



Georgia-Pacific

HEALTHCARE – HAND HYGIENE, FINANCES AND IMPLICATIONS

Response from IPs, EVS, Finance and Clinicians

January 2023

PRO-22-869700

KEY INSIGHTS

FINANCIAL ENVIRONMENT

Thinking about financials related to the operation of your healthcare facility, compared to the last 2 years, **margins are...**

65% Trending up

11% Trending down

21% Flat / Level compared to last 2 years

Among those in specific financial roles, **84%** say margins are trending up.

(n=25, small sample)

A majority of respondents believe the **financial margins related to the operation of their healthcare facility are trending up**. Given recent supply chain disruption, unexpected and additional expenditures related to COVID, as well as deferred elective procedures, perhaps this signals a period of recovery is beginning.

Even while a majority of facilities are reporting positive margin trends, costs are rising seemingly across the board, with higher costs seen for...

50% Cleaning/disinfecting supplies

47% Labor costs/admin staff

47% Medical/PPE disposables

45% Labor costs/medical staff

44% Disposable supplies (towel, tissue, soap, hand sanitizer)

43% Medical equipment and devices

38% Prevention of HAIs

38% Labor costs/building and facility maintenance

37% Treatment of HAIs

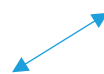
FINANCIAL ENVIRONMENT

Areas your organization is willing to **INVEST** more than you are currently spending to improve overall patient outcomes...

- 39% Medical equipment and devices
- 39% Prevention of HAIs
- 37% Medical/PPE disposables
- 34% Treatment of HAIs
- 33% Labor costs / medical staff
- 33% Disposable supplies (towel, tissue, soap, hand sanitizer)
- 30% Additional higher quality cleaning/disinfecting supplies
- 27% Touchless dispensers for towel/soap/hand sanitizer
- 26% Labor costs / building and facility maintenance
- 24% Labor costs / admin staff

Areas in which your organization is actively seeking ways to **REDUCE** costs...

- 36% Cleaning/disinfecting supplies
- 34% Labor costs / admin staff
- 31% Labor costs / medical staff
- 31% Prevention of HAIs
- 31% Disposable supplies (towel, tissue, soap, hand sanitizer)
- 27% Labor costs / building and facility maintenance
- 26% Medical equipment and devices
- 25% Medical/PPE disposables
- 23% Treatment of HAIs



FINANCIAL ENVIRONMENT

TOP focus area for the next 12 months...

46%

Staffing and labor retention

→ With one-third or fewer looking to make additional investments in labor, and nearly an equal number actively looking to reduce labor costs, retention could be challenging. **We might see the industry looking for non-monetary initiatives to alleviate staffing pressures and improve retention.**

27%

Reducing costs/improving margins

→ Broken down by facility type, **this is the top focus area for post-acute (40%),** followed by staff and labor retention (36%).



25%

Preventing HAIs

→ **84%** (T2B)

say the number of HAIs is **somewhat or significantly higher** since the onset of COVID.

PREVENTING HAIs

25%

A top focus area

38%

An area of increasing costs

39%

An area worthy of additional investment

31%

An area in which facilities are seeking to reduce costs

Valuable investment areas to prevent HAIs according to Infection Preventionists...

- 94% High quality hand hygiene products
- 92% Proper PPE supplied/consistently used
- 82% Touchless restroom dispensers
- 70% Easy access to hand hygiene stations for staff
- 64% Easy access to hand hygiene stations for patients/visitors
- 64% Elevated disinfection of facility services
- 56% Hand hygiene compliance monitoring systems/processes
- 56% Ongoing staff education on hand hygiene

n=50, those who identified reducing HAIs as the top focus area over next 12 months

Top two opportunities for encouraging good hand hygiene?

49%

Easy access to HH products

53%

Recognition/rewards

30%

Tech system to track HH

26%

Negative consequences / reprimands

Bottom two?

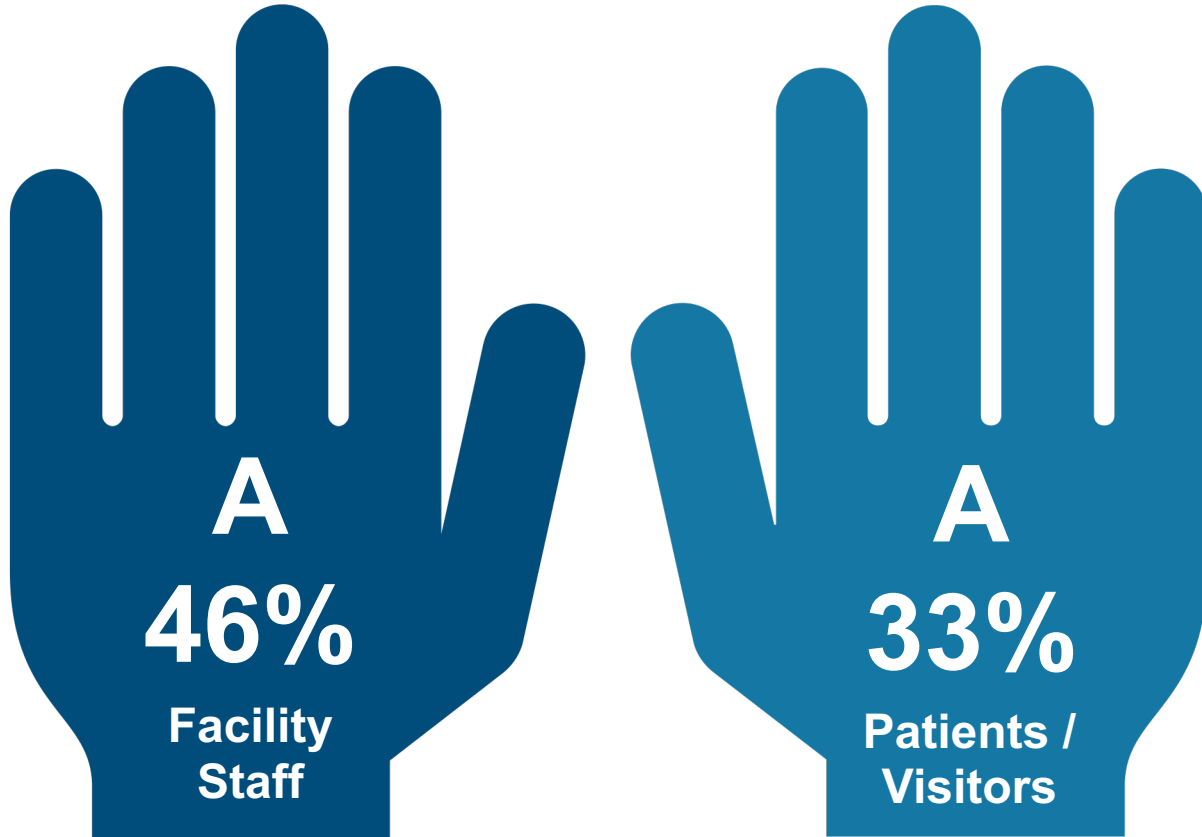
n=201 Total



Georgia-Pacific

HAND HYGIENE

Healthcare professionals grade their facility's hand hygiene, and that of patients and visitors.



83% of facilities participate in some type of accreditation program related to hand hygiene. 41% report to Leapfrog while 42% participate in a different voluntary compliance program.

HC Professionals believe...

91%

Consistently good hand hygiene **among staff** would have a positive impact on reducing HAIs

95%

Consistently good HH **among patients/visitors** would have a positive impact on reducing HAIs

HC Professionals provide...

56%

In-person training/guidance on hand hygiene **for patients/visitors**

92%

Printed materials/signage to encourage good hand hygiene **among patients/visitors**

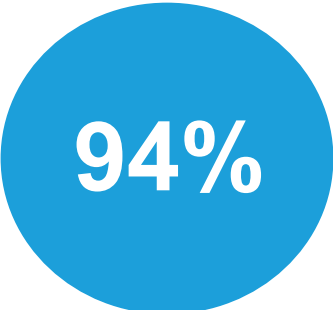
66%

Provide hand hygiene training as part of a continued education program **for staff**

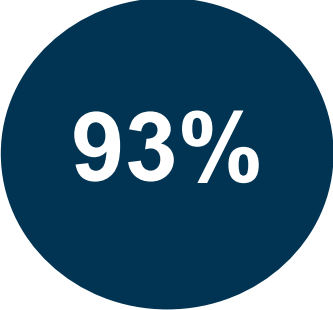


HAND HYGIENE

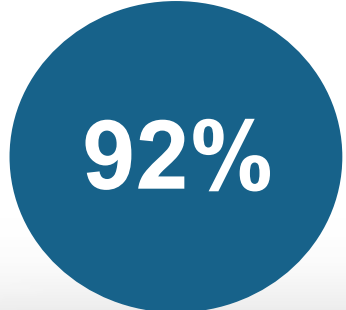
Tangible, targeted, visible efforts count...



Believe having a targeted hand hygiene program for patients/visitors would **positively impact HAI rates**



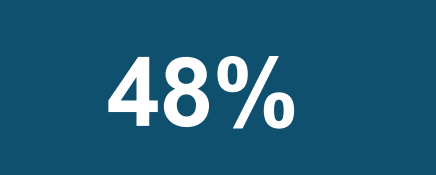
Believe having a targeted hand hygiene program for patients/visitors would **positively impact HCAHPS scores**



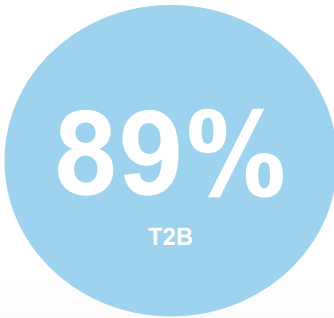
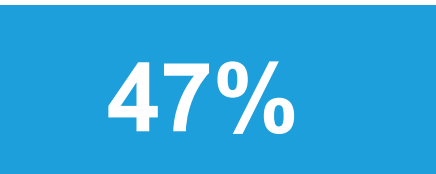
Believe patients **seeing staff engaging** in good hand hygiene would **positively impact HCAHPS scores**

These healthcare professionals believe patients and visitors perceive risks associated with...

Poor hand hygiene by staff



Use of a shared restroom without touchless dispensers



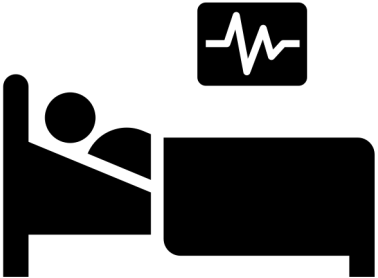
Believe having **touchless, hygienic dispensers** in public restrooms have an overall **positive impact on patient/visitor satisfaction**

HAND HYGIENE AND MOTIVATION

Which of the following, if you had to choose one, is **the more effective message** to motivate staff in all departments and at all levels to commit to consistently good hand hygiene?



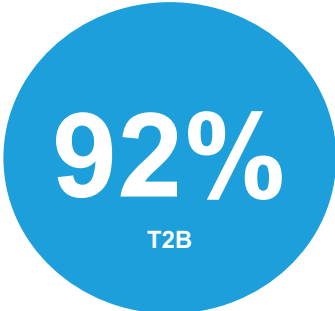
Consistently good hand hygiene will help keep **YOU** safe.



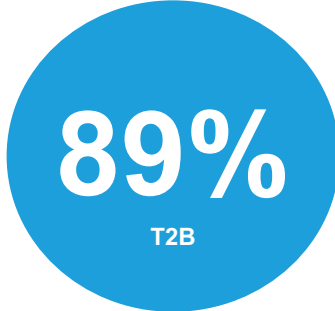
Consistently good hand hygiene will help keep **PATIENTS** safe.



EVS AND CLEANING IMPACTS ON PATIENT EXPERIENCE AND PERCEPTIONS



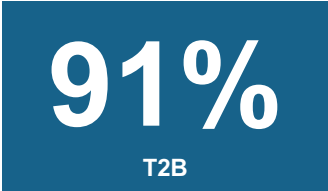
Say seeing EVS actively cleaning is important in establishing a **level of comfort for patients/visitors**



Say patients/visitors seeing EVS actively cleaning could **positively impact HCAHPS scores**



EVS, INFECTION CONTROL AND CHANGE



Believe collaboration between Infection Preventionists and EVS departments is important in lowering rates of HAIs

What makes establishing and implementing change challenging?

For changes related to Infection Prevention/Control initiatives...

