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EFFECTIVE DELIVERY OF TRAINING FOR HOME CARE WORKERS AND FAMILY CAREGIVERS

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Meaningful Work & The Value of Training





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Training Partnership

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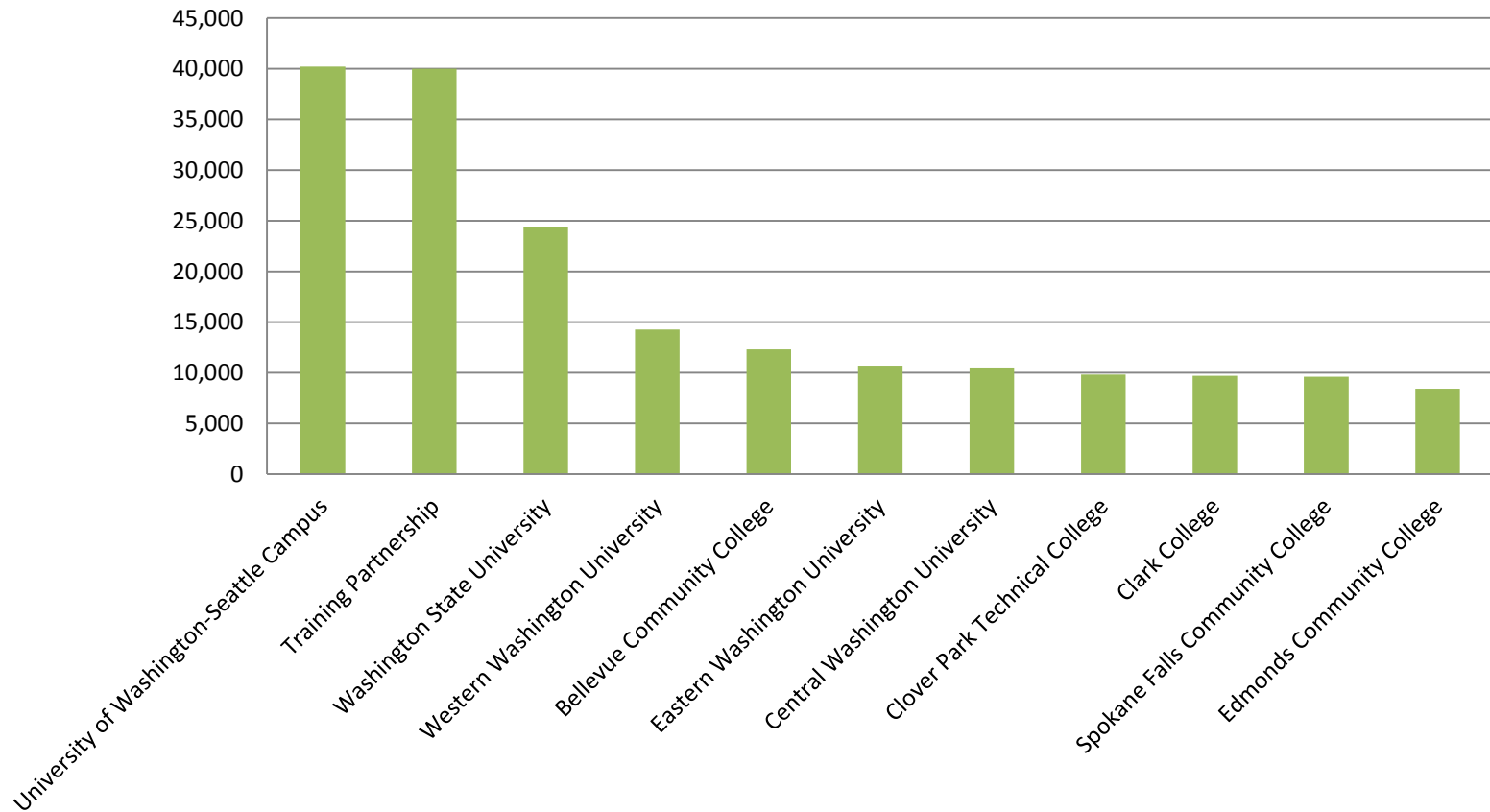
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Job Openings

