

Staffing Survey Report Card

**STANFORD UNIVERSITY
MEDICAL CENTER**

May 2022



California's Healthcare Staffing Crisis

The COVID-19 pandemic has produced the most serious crisis in healthcare in more than 100 years. Even before the pandemic, California faced a massive shortage of healthcare workers needed to care for our aging population. Fighting the pandemic has left healthcare workers exhausted, leading many to leave the industry and creating a full-blown healthcare worker shortage.

SEIU-UHW members believe this shortage and the resulting patient care crisis is best solved when healthcare employers, local and state governments, and frontline healthcare workers are able to work in concert to confront the unprecedented challenges we face. A key first step is to understand the extent of the shortage and its impact on patient care, as seen through the eyes of those closest to it: frontline healthcare workers.

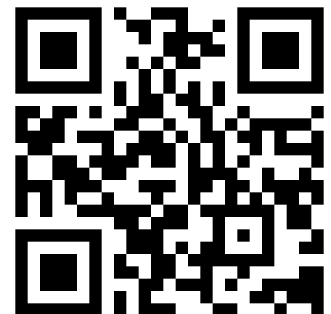
About This Report Card

This report card presents the results of a six-week survey of 163 healthcare workers at STANFORD UNIVERSITY MEDICAL CENTER conducted by SEIU–United Healthcare Workers West from March 14 – April 22, 2022. Statewide, a total of 33,081 healthcare workers participated in the survey from 199 hospitals.

The bilingual (English/Spanish) survey featured questions related to staffing at the respondent's healthcare facility and asked each respondent to answer based on their experiences on the job during the past year. Respondents completed the survey either electronically or on paper.

About SEIU-UHW

Service Employees International Union-United Healthcare Workers West (SEIU-UHW) is a healthcare justice union of more than 100,000 healthcare workers, patients, and healthcare activists united to ensure affordable, accessible, high-quality care for all Californians, provided by valued and respected healthcare workers.



Department Staffing Levels

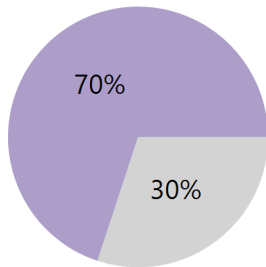
Survey
Question

Rate the average staffing level of your department

Answer	STANFORD UNIVERSITY MEDICAL CENTER		CALIFORNIA HOSPITALS	
	Count	Percentage	Count	Percentage
Severely understaffed	42	26%	12,095	37%
Somewhat understaffed	72	44%	15,214	46%
Adequately staffed	37	23%	4,350	13%
Fully staffed	12	7%	1,318	4%
Total	163	100%	32,977	100%

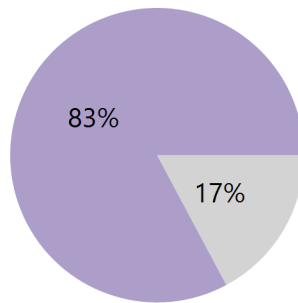
Purple shading indicates conditions SEIU-UHW considers unacceptable.

