re-Skilling
- Environment and Tools
- Meaningful Work

DOL Focus Groups

- Compensation
- Retirement
- Other Benefits
- Value and Respect
- Education/Communication
- Scheduling
- Working Conditions
- Roles/Responsibilities

Summary of Key Recommendations

- Compensation/Benefits
 - Caution incentives to new, young recruits
 - Phased retirement when possible
 - Full benefits for part time after certain LOS
- Environment/Working Conditions
 - Ergonomics (lift assistance, soft floors)
 - Limit 12 hour shifts
 - Self scheduling
 - Flexible scheduling

Summary of Key Recommendations

- Value/Respect/Meaningfulness
 - Limit benefits that have service caps
 - Watch for subtle messages [Nursing Ad](#)
 - Roles that use experience
 - Recognition for longevity/service
- Training/Education
 - Opportunities to learn new skills
 - Focused workshops (retirement planning, caring for aging parents)

For More Information

- AARP Study
 - www.aarp.org/employerresourcecenter
- USDoL Research
 - Please insert web site



Tools Time Permitting

10 Things an Employer Can Know and Do to Prepare for the Aging Workforce

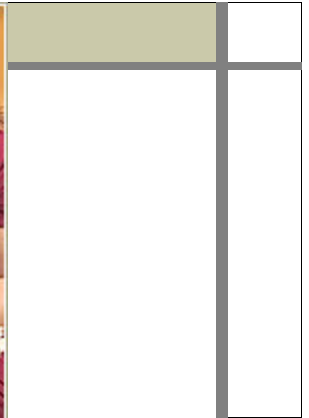
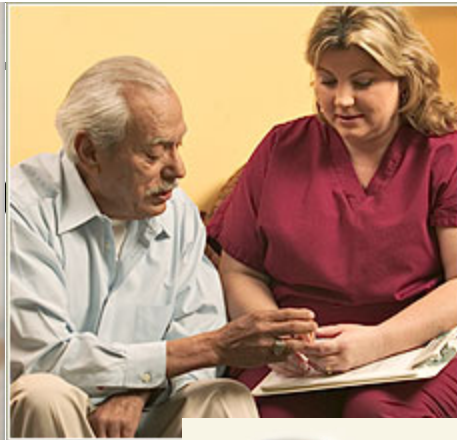
- 6) **Eighty percent of baby boomers believe they will continue to work during retirement.**
- 7) **Older workers are willing and able to learn new things.**
- 8) **Older workers are important to both the current and future economic health of the nation.**
- 9) **Review current employee policies to ensure they are age neutral.**
- 10) **Management staff require education regarding aging workforce issues.**

10 Things an Employer Can Know and Do to Prepare for the Aging Workforce

- 1) **One cannot assume anything about the older workforce; they have diverse backgrounds and needs.**
- 2) **Not all older workers wish to retire at the normal retirement age.**
- 3) **Older workers may not cost more to hire into the workforce than younger workers.**
- 4) **Use your older workforce to add diversity in brainstorming, creating, and planning.**
- 5) **Older workers have a wealth of workplace experience.**

Diagnostic Questions - Scheduling

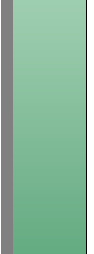
- Does your hospital allow self-scheduling for RNs? for Allied Health?
- Does your hospital allow anything other than 12-hour shifts for RNs? for Allied Health?
- Are 12-hour shifts the norm in your hospital?
- Can exceptions be made for older workers?
- Do you have part-time opportunities for RNs? for Allied Health?
- Are older workers or those with long service given differentiation for vacation schedules?
- Are older workers or those with long service expected to:
 - Work fewer/more weekends?
 - Take on call more often or less often than other workers?
 - Work more or fewer holidays than other workers?



*Explore
the
Opportunities*



in NURSING



LEDGE

