

Calculation of CNA Turnover Rates YEAR 2 - 2006

Facility Name: _____ Completed by: _____

CNA Annual Turnover Rate is the total number of CNA terminations divided by the average number of CNAs.

To calculate the CNA Annual Turnover Rate:

Step 1: Indicate the total number of CNAs employed on the first day of each month (use the table below).

December 05	January 06	February 06	March 06	April 06	May 06
June 06	July 06	August 06	September 06	October 06	November 06
Step 2: Add all months (Dec 05 - Nov 06)				TOTAL: (CNAs Employed)	
Step 3: Divide the total by twelve				Average # CNAs¹:	

Step 4: Indicate the total number of CNA terminations² within each month (use the table below).

December 05	January 06	February 06	March 06	April 06	May 06
June 06	July 06	August 06	September 06	October 06	November 06
Step 5: Add all months (Dec 05 – Nov 06)				TOTAL³: (CNA Terminations)	
Step 6: Divide by the Average # of CNAs (See answer in Step 3)				Annual Turnover Rate:	
Step 7: Multiply by 100 for the percentage				Annual Turnover Percentage Rate:	

¹ Example: Total number of CNAs on the first day of every month: 51+56+46+55+47+51+53+43+58+49+45+54 = 608 (CNAs) divided by 12 months = 50.6 average # CNAs.

² Termination = an employee departure, either due to firing or quitting, whereby the employee receives a final paycheck. Places to collect the data: oftentimes the organization has a separate form that must be completed for each termination. The payroll reports also may list terminations. The average number of CNAs at the end of every month can be calculated by counting the CNAs on the payroll report.

³ If the total number of CNA terminations is 38, divide 38 terminations by 50.6 (average number of CNAs) to calculate turnover rate of .750 and multiply by 100 for the percentage 75%.

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FREQUENTLY ASKED QUESTIONS

1. What about CNA agency staff? Do they count in any of the calculations?
 - No. Agency CNAs are not on staff and therefore are not included.
2. Why does a part-time or per diem CNA count equally as a full-time CNA termination?
 - The calculation is a measurement of all CNA turnover, regardless of their employment status.
3. What about a CNA who changes his/her job title or becomes an LPN and stays in the organization? Does that count as a termination?
 - No. Do not count this individual as a termination.
4. What if a CNA works at two facilities owned by the same corporation and leaves one of the facilities but stays at the other?
 - The CNA would be coded as a termination by the facility he or she departed.
5. What if a CNA cuts his/her hours from full time to per diem? Does that count as a termination?
 - No. They are still employed by the facility.
6. What about a CNA who goes on unpaid leave or who is still employed but did not work any hours in the month or pay period?
 - They are still employed and would continue to be included in the denominator.
7. What if a CNA leaves (termination) and then is re-hired three weeks later?
 - This employee would count as a termination.
8. If a home has 30 budgeted CNA positions but only 25 of the positions are filled, is the average number of CNAs 25 or 30?
 - 25 is the average number of CNAs.

This material was prepared by Quality Partners of Rhode Island, the Medicare Quality Improvement Organization for Rhode Island, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents do not necessarily reflect CMS policy [HHSM500-2006-RI002C].