- 28% Adoption by EVS/housekeeping/facility management
- 27% Adoption by clinicians/medical staff
- 21% Cost/investment
- 12% Lack of support from leadership
- 8% Monitoring compliance
- 4% Resources for change management

n=75 IPs

For changes related to Cleaning Protocols to reduce HAIs...

- 36% Cost/investment
- 30% Adoption by EVS/housekeeping/facility management
- 12% Adoption by clinicians/medical staff
- 6% Resources for change management
- 4% Lack of support from leadership

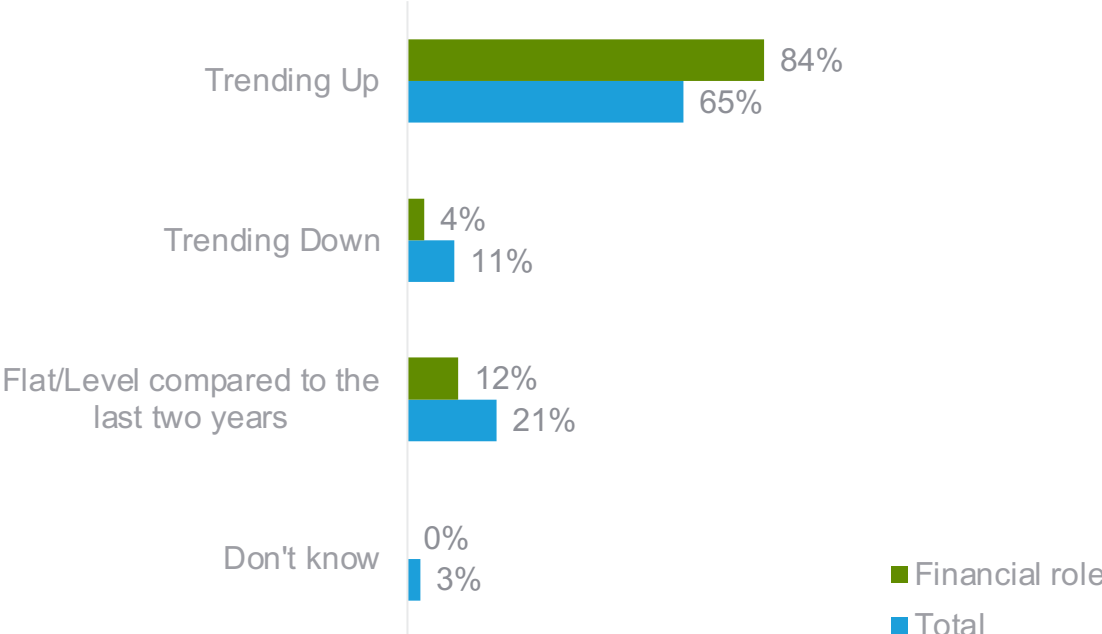
n=50 EVS



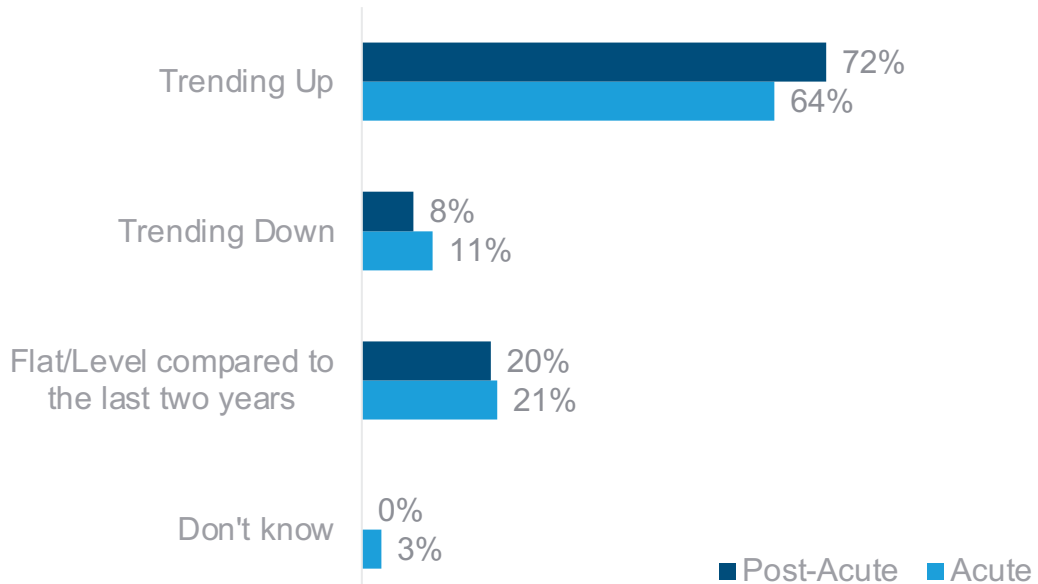
DETAILED FINDINGS

A majority of respondents believe the **financial margins related to the operation of their healthcare facility are trending up**. Given recent supply chain disruption, unexpected and additional expenditures related to COVID, as well as deferred elective procedures, perhaps this signals a period of recovery is beginning.

Margins Related to Operation of Your Healthcare Facility



Margins Related to Operation of Your Healthcare Facility By Type of Facility



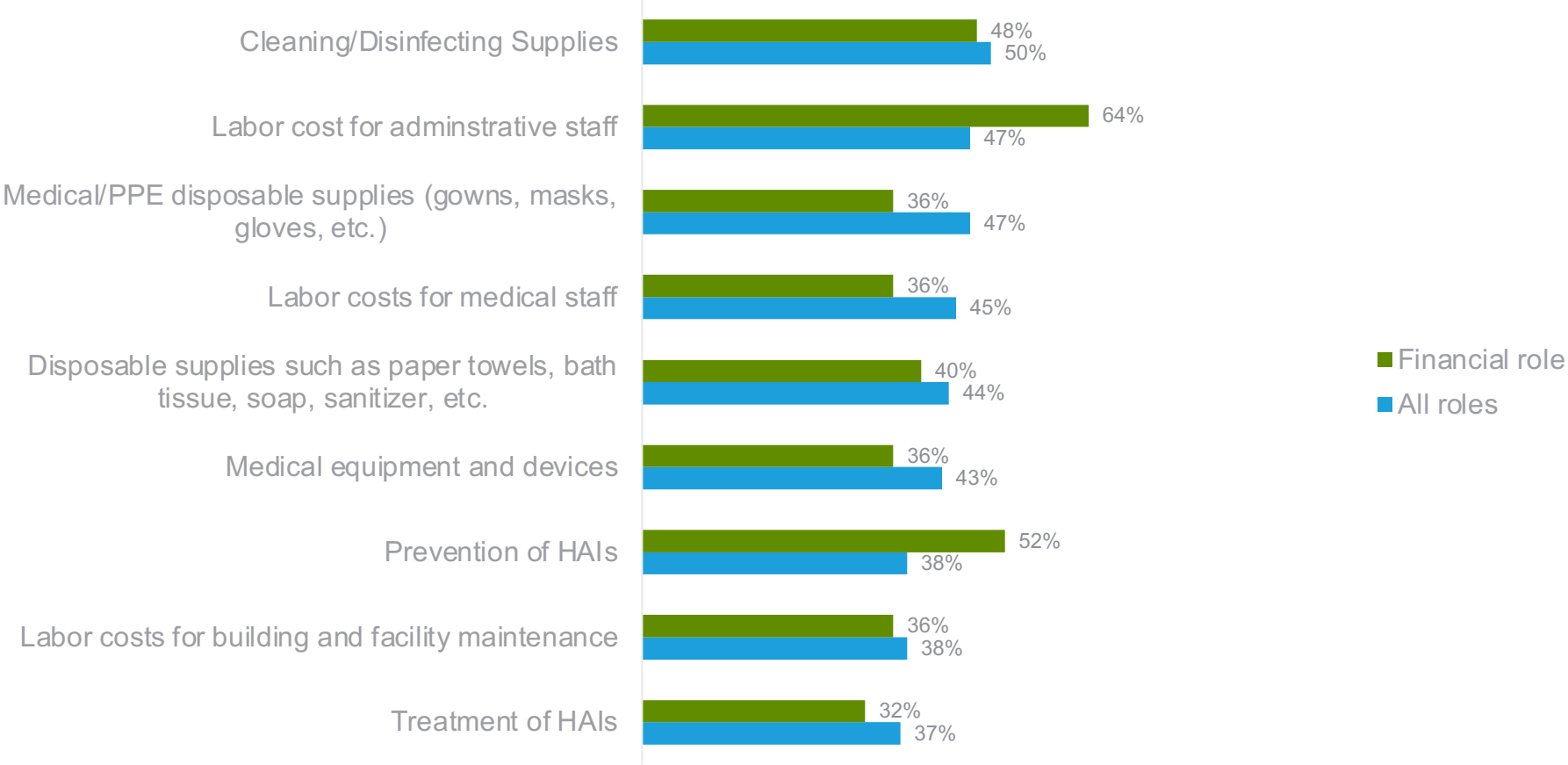
QA: Thinking about financials related to the operation of your healthcare facility, would you say, compared to the last 2 years, your margins are currently...
 Total n=201; Financial role n=25 (Caution: small sample size)

Acute n=176; Post-Acute n=25 (Caution: small sample size)



Still, in these inflationary and labor challenged times, one-third to one-half of facilities report **costs are increasing seemingly across the board** for cleaning and disposable supplies, labor, equipment and prevention/treatment of HAIs.

Areas of Increasing Costs



QB: In which of the following areas, if any, are you seeing increasing costs?
 Total n=201; Financial role n=25 (Caution: small sample size)

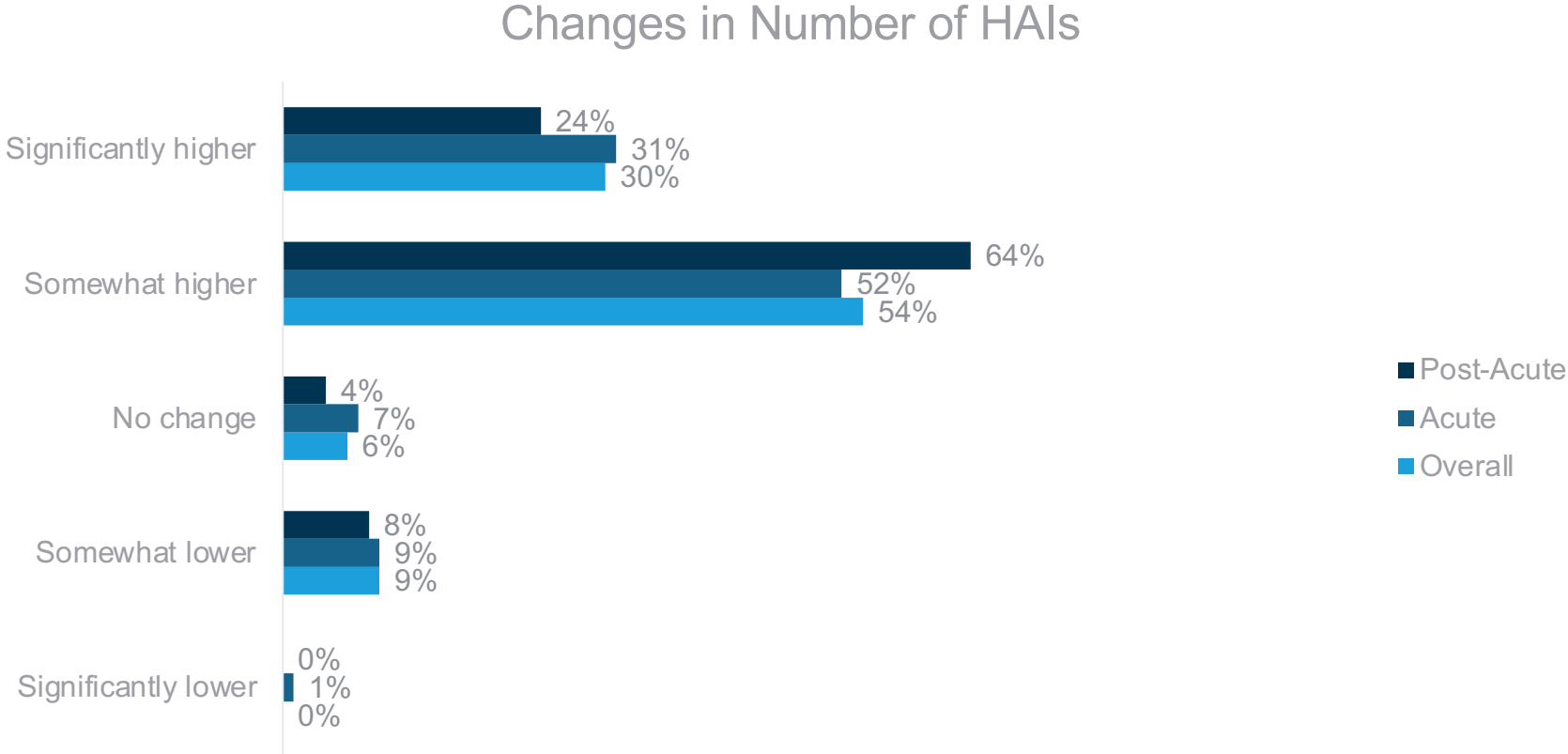
PRO-22-869700 | Kaylor Hildenbrand, Innovation Insights

©2023 Georgia-Pacific Professional. All Rights Reserved. The GP PRO logo and trademarks are owned by or licensed to Georgia-Pacific Consumer Products LP. Not to be copied, quoted, shared or further distributed without prior written permission. CONFIDENTIAL AND PROPRIETARY.



