

The care that temporary staff provide is usually not of the quality that permanent staff provide due to fact that every facility is different. They do not always know all of the tasks that they are supposed to do and sometimes they do not know where all of the supplies are. Medications are not always reordered by temp staff and wound care is not always done correctly. Lack of familiarity with the residents makes it difficult to notice changes in conditions of residents which is vital in providing quality nursing care. Think back when you had a substitute teacher, did they really teach you the lessons?

Permanent workforce is frustrated because temporary staff is paid much more than permanent workforce, often more than \$10 more per hour more and they are offered large bonuses. We have lost several permanent workforce to agencies just to see them pick up shifts with our facility. Facilities are forced to pay the temporary staff outrageous base pay in addition to bonuses because if they do not then facilities will work without enough staff creating lower quality care to residents and burnout of permanent staff.