STANFORD UNIVERSITY MEDICAL CENTER



Adequately / Fully Staffed
 Somewhat / Severely Understaffed

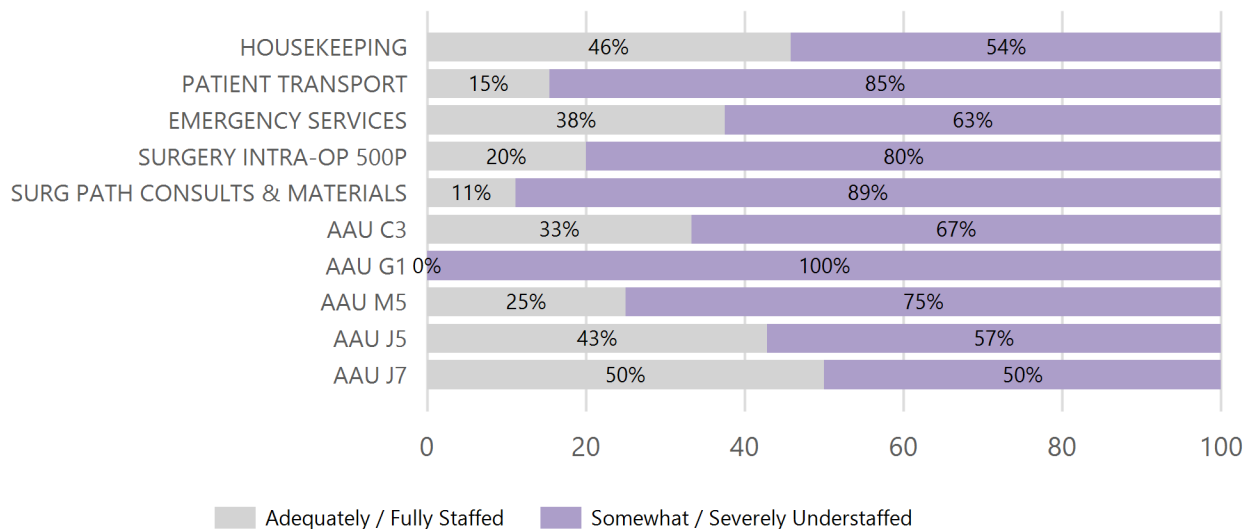
CALIFORNIA HOSPITALS



Adequately / Fully Staffed
 Somewhat / Severely Understaffed

Survey Results by Largest Departments

(Excludes departments with less than 10% survey participation)



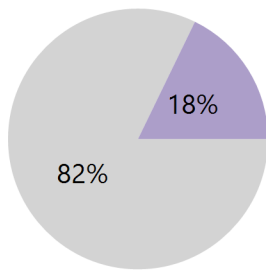
How Long to Fill Vacancies

Survey Question | On average, how long does it take for a vacant position to be filled in your department?

Answer	STANFORD UNIVERSITY MEDICAL CENTER		CALIFORNIA HOSPITALS	
	Count	Percentage	Count	Percentage
Not ever filled	7	4%	4,671	14%
7+ months	22	13%	7,833	24%
3-6 months	46	28%	11,206	34%
1-2 months	52	32%	6,511	20%
Less than 1 month	36	22%	2,432	7%
Total	163	100%	32,653	100%

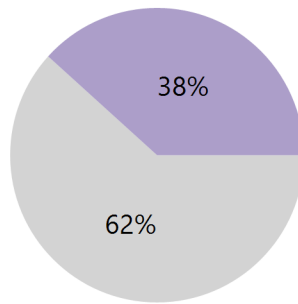
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STANFORD UNIVERSITY MEDICAL CENTER



