



**TO:** 1199SEIU United Healthcare Workers  
**FROM:** Jane Rayburn and Alexa DeJesus, EMC Research  
**DATE:** May 9, 2023  
**RE:** Recent Findings from 1199SEIU Member Poll

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On behalf of 1199SEIU United Healthcare Workers, EMC Research conducted a multimodal telephone and text- and email-to-web survey conducted April 24 – April 27, 2023 among 600 1199SEIU members in Massachusetts with a 100n oversample of facility-based members to gauge opinions and attitudes toward healthcare and homecare, as well as union activities. The survey was offered in English and Spanish. Overall results have a margin of error of  $\pm 4.34$  percentage points.

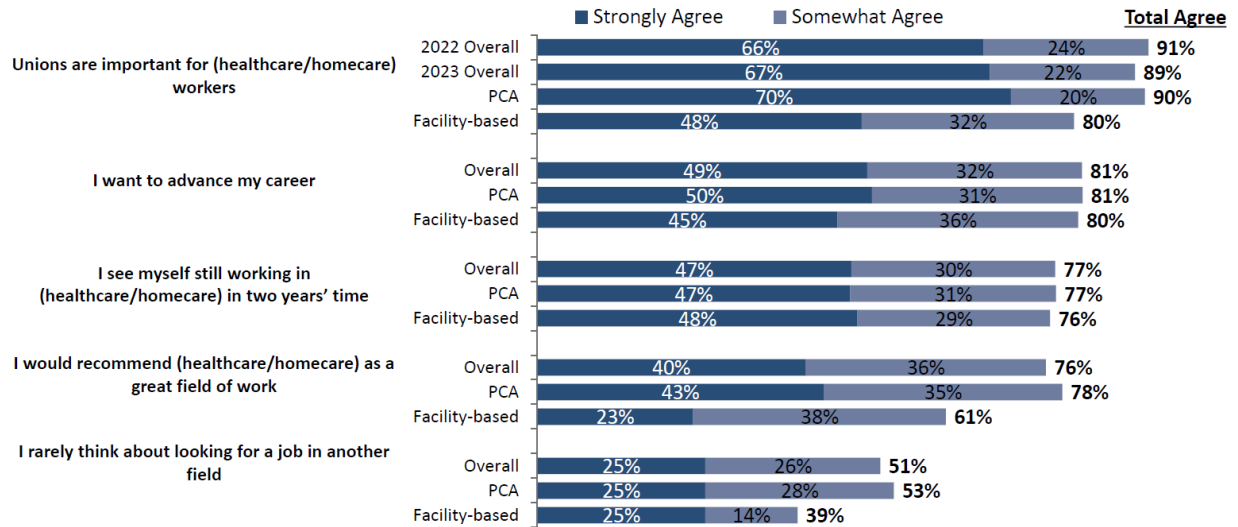
**PCA (personal care attendants and others in homecare) members and facility-based (those who work in hospitals, health centers, and nursing homes) members are having different experiences, and facility-based members are overall more critical of the industry.** A majority of facility-based members indicate that the state is on the wrong track (43% right direction, 52% wrong track), while PCA members are more optimistic (57% right direction, 39% wrong track). A significant majority of facility-based members are also critical of the healthcare industry, with nearly three-in-four facility-based members indicating that the *healthcare* industry is off on the wrong track (23% right direction, 74% wrong track), while PCA members are more optimistic indicating the *homecare* industry is heading in the right direction (57% right direction, 41% wrong track).

**Wages are a top concern and priority across the membership, and facility-based members also indicate low staffing and burnout as top concerns.** When asked what the most important problem facing healthcare or homecare workers in the state was, a majority of PCA members and a plurality of facility-based members highlight ‘low wages’ (53% PCA, 33% facility-based). Facility-based members also indicate ‘low staffing levels’ (27%) as a top problem, followed by ‘burnout’ (17%).

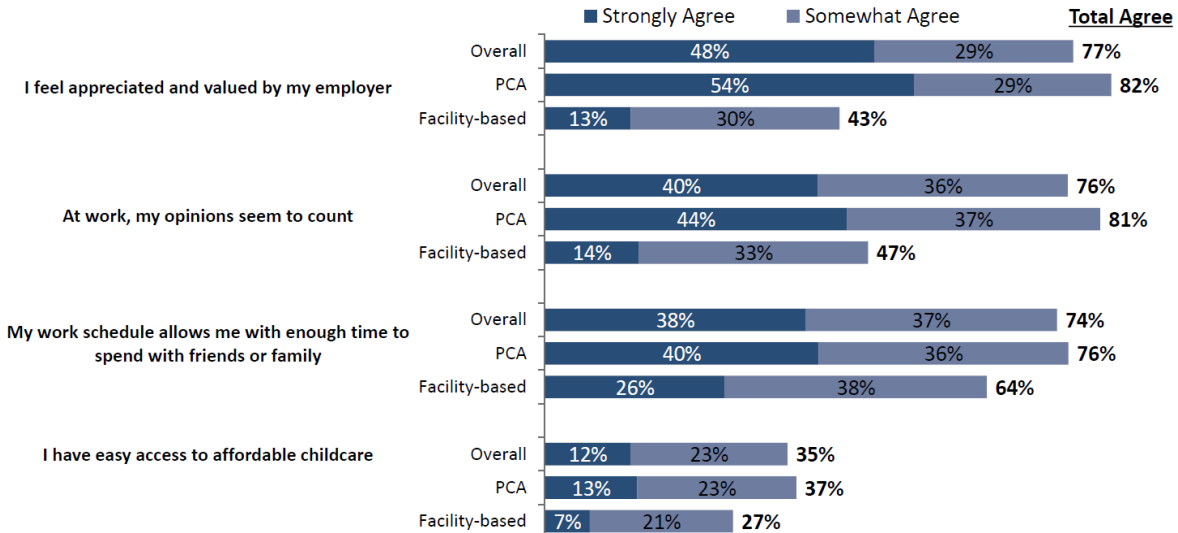
**Compared to PCA members, facility-based members are more likely to feel undervalued, short-staffed, and have experienced burnout and unsafe working conditions.** When asked a series of agree/disagree statements regarding a career in healthcare, employee satisfaction, and workplace challenges, facility-based members’ opinions are in stark contrast to PCA members, particularly with employee satisfaction and workplace challenges.

An extremely low percentage of facility-based members agree that they ‘feel appreciated and valued by my employer’ (54% PCA strongly agree, 13% facility-based strongly agree). And when it comes to being short-staffed, a strong majority of facility-based members agree (32% PCA strongly agree, 75% facility-based strongly agree). Facility-based members also agree that they ‘have been feeling exhausted by work or burnt out’ (27% PCA strongly agree, 61% facility-based strongly agree). A majority of facility-based members also agree that they ‘have felt unsafe at work’ (6% PCA strongly agree, 26% facility-based strongly agree). Overall, members did not agree that they ‘have easy access to affordable childcare’ (13% PCA strongly agree, 7% facility-based strongly agree).

**Careers**



**Employee Satisfaction**



**Workplace Challenges**