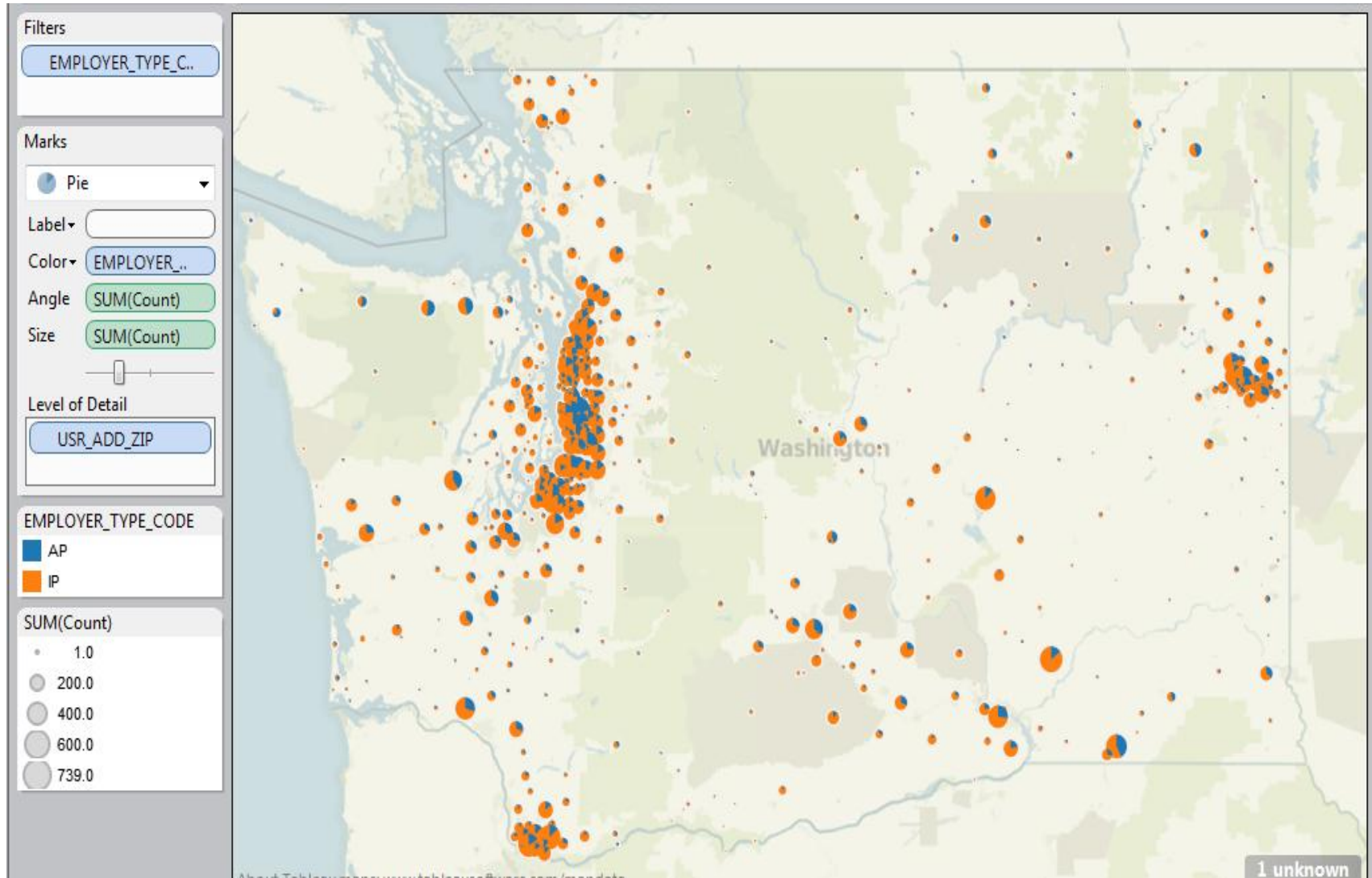
Put your passion to work, now hiring positions including:

2nd Largest Educational Institution in WA

Educational Institutions by Enrollment, Washington State, 2010



42,000 Trained Annually Statewide in 5 Languages



Statutory Based Training Standards for Home Care Workers

- Highest training standards for home care workers in the nation
- Established by ballot initiative (I-1163)
- Establishes Certified Home Care Aide credential administered by Dept. of Health

3 Types of Training for Home Care Workers

- Entry-Level Training
- Continuing Education
- Registered Apprenticeship

Career Pathway for Home Care Workers



**Advanced Training
70 Hours
+
Peer Mentorship**



**Certificate of Registered
Apprenticeship for
Advanced Home Care
Aide**



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*wage differential

**Entry-Level Training
75 Hours**



Certified Home Care Aide
*eligible to sit for Department of Health
credentialing exam

Career Pathway Profiles

Home care the beginning of a career ladder for workers

Dana Simmons has been a Home Care Aide for 10 years and is looking forward to using her skills to become a Licensed Practical Nurse (LPN).

Q: How did you get into home care?