0-6 months
7+ months / Not ever filled

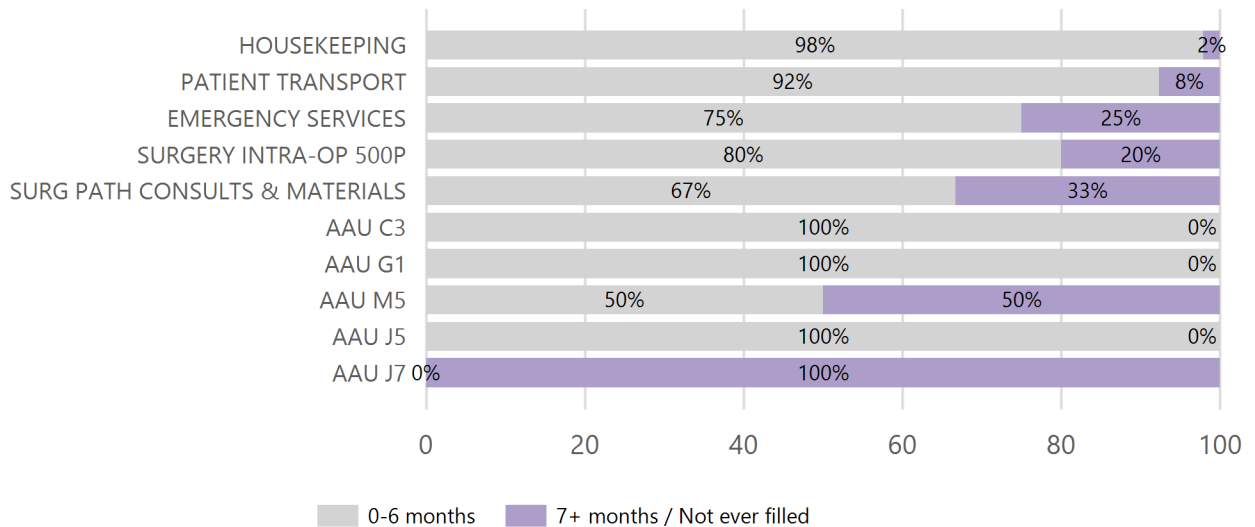
CALIFORNIA HOSPITALS



0-6 months
7+ months / Not ever filled

Survey Results by Largest Departments

(Excludes departments with less than 10% survey participation)



0-6 months
7+ months / Not ever filled

Frequency of Missed Breaks/Meals

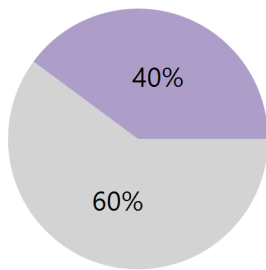
Survey Question

How often do you feel forced to skip breaks or meals?

Answer	STANFORD UNIVERSITY MEDICAL CENTER		CALIFORNIA HOSPITALS	
	Count	Percentage	Count	Percentage
Always	7	4%	1,704	5%
Frequently	24	15%	4,764	14%
Sometimes	34	21%	8,694	26%
Rarely	36	22%	7,074	21%
Never	62	38%	10,688	32%
Total	163	100%	32,924	100%

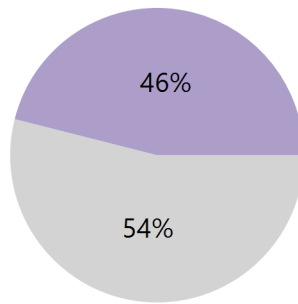
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STANFORD UNIVERSITY MEDICAL CENTER