Georgia-Pacific

A significant majority (84% T2B) say the **number of HAIs is somewhat or significantly higher** since the onset of COVID.



QC: In general, what changes, if any, have you seen in the number of HAIs since the onset of COVID (March 2020)?
Total n=201; Acute n=176; Post-Acute n=25 (Caution: small sample size)

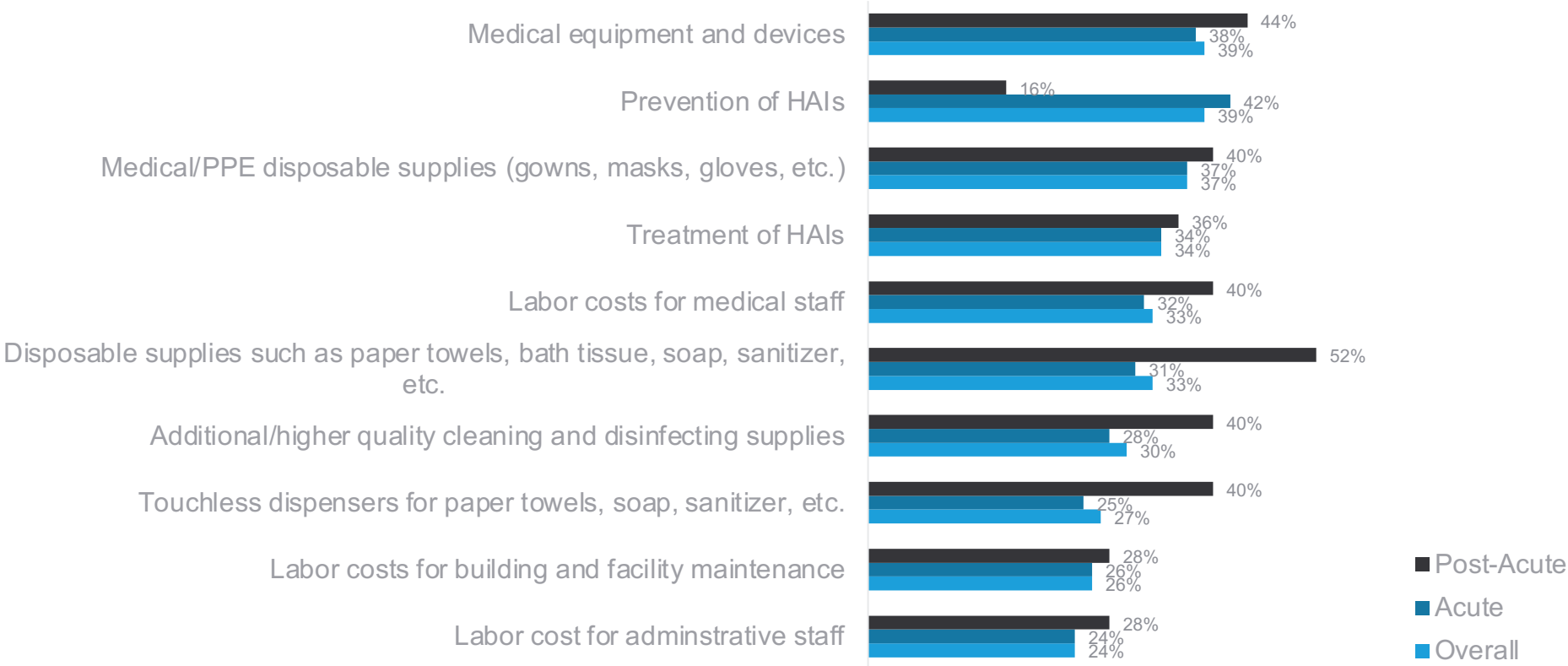
PRO-22-869700 | Kaylor Hildenbrand, Innovation Insights

©2023 Georgia-Pacific Professional. All Rights Reserved. The GP PRO logo and trademarks are owned by or licensed to Georgia-Pacific Consumer Products LP. Not to be copied, quoted, shared or further distributed without prior written permission. CONFIDENTIAL AND PROPRIETARY.



Overall, as healthcare facilities consider where to make **additional investments** in order to improve patient outcomes, **medical equipment and devices and efforts toward the prevention of HAIs top the list**, followed closely by disposable medical supplies (i.e., PPE). **One-third (33%) said they are willing to invest more** than they currently do in **disposable supplies** such as paper towels, bath tissue, soap and hand sanitizer.

Areas for Additional Investment



Post-Acute appears more willing to invest in areas that directly impact the facility environment, perhaps due to the presence of long-term residents, and due to the number of visitors, post-acute tends to see much of their infection risk coming from the outside. (PRO-23-899600)

QD: Given the current financial environment, in which of the following areas, if any, is your organization willing to INVEST more than you currently are spending in order to improve overall patient outcomes?

Total n=201; Acute n=176; Post-Acute n=25 (Caution: small sample size)



While nearly every industry saw expenditures on cleaning and disinfecting supplies grow in response to COVID, and 30% are willing to invest more here, more than one-third (36%) of these healthcare respondents overall are now actively seeking ways to reduce costs in that area. **And while 33% overall said they are willing to make additional investments in disposable supplies such as paper towels, bath tissue, soap and hand sanitizer, a nearly equal proportion (31%) are looking to reduce costs in that area.** Post-Acute is the inverse – more willing to invest and less focused on reducing costs when it comes to disposable supplies such as towel, tissue, soap and hand sanitizer.

Areas for Cost Reduction

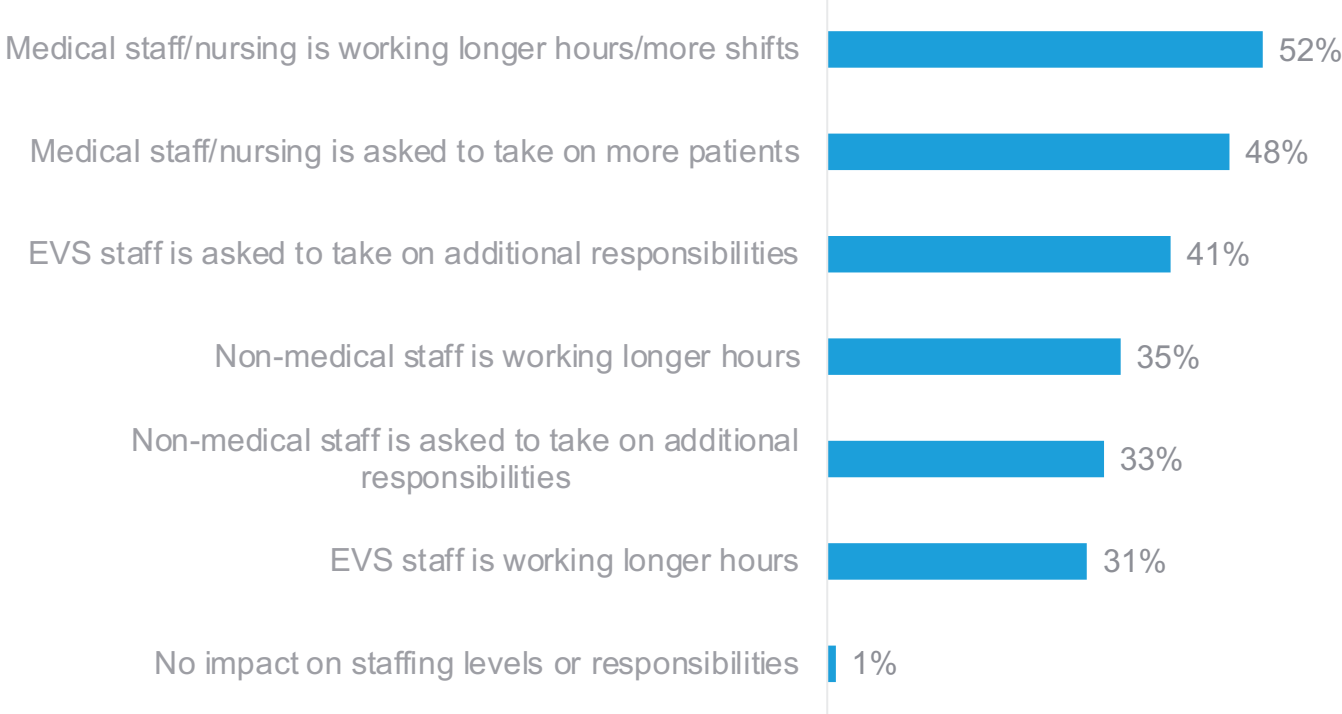


QE: In which of the following areas, if any, are you/your facility actively seeking ways to REDUCE costs?
 Total n=201; Acute n=176; Post-Acute n=25 (Caution: small sample size)



The demands of the healthcare industry and resulting labor challenges as well as rising costs seem to be impacting all areas of labor from the medical staff to EVS and non-medical. With these increased demands, it is interesting to note that labor is not a top area for additional investment and is instead, for about one-fourth to one-third, an area where facilities are actively seeking was to reduce costs.

Impact on Staff Responsibilities

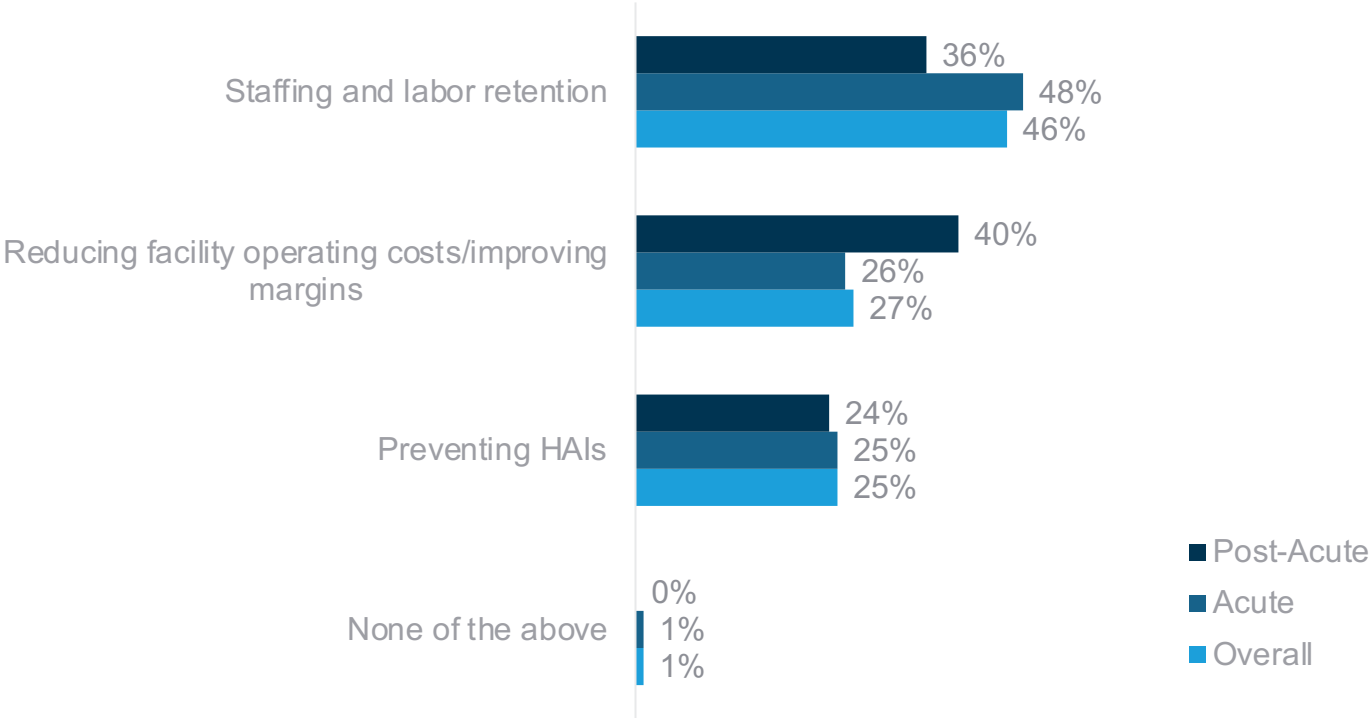


QF: How, if at all, has the current environment of the healthcare industry impacted staff responsibilities compared to pre-COVID times?
Total n=201



