

Metric 1: Direct Care Staff Retention FAQs

Updated: 1/22/2020

(most recent questions will be added to the beginning of the document)

Q: My facility is opening in spring of 2020. Do I have to submit metrics data?

A: New facilities that open during 2020 are not required to submit any metrics data for 2020. These new facilities will be required to submit data beginning in 2021 and will have to submit their first report by January 31, 2022.

Q: What is the definition of “direct care staff” for this metric?

A: “Direct care staff,” as defined in OAR 411-054-0005(25), are facility employees whose primary responsibility is to provide personal care services to residents. These personal care services may include:

- (a) Medication administration.
- (b) Resident-focused activities.
- (c) Assistance with activities of daily living.
- (d) Supervision and support of residents.
- (e) Serving meals, but not meal preparation.

Generally, if a staff member is trained to provide direct care and they do so on a regular basis, they should be considered a direct care worker.

Q: Are part-time staff counted for this metric?

A: Yes. All staff, both full-time and part-time staff should be counted, as long as staff were employed for the entire year without a break in employment. This includes the administrator and other management staff, as well as hourly staff.

Q: Can a staff person still be counted as “employed continuously” if they were on approved leave for any reason during the year?

A: Yes. As long as the staff person has remained on your payroll from at least 1/1/2020 until 12/31/2020, they can be counted as employed, even if they took an approved leave of absence. If they left employment and were rehired,

however, they would not be considered continuously employed – even if they left employment for only a short time.