

Key Informant Questions

We are interested in learning about the needs and capacity of CNAs to perform their role. Please answer the following questions based on your experience(s) with and thoughts about CNAs.

1. What knowledge and training is essential for CNAs to provide safe care to residents?
 - a. Given current training, how well do those CNAs you hire demonstrate the requisite knowledge and skill to perform their role?
2. What do you think attracts individuals to the CNA role?
3. Recognizing that low pay and low reimbursement from CMS is a powerful limiting factor, if costs were covered and you could pay a market-plus rate, what else might lead individuals to consider this role (other than pay)?
4. What challenges do you experience **recruiting** CNAs?
5. What would be helpful to you in recruiting CNAs?
6. What factors affect **retaining** CNAs in the role?
 - a. When do you tend to lose them (days, weeks, months later)?
 - b. What are the reasons CNAs tend to leave?
 - c. For those CNAs you retain for a year or more, what contributed to them staying?
 - d. What is your annual attrition rate related to CNAs?
7. What else would you like to address/mention about CNA needs and capacity?