Rarely / Never
Sometimes to Always

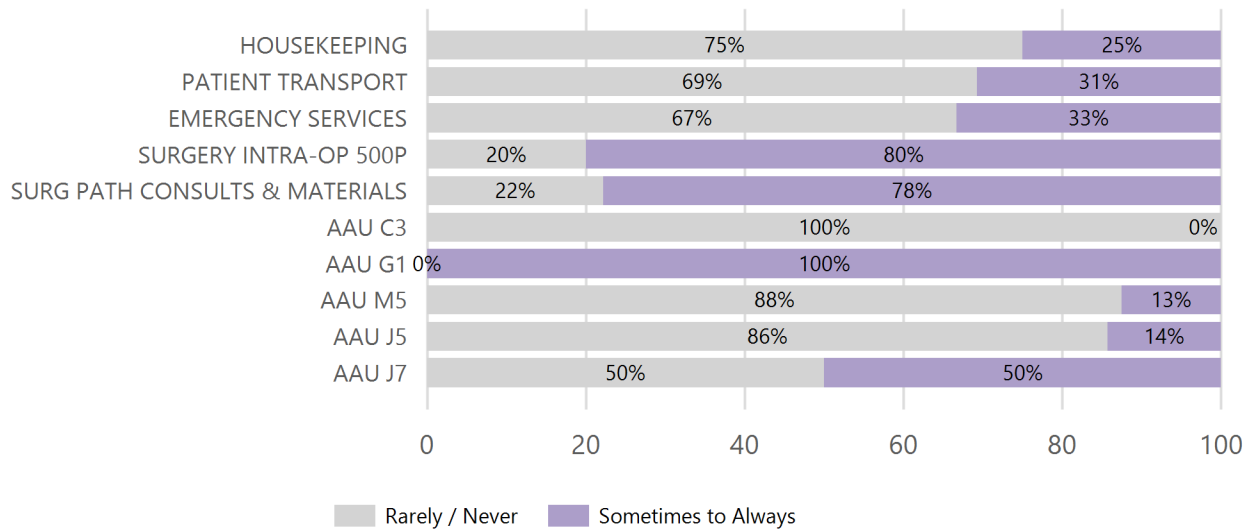
CALIFORNIA HOSPITALS



Rarely / Never
Sometimes to Always

Survey Results by Largest Departments

(Excludes departments with less than 10% survey participation)



Rarely / Never
Sometimes to Always

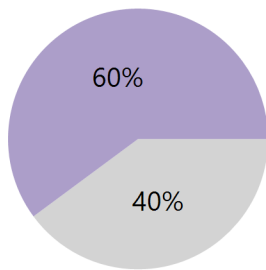
Insufficient Time for Patient Care

Survey Question | How often do you feel like you lack the proper amount of time to dedicate to a patient or assigned task?

Answer	STANFORD UNIVERSITY MEDICAL CENTER		CALIFORNIA HOSPITALS	
	Count	Percentage	Count	Percentage
Always	20	12%	5,052	15%
Frequently	31	19%	8,589	26%
Sometimes	47	29%	10,692	33%
Rarely	25	15%	4,733	14%
Never	40	25%	3,828	12%
Total	163	100%	32,894	100%

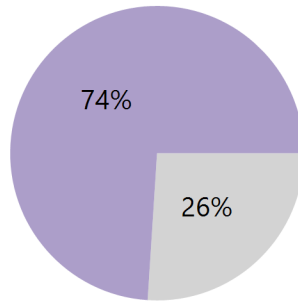
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STANFORD UNIVERSITY MEDICAL CENTER



Legend: Rarely / Never (Grey), Sometimes to Always (Purple)

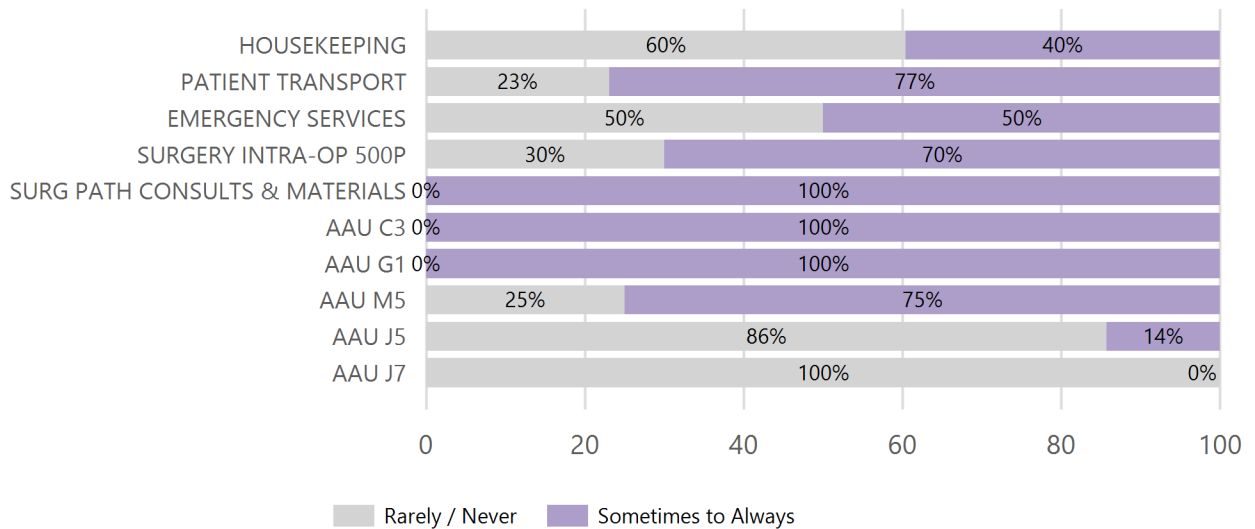
CALIFORNIA HOSPITALS



Legend: Rarely / Never (Grey), Sometimes to Always (Purple)