Staffing and labor retention is a top focus area over the next 12 months. With again one-third or fewer looking to make additional investments in labor, and nearly an equal number actively looking to reduce labor costs, retention could be challenging. **We might see the industry looking for non-monetary initiatives to alleviate staffing pressures and improve retention.**

Top Focus Areas for Next 12 Months

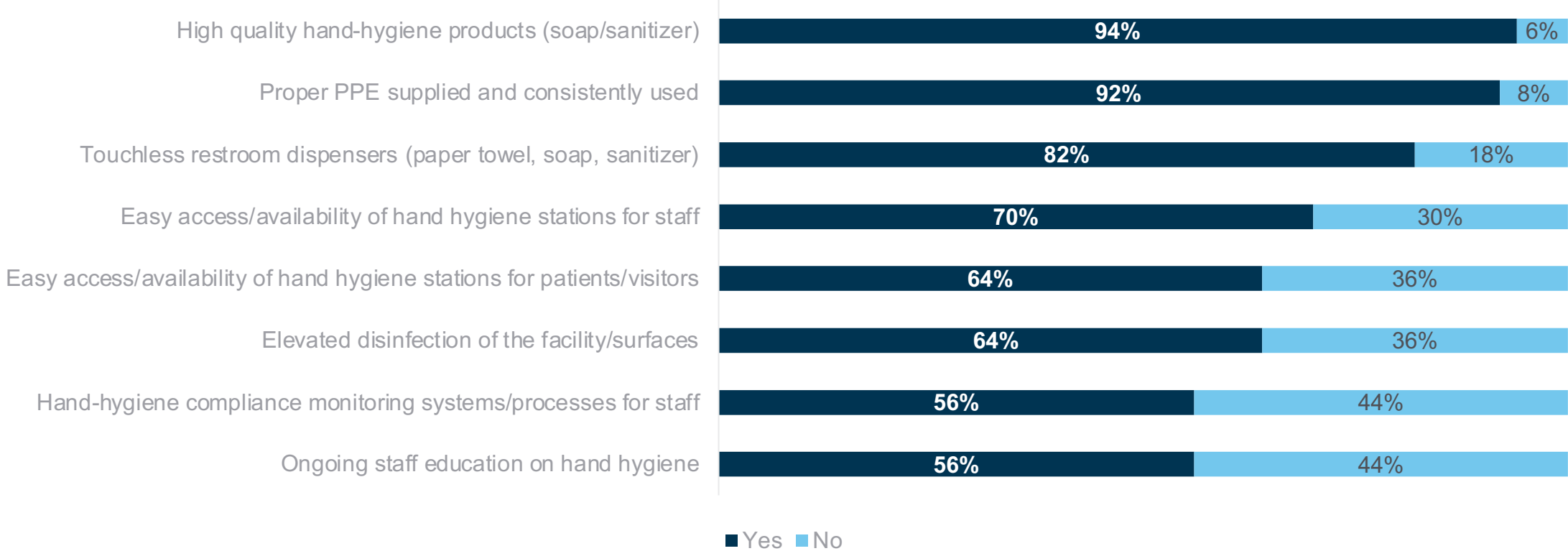


QG: Of the following, which, if any, would you say is the top focus area for your facility over the next 12 months?
Total n=201; Acute n=176; Post-Acute n=25 (Caution: small sample size)



Preventing HAIs is an area 39% of respondents deemed worthy of additional investment in order to improve patient outcomes, topping the chart along with investment in medical equipment and devices. Clearly, among infection preventionists, **hand hygiene products are considered a valuable area of investment (94%)**, followed closely by proper PPE supplied and consistently used (92%). Touchless restroom dispensers are considered a valuable investment by 82%. **While hand hygiene itself is valued, respondents are split on the value of investing in hand hygiene compliance monitoring systems and processes.**

Valuable Investment Areas to Prevent HAIs



QG2: Which of the following, if any, are areas of investment your organization considers valuable in terms of preventing HAIs?
 n=50, those who identified reducing HAIs as the top focus area



Top opportunity areas for encouraging good hand hygiene include recognition/rewards (53%) and easy accessibility to hand hygiene products (49%). Only one-fourth of respondents (26%) believe negative consequences/reprimands would be effective at encouraging good hand hygiene.

Opportunities for Encouraging Good Hand Hygiene

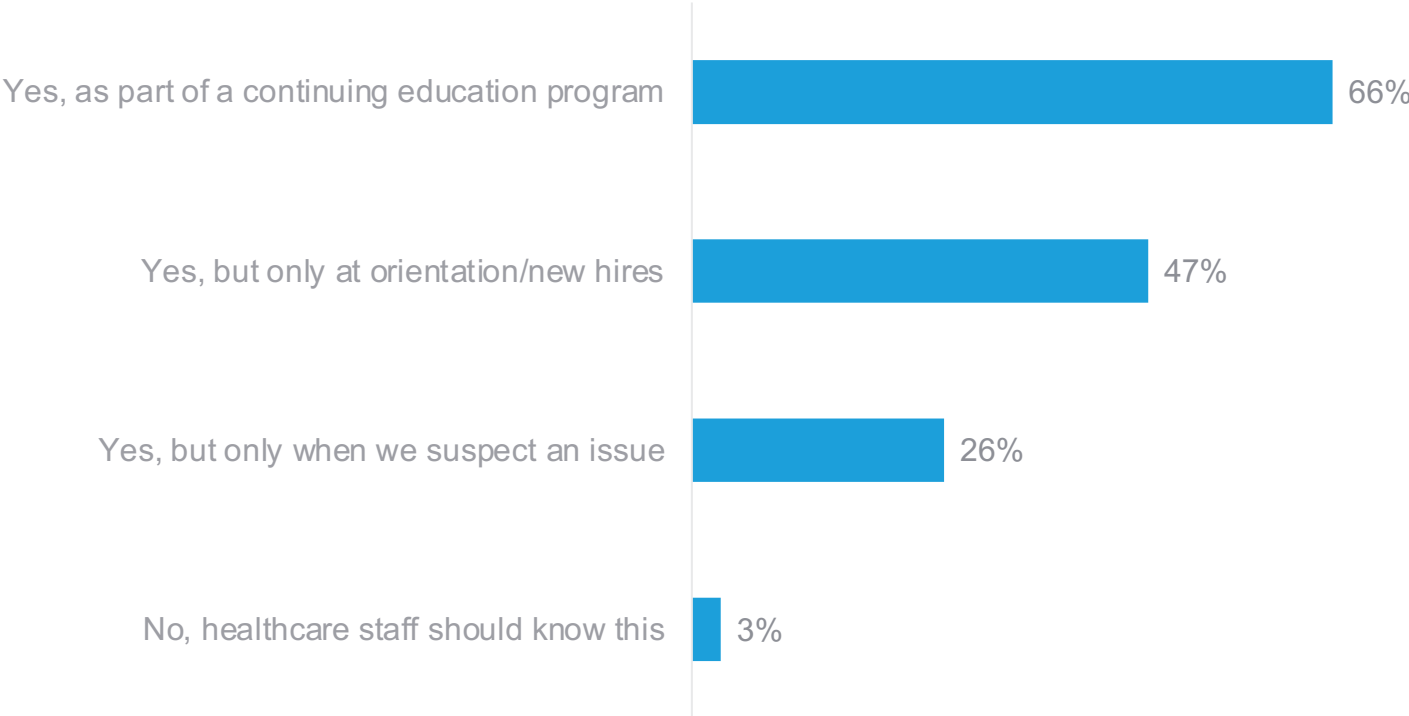


QH: Which of the following, if any, do you believe could be effective ways to encourage staff to fully and consistently engage in good hand hygiene and compliance with protocols?
Total n=201



The majority of facilities offer hand hygiene training as part of a continuing education program. Even though healthcare staff should know the basics, only 3% rely on that intrinsic knowledge. One-fourth (26%) take a reactive stance.

Training Offered for Hand Hygiene



Q1: Does your facility offer staff training on hand hygiene - how to wash, how long to wash, when to sanitize, etc.?
Total n=201

PRO-22-869700 | Kaylor Hildenbrand, Innovation Insights

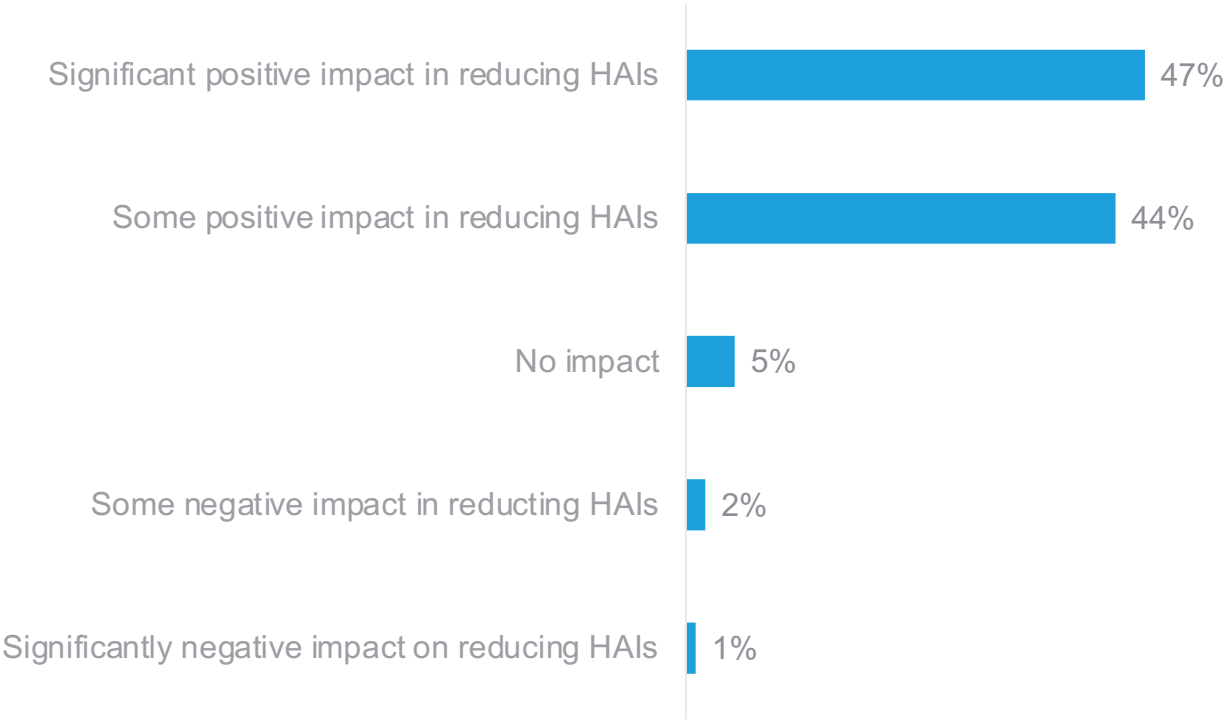
©2023 Georgia-Pacific Professional. All Rights Reserved. The GP PRO logo and trademarks are owned by or licensed to Georgia-Pacific Consumer Products LP. Not to be copied, quoted, shared or further distributed without prior written permission. CONFIDENTIAL AND PROPRIETARY.



Georgia-Pacific

Consistently good hand hygiene is seen as key to positively impacting the rates of HAIs (91% T2B).

