

## HB 2665 Testimony

My name is Jennifer Smeltzer, I have been working as a Nursing Home Administrator in Portland for the past 15 years. I run a very busy short term rehab facility – our patients are admitting to us directly from the hospital, and when functioning at full capacity, we are able to care for 900-1000 patients per year.

Unfortunately, my facility has not been able to function at full capacity due to **unstable staffing**. I have an entire wing closed because I cannot safely and consistently staff it as I am relying heavily on Temporary Staff to care for my patients.

Relying on Temporary staff has destabilized my facility in 3 key areas:

**Quality of care** – temp staff are just that – temporary. They are not committed to our quality outcomes or customer service standards.

They often leave care undone and/or undocumented.

We often have to “train” these staff because they do not come with the proper skill set to provide the care our patients need.

When an Agency staff member calls off for their shift this leaves us short-handed – agencies rarely re-fill that shift.

**Fairness** – it is fundamentally unfair for a temp staff worker to get paid more than one of my permanent staff just because the Agencies can charge whatever they want.

My permanent staff are doing the same work – and sometimes even more work because they are having to pick up the slack left by a temporary staff worker.

**Financial** - Temp staffing agencies are hiring my permanent staff and then turning around and trying to send them back to me to fill the shifts they just vacated at double or triple their hourly rate which is simply unsustainable from a cost perspective.

Staffing Agencies know we are in dire need of staff and are taking advantage of that. They are charging whatever they want, increasing their prices whenever they want and asking for shift bonuses on top of that.

Not only has temporary staffing destabilized my facility, but our limiting census has also directly impacted the area hospitals capacity and the overall efficiency and capacity of Oregon’s Health care system.

HB 2665 will ensure that temporary staff agencies do not continue to take advantage of the workforce crisis.

On behalf of our staff, patients and Oregon’s Healthcare System, I urge you to vote yes on HB 2665.

Thank you

Jennifer Smeltzer, Nursing Home Administrator  
Marquis Mill Park

