

Massachusetts Health Care Workforce Survey 2023

Introduction

CHIA launched the inaugural [Massachusetts Health Care Workforce Survey \(MHCW\)](#) to collect information on staffing capacity and diversity in the health and human service sectors in 2023. The survey aims to provide a critical fact base to monitor workforce trends and inform state policies and programs. In developing this survey, CHIA partnered with provider and trade associations, provider organizations, workforce content experts, and sister agencies to identify topics and occupations that were most relevant for each sector. Provider organizations in the following sectors were contacted for participation:

- Adult Day Health Services
- Ambulatory Surgery Centers
- Behavioral Health
- Community Health Centers
- Dental Practices
- Emergency Medical Services
- Home Health Care
- Acute Care Hospitals
- Public Hospitals
- Nursing Homes

The web-based survey was fielded from May 2023 to January 2024 and was completed by HR directors and administrators who were asked to respond on behalf of their organization. The survey collected both quantitative and qualitative workforce information, including racial and ethnic composition of staff, measures of capacity such as number of vacancies and staff turnover rates, recruitment and retention challenges and strategies, and impacts on access to care due to workforce challenges.

Results from this survey are available on a comprehensive [dashboard](#). Users can view results at the sector-specific and cross-sector levels. [Sector-specific dashboards](#) offer information on the following six topics:

- Employee Composition by Select Occupations
- Employee Race and Ethnicity in Select Occupations
- Vacancy and Turnover Rates in Select Occupations
- Challenges to Recruitment and Retention in Select Occupations
- Organizational Strategies to Facilitate Recruitment and Retention
- Impacts on Access due to Workforce Shortages

Aggregated results are also presented on the [cross-sector dashboard](#) to facilitate sector-by-sector comparisons. This analysis includes the same metrics from the sector-specific dashboard for common occupational categories including physicians, registered nurses, direct care workers, and social workers.

Moving forward, the MHCW will be fielded biennially for continued monitoring of key workforce trends across health care and human service sectors. Results from two additional sectors, primary care and human services, will also be included in future reporting.

For more information, please contact:



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