Impact of Consistently Good Hand Hygiene on Rates of HAIs



QJ: What impact do you believe consistently good hand hygiene by all members of a facility's staff might have on the rates of HAIs?
Total n=201

PRO-22-869700 | Kaylor Hildenbrand, Innovation Insights

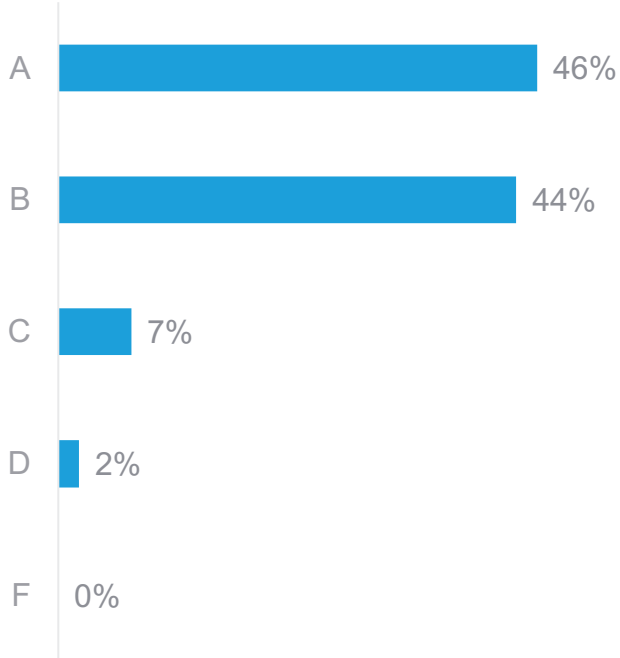
©2023 Georgia-Pacific Professional. All Rights Reserved. The GP PRO logo and trademarks are owned by or licensed to Georgia-Pacific Consumer Products LP. Not to be copied, quoted, shared or further distributed without prior written permission. CONFIDENTIAL AND PROPRIETARY.



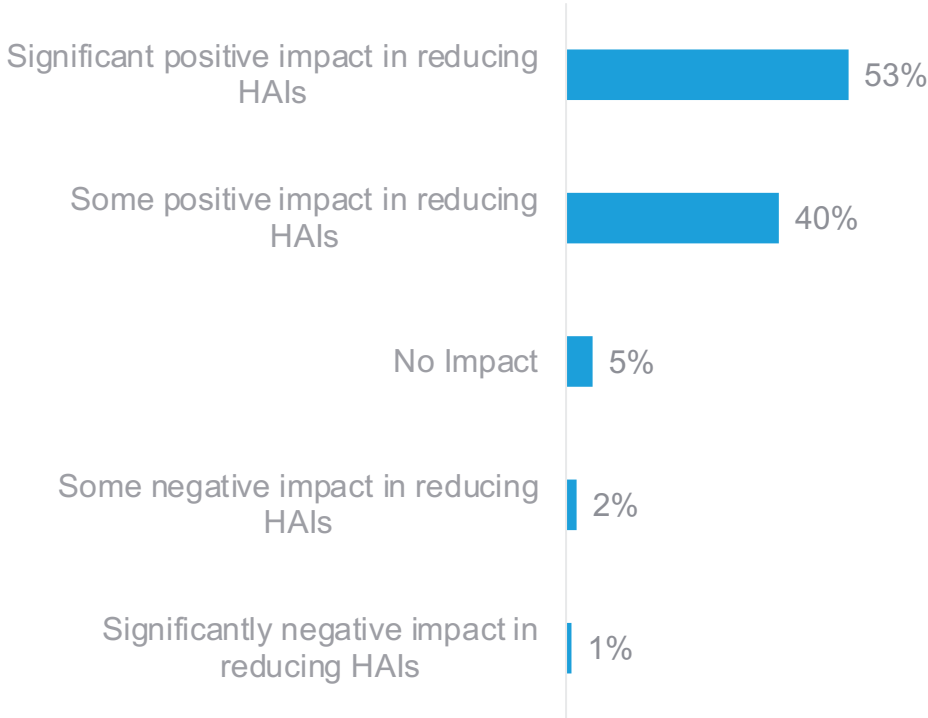
Georgia-Pacific

Most facilities grade themselves an A (46%) or B (44%) for hand hygiene (T2B = 90%). If facilities could achieve an “A” grade for hand hygiene, most respondents (93% T2B) believe it would have a positive impact on reducing the rates of HAIs, reinforcing the importance of this simple practice.

Self Grades for Hand Hygiene at Their Facility



Impact of “A” Grade for Hand Hygiene



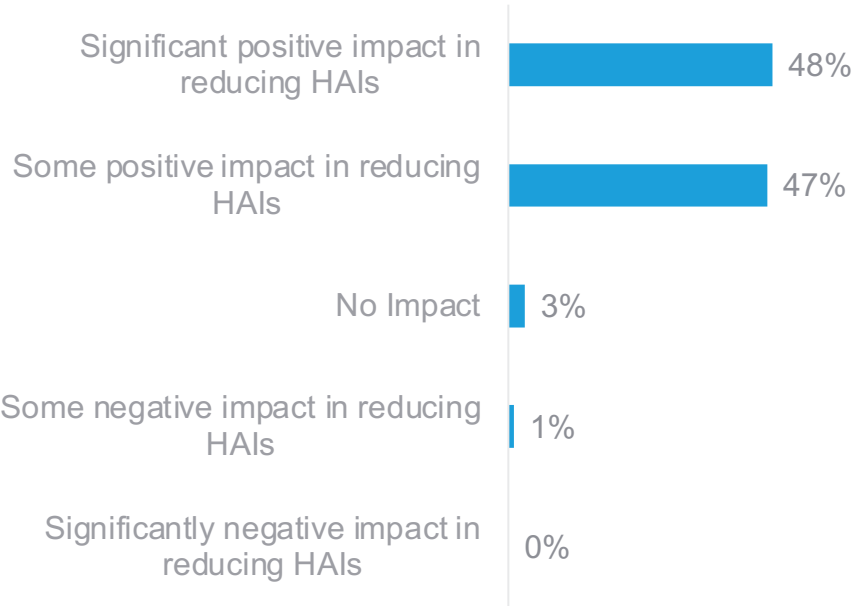
QJ2: If you had to give your facility's staff an overall grade on hand hygiene, where A= Excellent and F=Failing, what grade would you give?
Total n=201

QJ3: If your facility's staff could achieve an overall "A" grade for hand hygiene, in your opinion, what sort of impact might that have on the rates of HAIs?
n=108, those awarding their facility lower than an "A" grade



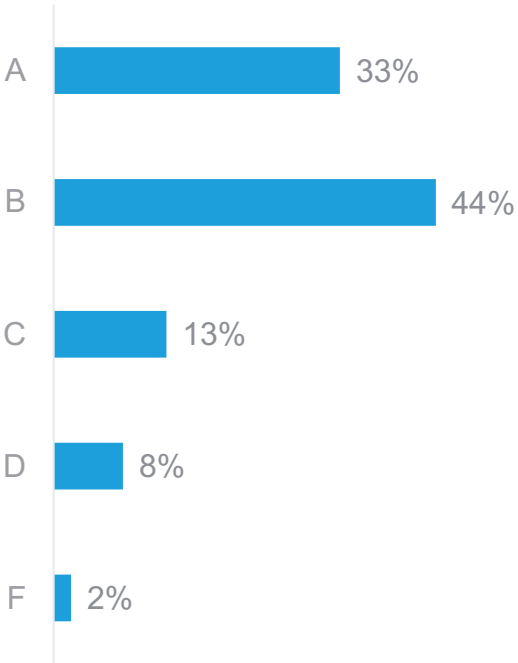
Consistently good hand hygiene among facility patients and visitors is also seen as effective in reducing the rates of HAIs, however, **only one-third of respondents (33%) award patients and visitors a grade of “A” and 44% offer a grade of “B”**.

Impact of Consistently Good Hand Hygiene By Patients/Visitors of Rates of HAIs



QK: What impact do you believe consistently good hand hygiene by patients / visitors might have on the rates of HAIs?
Total n=201

Patient/Visitor Grades for Hand Hygiene at Their Facility

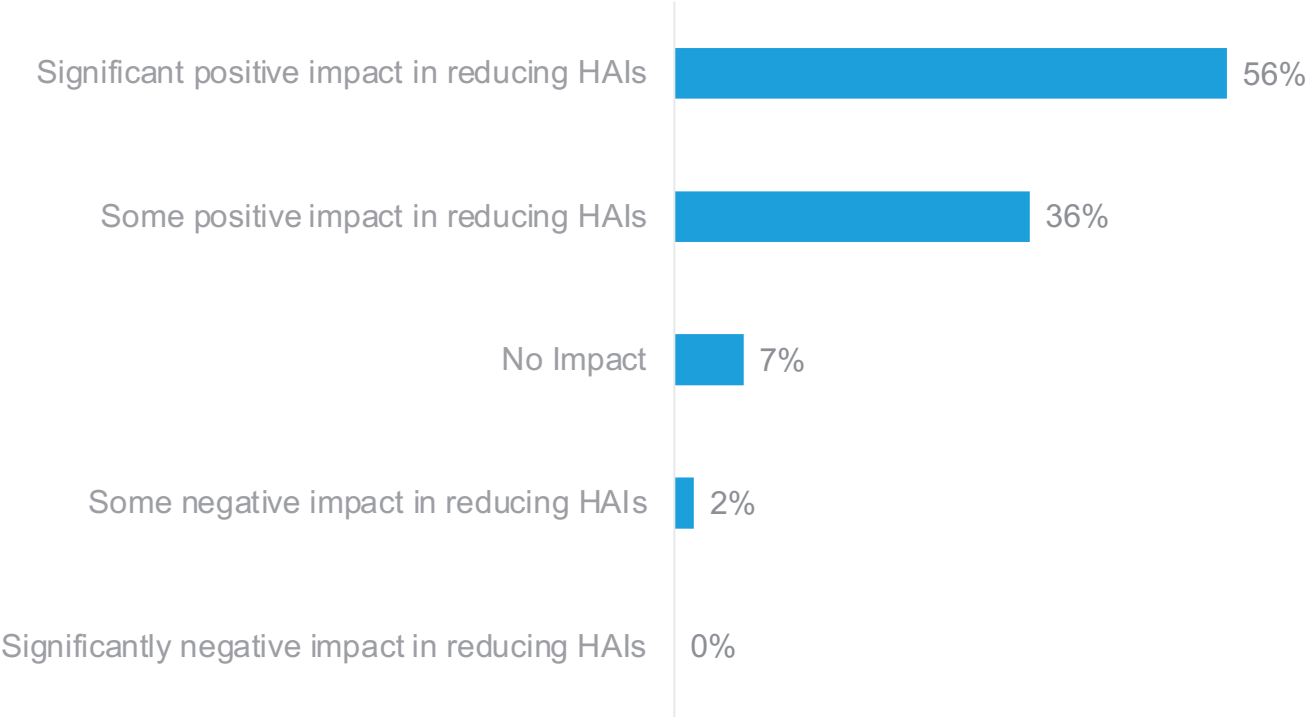


QK2: If you had to give patients / visitors an overall grade on hand hygiene, where A= Excellent and F=Failing, what grade would you give?
Total n=201



If facility patients/visitors could achieve an overall grade of “A” for hand hygiene, 92% of respondents believe it would have a positive effect in reducing the rates of HAIs.