Survey Results by Largest Departments

(Excludes departments with less than 10% survey participation)



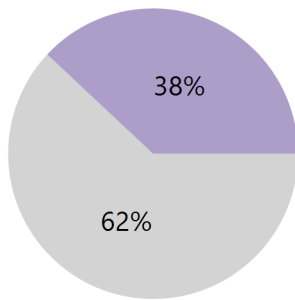
Ignored/Skipped Safety Protocols

Survey Question | Have you felt pressured to ignore or skip safety protocols because of short staffing?

Answer	STANFORD UNIVERSITY MEDICAL CENTER		CALIFORNIA HOSPITALS	
	Yes	62	38%	13,494
No	101	62%	19,312	59%
Total	163	100%	32,806	100%

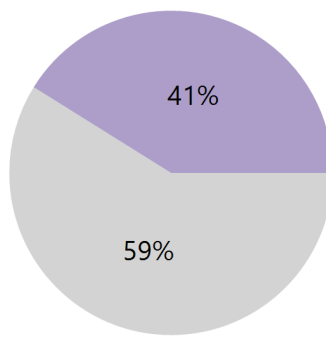
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STANFORD UNIVERSITY MEDICAL CENTER



No Yes

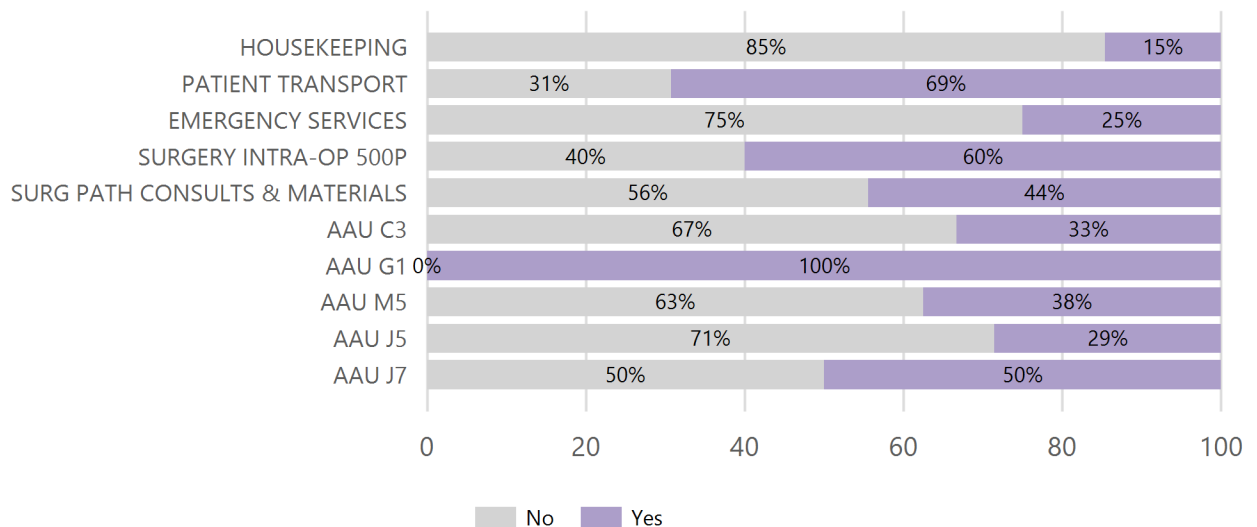
CALIFORNIA HOSPITALS



No Yes

Survey Results by Largest Departments

(Excludes departments with less than 10% survey participation)



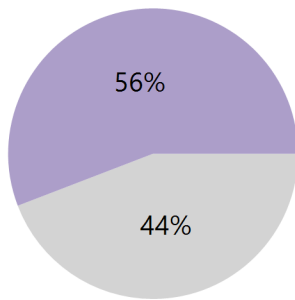
Delays/Denials of Patient Care

Survey Question | Have you seen or heard of care being delayed or denied as a result of short staffing?

Answer	STANFORD UNIVERSITY MEDICAL CENTER		CALIFORNIA HOSPITALS	
	Count	Percentage	Count	Percentage
Yes	91	56%	21,349	65%
No	72	44%	11,438	35%
Total	163	100%	32,787	100%

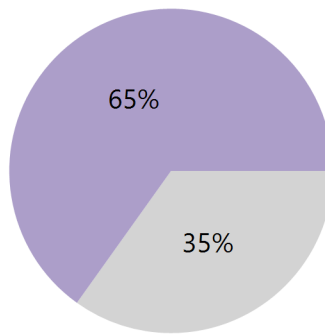
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STANFORD UNIVERSITY MEDICAL CENTER



No Yes

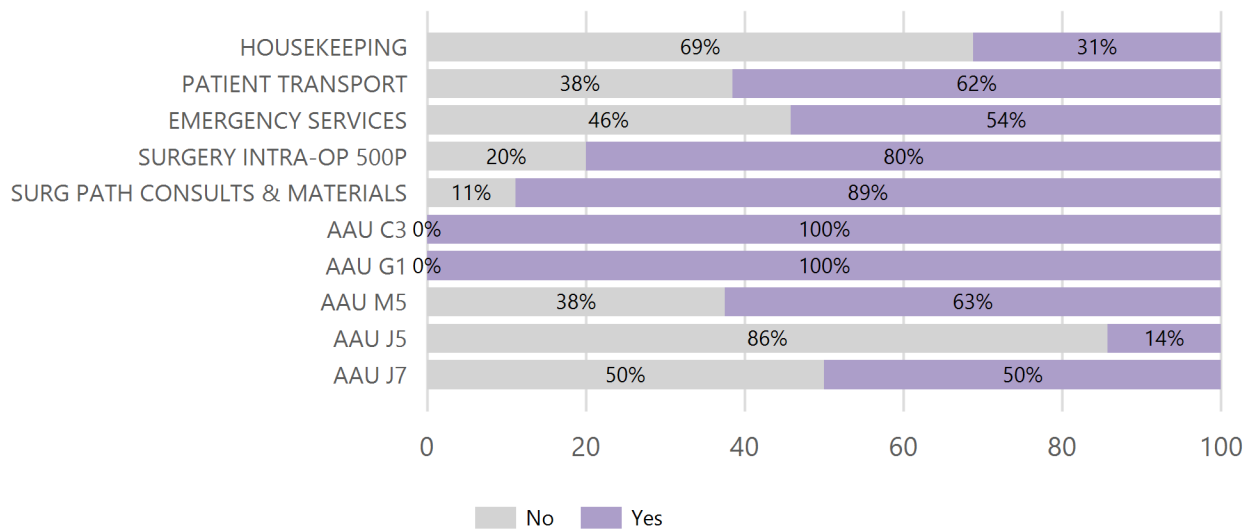
CALIFORNIA HOSPITALS



No Yes

Survey Results by Largest Departments

(Excludes departments with less than 10% survey participation)



No Yes

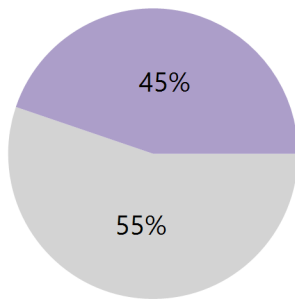
Raised Short Staffing Concerns

Survey Question | Have you raised concerns about short staffing with management?