Impact of “A” Grade for Hand Hygiene Among Patient/Visitors



QK3: If patients / visitors could achieve an overall "A" grade for hand hygiene, in your opinion, what sort of impact might that have on the rates of HAIs?
n=135, those awarding their patients/visitors lower than an “A” grade

PRO-22-869700 | Kaylor Hildenbrand, Innovation Insights

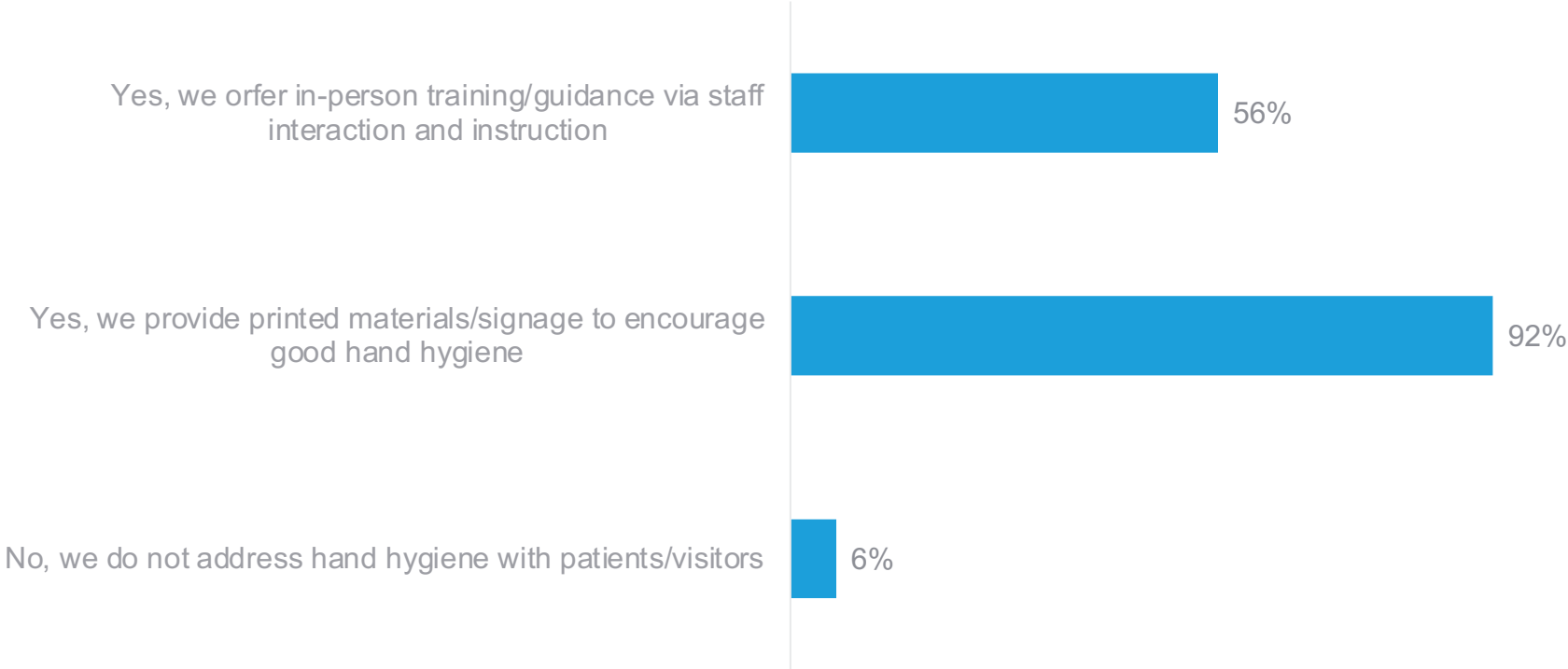
©2023 Georgia-Pacific Professional. All Rights Reserved. The GP PRO logo and trademarks are owned by or licensed to Georgia-Pacific Consumer Products LP. Not to be copied, quoted, shared or further distributed without prior written permission. CONFIDENTIAL AND PROPRIETARY.



Georgia-Pacific

Most facilities offer some kind of hand hygiene guidance to patients/visitors. **With only one-third of respondents giving patients/visitors an “A” for hand hygiene, there could be room for improving the level of education, engagement and ultimately, compliance.**

Availability of Hand Hygiene Instructions for Patient/Visitors



QL: Does your facility offer any instruction or guidance for patients / visitors regarding good hand hygiene?
Total n=201

PRO-22-869700 | Kaylor Hildenbrand, Innovation Insights

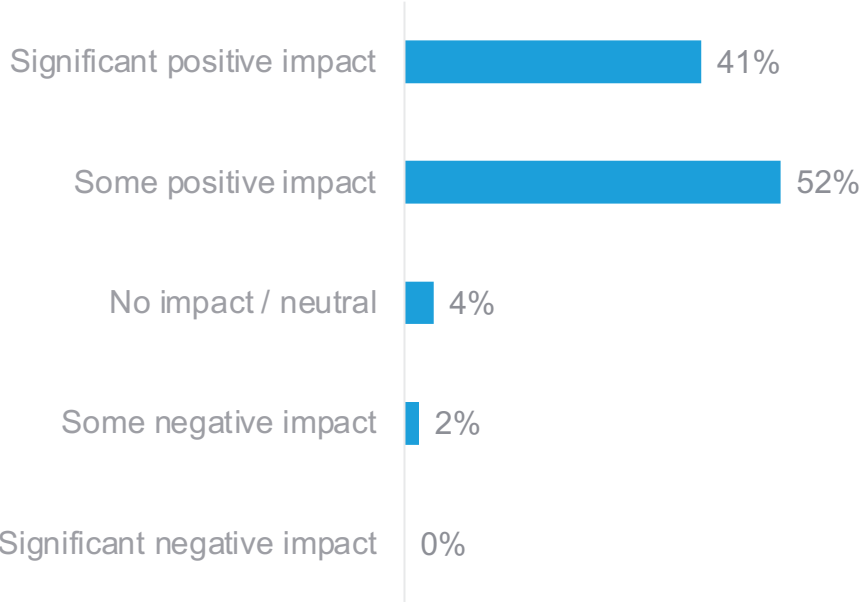
©2023 Georgia-Pacific Professional. All Rights Reserved. The GP PRO logo and trademarks are owned by or licensed to Georgia-Pacific Consumer Products LP. Not to be copied, quoted, shared or further distributed without prior written permission. CONFIDENTIAL AND PROPRIETARY.



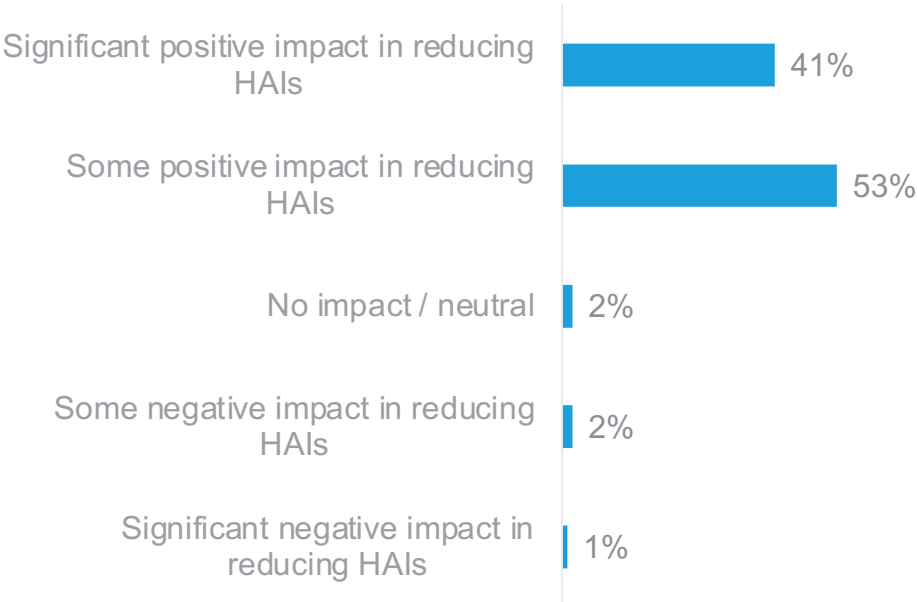
Georgia-Pacific

Having a **targeted hand hygiene program for patients/visitors**, most respondents believe, could have a positive impact on HCAHPS scores and a positive impact in reducing HAIs.

Impact of Targeted Hand Hygiene Program for Patient/Visitors on HCAHPS Scores



Impact of Targeted Hand Hygiene Program for Patient/Visitors on Rates of HAIs



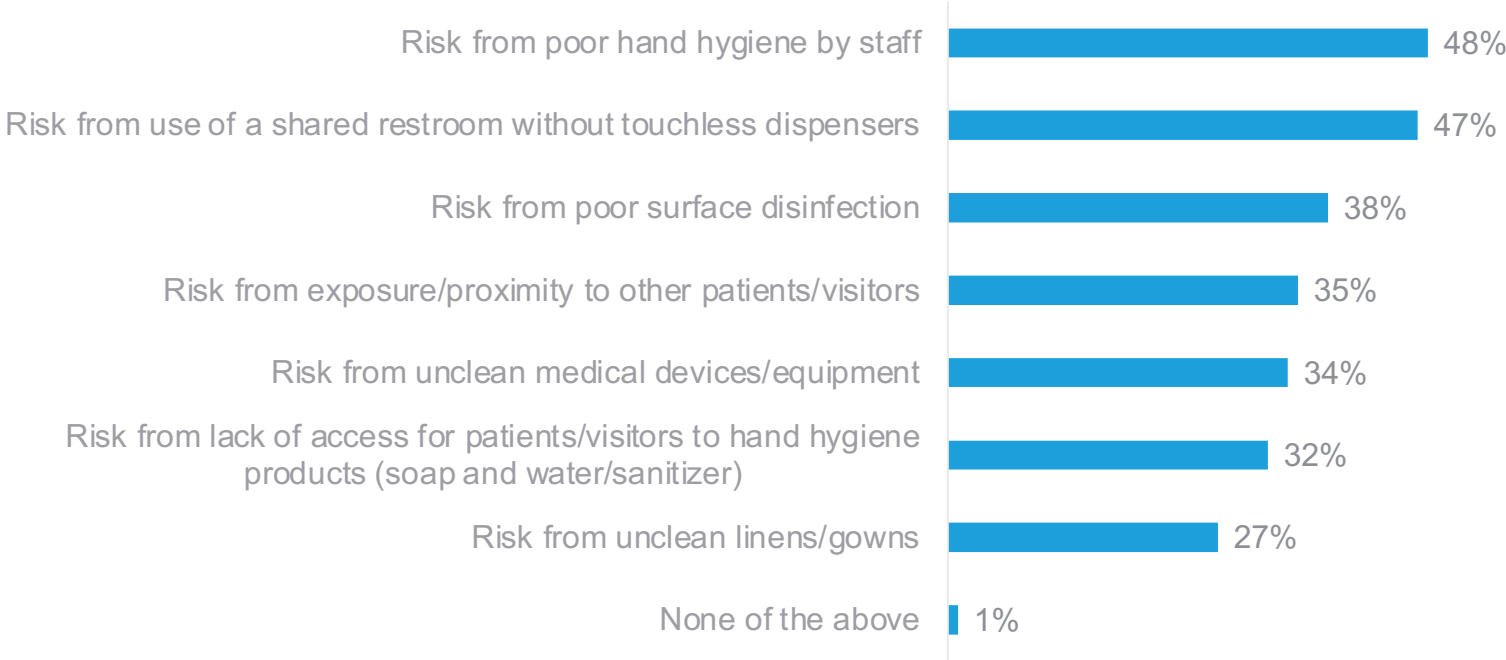
QM: What impact, if any, do you believe having a patient/visitor targeted hand hygiene program (education, reminders, etc.) might have on HCAHPS scores?
Total n=201

QN: What impact do you believe having a patient/visitor targeted hand hygiene program (education, reminders, etc.) might have on the rates of HAIs?
Total n=201



Stepping into the minds of patients and visitors, nearly half of these respondents **believe patients and visitors perceive risks associated with poor hand hygiene by staff (48%) and the use of a shared restroom without touchless dispensers (47%).**

Projected Concerns in Patients/Visitors Feeling Safe Relative to Hygiene and HAIs

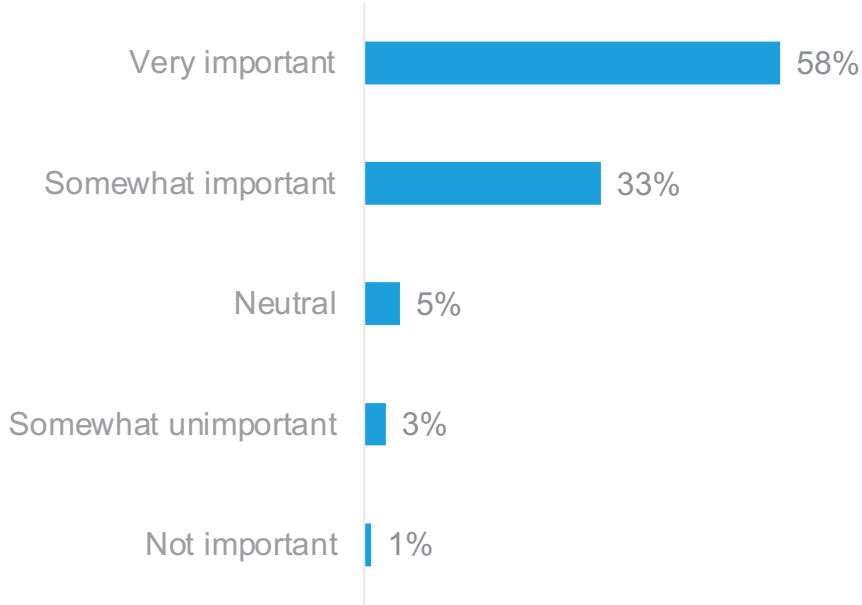


QO: Relative to hygiene and the risk of HAIs, what concerns, if any, do you believe patients/visitors have in terms of staying safe?
Total n=201

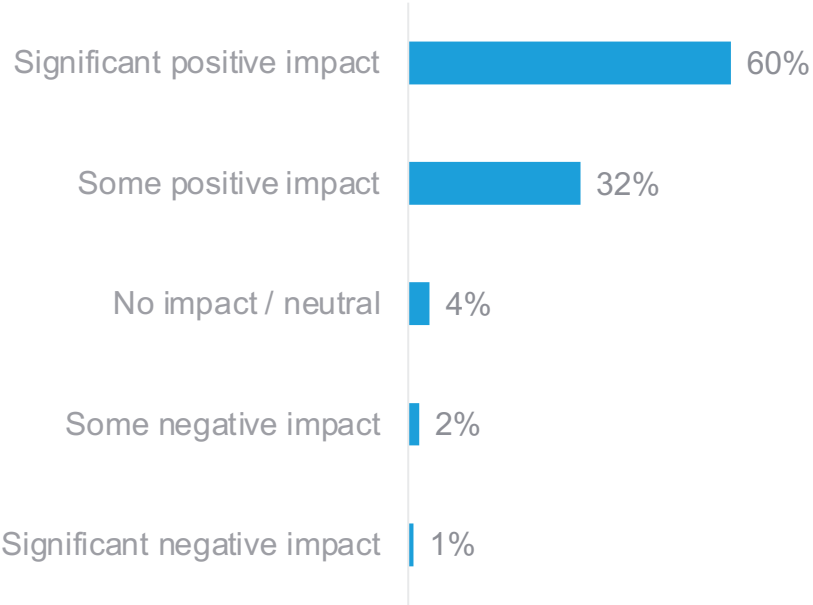


Having staff exhibit good hand hygiene habits is seen as important (91% T2B) in establishing a level of comfort for patients/visitors, and 92% believe showcasing these practices could positively impact HCAHPS scores.

Importance of Patients/Visitors Seeing Visible Hand Hygiene Efforts Among Staff



Impact of Patients Seeing Staff Engaging in Good Hand Hygiene on HCAHPS Scores



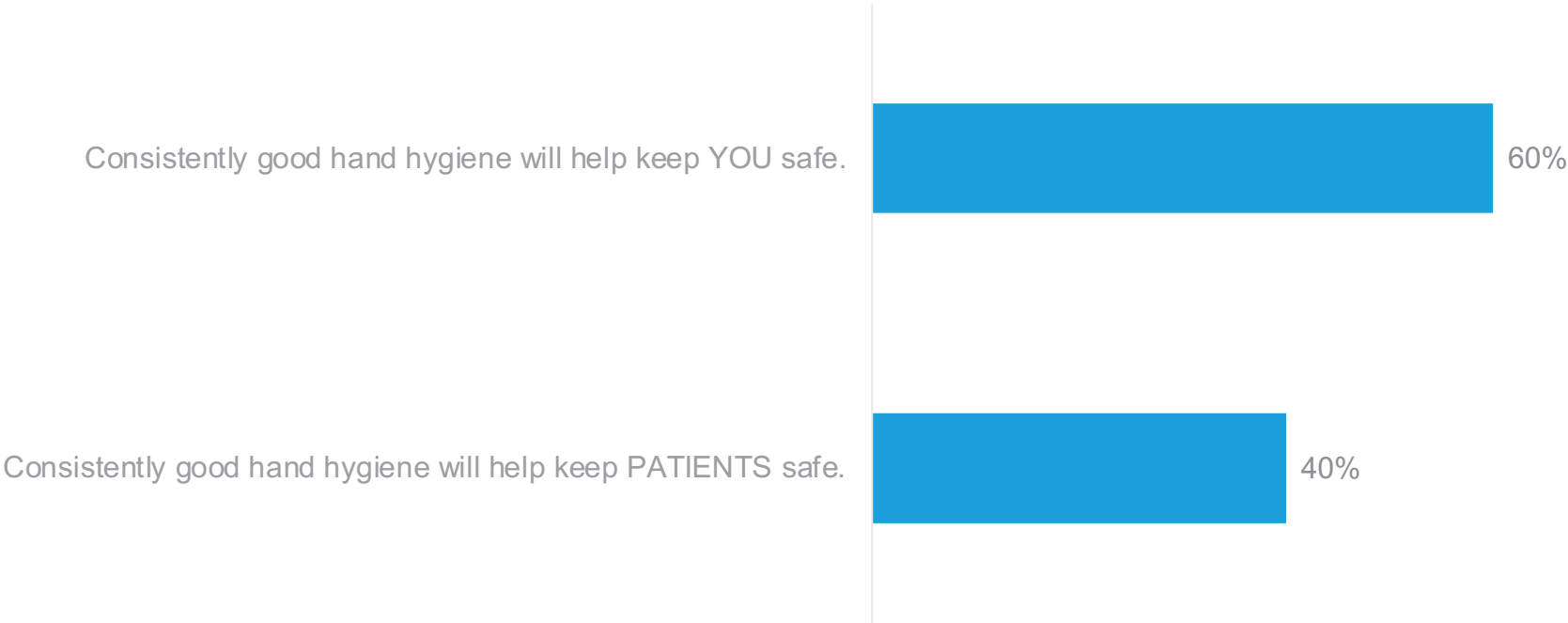
QP: How important for establishing a level of comfort do you believe it is for patients/visitors to see staff engaging in good hand hygiene (wash/sanitize in and out)?
Total n=201

QQ: What impact, if any, do you believe having patients see staff engaging in good hand hygiene has on HCAHPS scores?
Total n=201



More than half (60%) of respondents believe the most effective message to motivate staff in all departments to commit to good hand hygiene is one that **focuses on keeping themselves (vs. patients) safe.**

Most Effective Message To Motivate Staff Toward Consistently Good Hand Hygiene



QR: In order to motivate staff in all departments and at all levels to commit to consistently good hand hygiene, if you had to choose ONE, which of the following do you believe is the more effective message?
Total n=201



More than three-quarters (83%) of respondents report their facility is **participating in some type of accreditation program** related to hand hygiene.

Participation in Voluntary Accreditations Related to Hand Hygiene

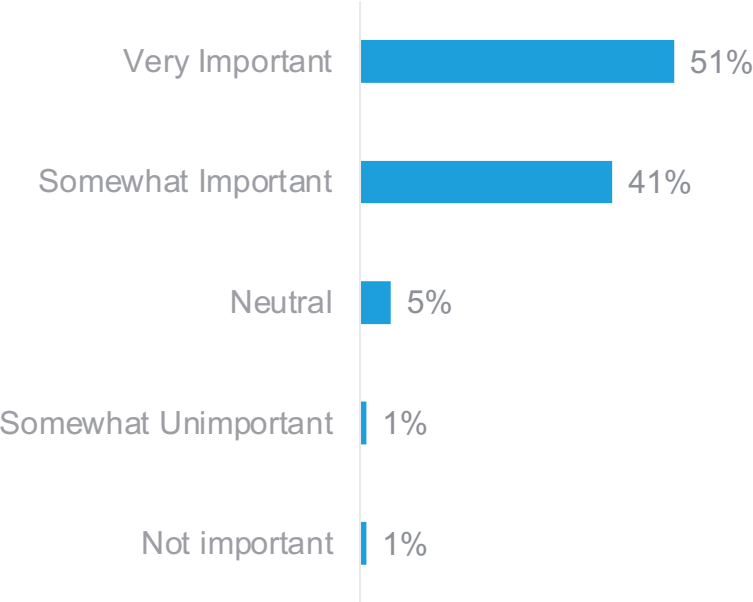


QNEW: Is your organization currently participating in or pursuing any voluntary accreditations related to hand hygiene compliance, such as the Leapfrog Hospital Safety Grade?
n=85, mixed based of respondents, question was added late to the survey

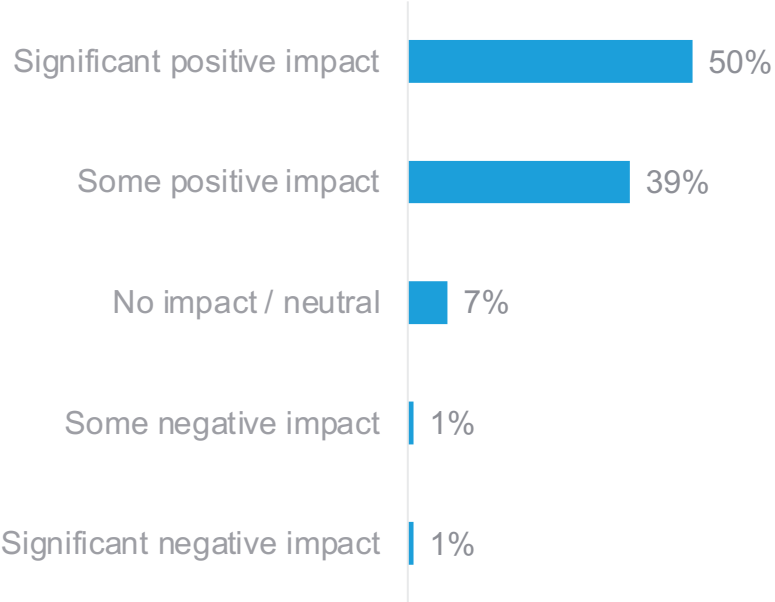


Seeing EVS/Housekeeping staff actively cleaning is seen as important in establishing a **level of comfort for patients/visitors (92% T2B)**. Furthering the impact, 89% (T2B) believe patients/visitors witnessing these efforts could positively impact HCAHPS scores.

Importance of Patients/Visitors Seeing Cleaning Efforts By EVS/Housekeeping Staff



Impact of Patients/Visitors Seeing EVS/Housekeeping Staff Actively Cleaning on HCACPS Scores



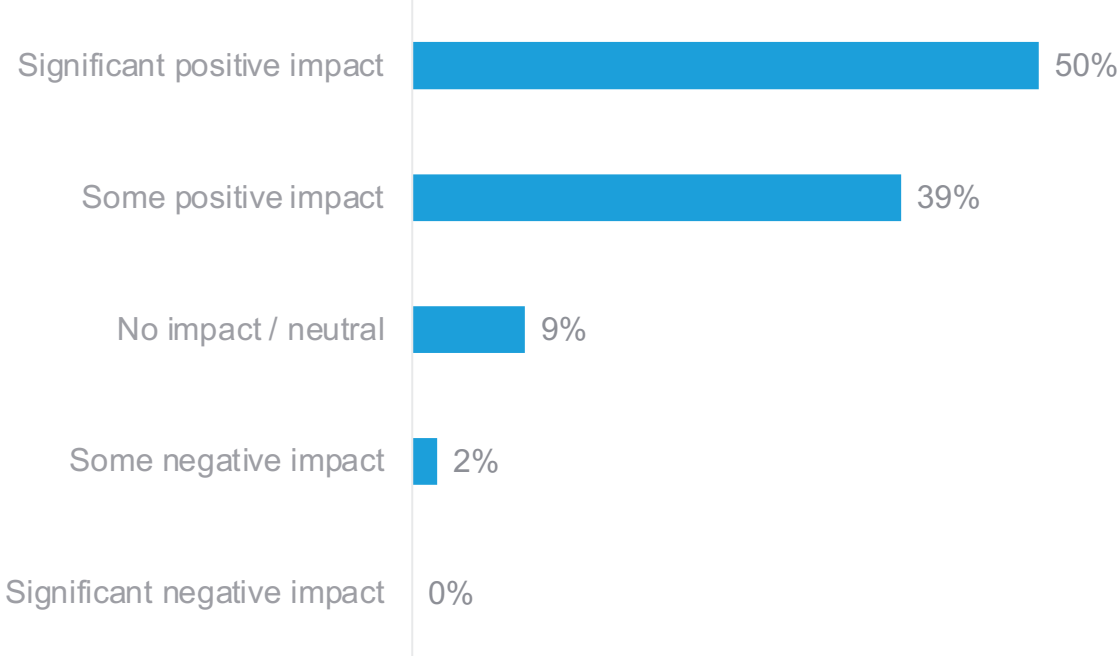
QS: How important for establishing a level of comfort do you believe it is for patients/visitors to see EVS/housekeeping staff actively cleaning on a regular basis?
Total n=201

QT: What impact, if any, do you believe having patients/visitors see EVS/housekeeping staff actively cleaning on a regular basis might have on HCAHPS scores?
Total n=201



Having **hygienic, touchless dispensers in public restrooms** is, for 89% of respondents (T2B), believed to have an **overall positive impact on patient/visitor satisfaction**.