Answer	STANFORD UNIVERSITY MEDICAL CENTER		CALIFORNIA HOSPITALS	
	Count	Percentage	Count	Percentage
Yes	73	45%	17,369	54%
No	90	55%	15,076	46%
Total	163	100%	32,445	100%

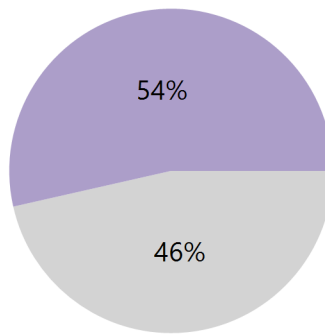
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STANFORD UNIVERSITY MEDICAL CENTER



No Yes

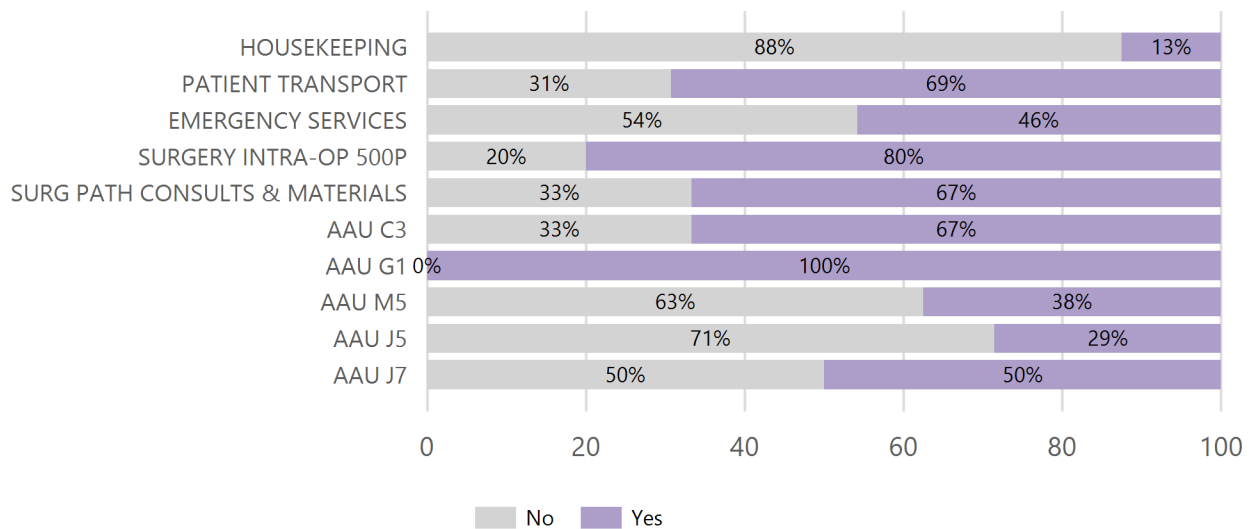
CALIFORNIA HOSPITALS



No Yes

Survey Results by Largest Departments

(Excludes departments with less than 10% survey participation)



No Yes

Recommend Care at Own Facility

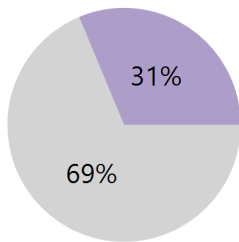
Survey Question

Would you take your own family to get care at your facility?

Answer	STANFORD UNIVERSITY MEDICAL CENTER		CALIFORNIA HOSPITALS	
	Count	Percentage	Count	Percentage
Definitely would not	2	1%	3,155	10%
Would if there was no other option	18	11%	5,417	17%
Would be hesitant	31	19%	6,735	21%
Probably would	39	24%	10,100	31%
Absolutely would	73	45%	6,779	21%
Total	163	100%	32,186	100%

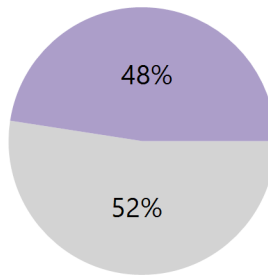
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STANFORD UNIVERSITY MEDICAL CENTER



Probably / Absolutely Would
Hesitant to Definitely Would Not

CALIFORNIA HOSPITALS



Probably / Absolutely Would
Hesitant to Definitely Would Not

Survey Results by Largest Departments

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