Impact of Having Hygienic, Touchless Dispensers in Public Restrooms on Satisfaction among Patients/Visitors



QU: What impact, if any, do you feel having hygienic, touchless dispensers (towel, soap/sanitizer) in public restrooms might have on overall satisfaction among patients/visitors?
Total n=201

PRO-22-869700 | Kaylor Hildenbrand, Innovation Insights

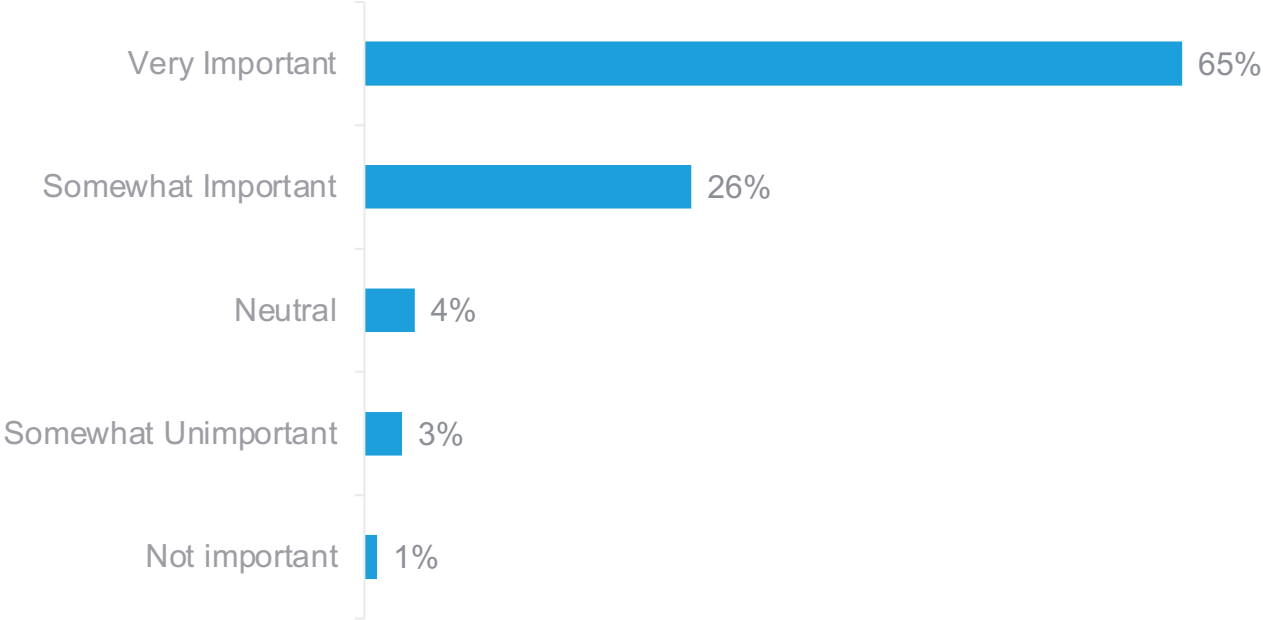
©2023 Georgia-Pacific Professional. All Rights Reserved. The GP PRO logo and trademarks are owned by or licensed to Georgia-Pacific Consumer Products LP. Not to be copied, quoted, shared or further distributed without prior written permission. CONFIDENTIAL AND PROPRIETARY.



Georgia-Pacific

Nearly all respondents (91%) believe **collaboration between Infection Preventionists and EVS departments is important** in efforts to lower HAIs.

Importance of Collaboration Between Infection Preventionists and EVS Departments to Lower HAIs



QV: In efforts to lower HAIs, how important is it for Infection Preventionists and EVS departments to collaborate?
Total n=201

PRO-22-869700 | Kaylor Hildenbrand, Innovation Insights

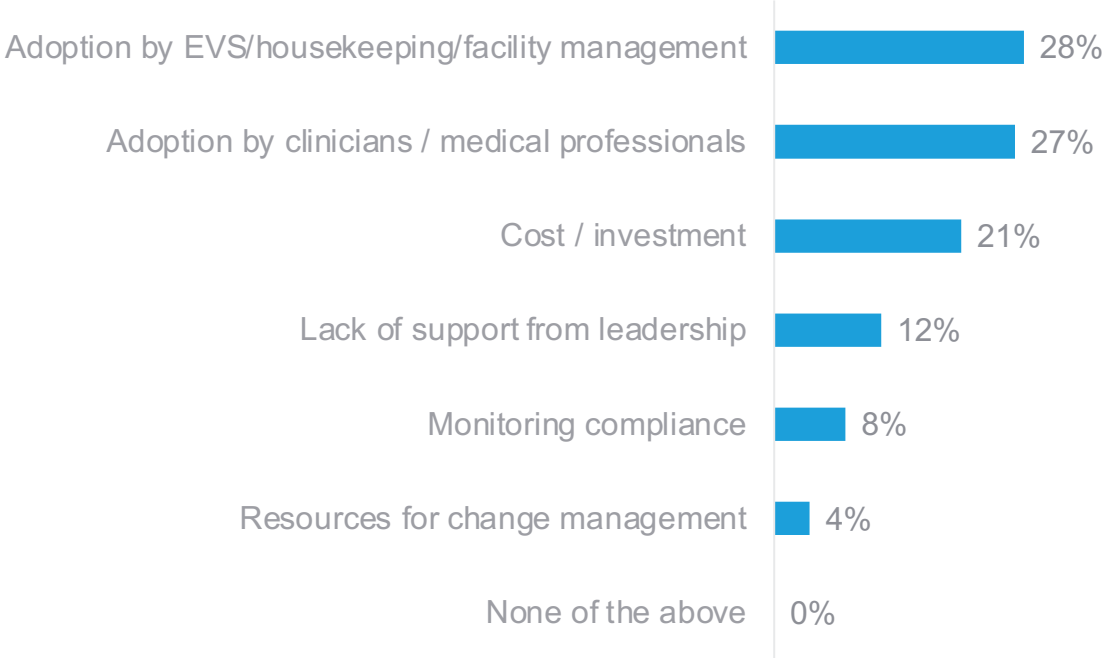
©2023 Georgia-Pacific Professional. All Rights Reserved. The GP PRO logo and trademarks are owned by or licensed to Georgia-Pacific Consumer Products LP. Not to be copied, quoted, shared or further distributed without prior written permission. CONFIDENTIAL AND PROPRIETARY.



Georgia-Pacific

Adoption, by EVS/housekeeping/facility management (28%) and clinicians/medical professionals (27%), is seen as the **highest hurdle** to implementing infection prevention/control initiatives, according to IPs.

Most Difficult Challenges to Establishing and Implementing New/Changing Infection Prevention/Control Initiatives



QW: Of the following, what would you say is the most difficult challenge in terms of establishing and implementing new/changing infection prevention and control initiatives?
n=75 Infection Preventionists

PRO-22-869700 | Kaylor Hildenbrand, Innovation Insights

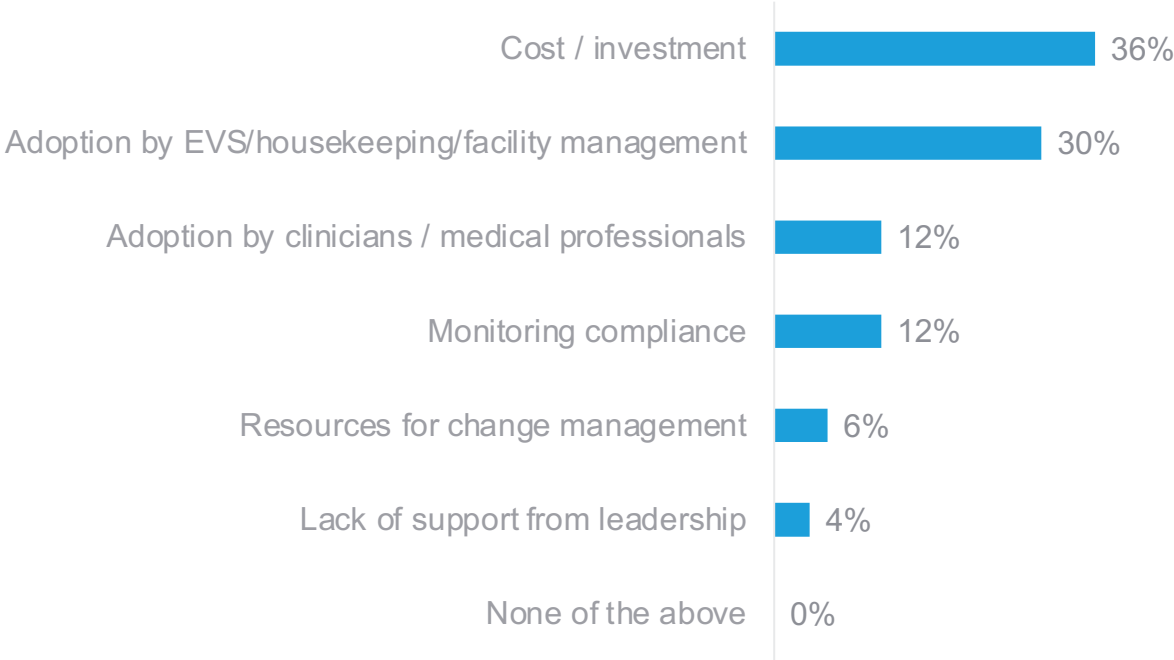
©2023 Georgia-Pacific Professional. All Rights Reserved. The GP PRO logo and trademarks are owned by or licensed to Georgia-Pacific Consumer Products LP. Not to be copied, quoted, shared or further distributed without prior written permission. CONFIDENTIAL AND PROPRIETARY.



Georgia-Pacific

When it comes to **implementing new cleaning protocols** to reduce HAIs, **cost/investment (36%)** and **adoption by EVS/housekeeping/facility management (30%)** are seen as the **most difficult challenges**, according to EVS professionals.

Most Difficult Challenges to Establishing and Implementing New Cleaning Protocols to Reduce HAIs



QX: Of the following, what would you say is the most difficult challenge in terms of establishing and implementing new cleaning protocols to reduce HAIs?
n=50 EVS

PRO-22-869700 | Kaylor Hildenbrand, Innovation Insights

©2023 Georgia-Pacific Professional. All Rights Reserved. The GP PRO logo and trademarks are owned by or licensed to Georgia-Pacific Consumer Products LP. Not to be copied, quoted, shared or further distributed without prior written permission. CONFIDENTIAL AND PROPRIETARY.



Georgia-Pacific

APPENDIX RESPONDENT PROFILE



Georgia-Pacific

DEMOGRAPHICS | RESPONDENT PROFILE

Current Role	
Nurse with Infection Prevention / Infection Preventionist (IP) / Infection Control Certification	37%
Owner/Supervisor of Janitorial/Custodial/Housekeeping/Environmental Services (EVS) (supervises work activities of housekeeping/janitorial staff)	25%
Nurse (CRNA, LPN, RN)	15%
Executive Director	5%
Budget director	3%
Physician's Assistant	3%
Staff Nurse (Director of Nursing or other supervisory role)	3%
Nurse Practitioner	2%
Billing/Revenue manager	2%
CFO/CRO/COO	1%

H2: Which of the following best describes your current role?
n=201

Generational Breakdown	
Millennial	55%
Gen X	40%
Boomer	5%

S3: Enter your current age?
n=201

Currently Employed	
Yes	100%
No	0%

S4: Are you currently employed?
n=201

Type of Healthcare Facility	
Hospital	88%
Nursing Home / Skilled Nursing, Long Term Care or Rehabilitation Facility	12%

H1: Which of the following best describes the type of facility you work in most often?
N=201



DEMOGRAPHICS | RESPONDENT PROFILE (CONT.)

Approximate Number of Beds in Facility	
Fewer than 10 beds	0%
10 – 49 beds	0%
50 – 249 beds	45%
250 – 499 beds	30%
500+ beds	25%

H3: What is the approximate number of beds in the healthcare facility in which you work most often? (If you don't know, please make your best guess.)
n=201

Generational Breakdown	
I am directly involved with the financial operations.	17%
I have some financial responsibilities that have an impact on financial operations	26%
I have a general sense of where the facility stands relative to financials (such as "I know we are having a good year" or "I know budgets are constrained.")	43%
I am neither involved nor am I familiar with financial operations of the facility.	14%

H4: What would you say is your level of involvement or knowledge related to the financial operations of your facility?
n=201