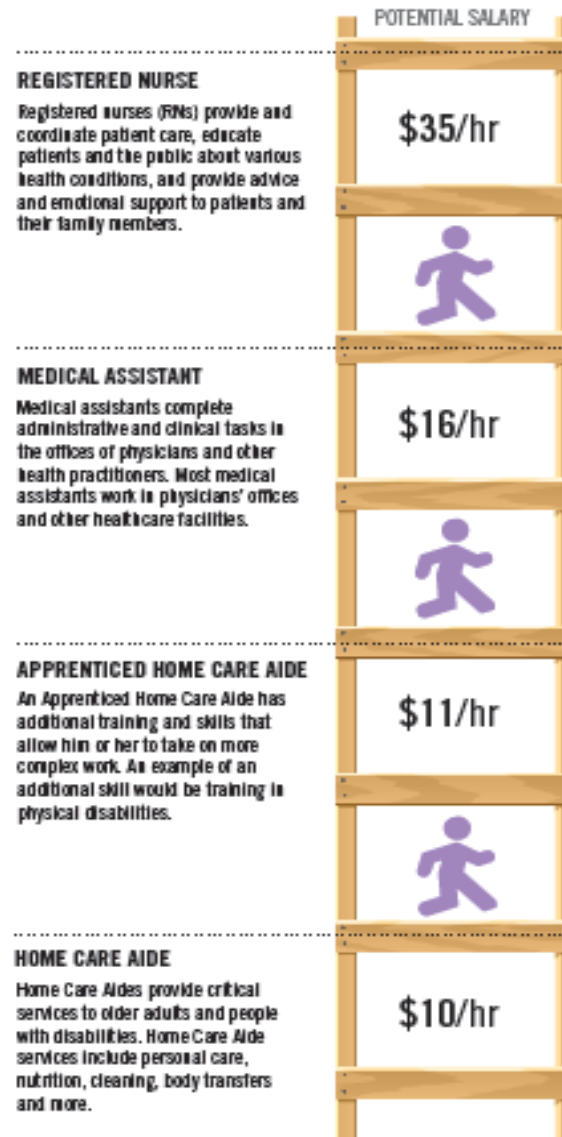
I've been a home care worker for 10 years. I have been taking care of my mother this whole time. Before then I was working at the airport. I was a single mom of three kids. Mom had gone to work and I had seen her the night before, gave her dinner, planning to see her the next day. But on May 15, 2001 I got a call from my sister in law. Mom collapsed. She had a sudden death and her heart stopped. Ten or 15 minutes before somebody found her. She was in a coma – the doctor said don't expect her to live. But I knew from the tips of my head to my toes that she would live. And I knew I was going to take care of her. After she recovered physically she was left with no short term memory and no ability to care for herself.



DANA SIMMONS

HEALTHCARE CAREER PATHWAYS

In Washington State, a health care career can start as a Home Care Aide.

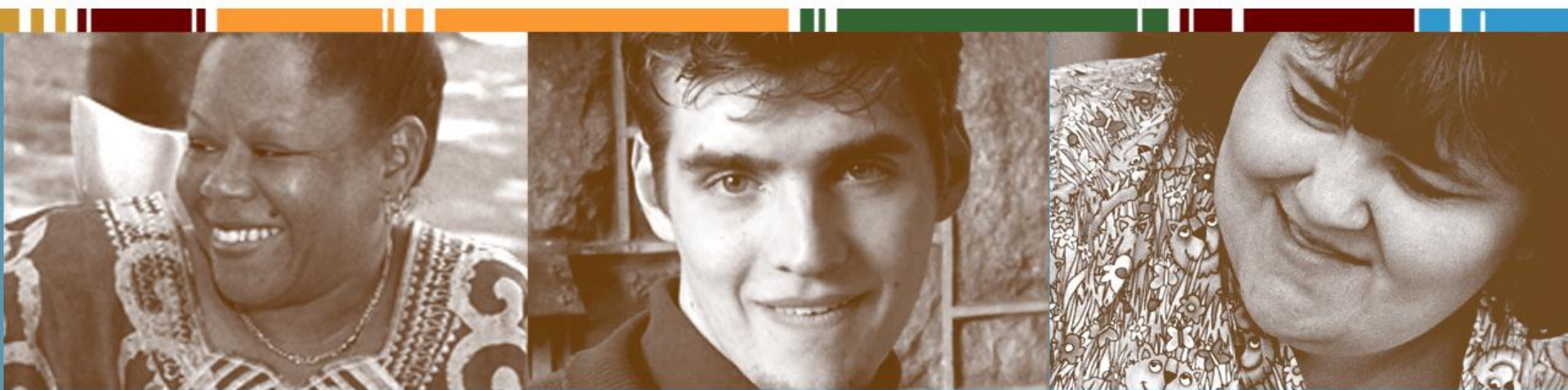




2012 National HCBS Conference

Effective Delivery of Training to Caregivers

Peggy Powell, National Director
of Curriculum & Workforce Development



Quality Care THROUGH Quality Jobs

Principle # 1 – Adults Learn Best When...

They feel respected

- ✓ **Get to know participants**—their names, learning styles, hopes and fears, knowledge and experience
- ✓ **Challenge participants with high standards**, but allow them to learn at their own pace and in their own style
- ✓ **Respond constructively to all questions**

Principle # 2 – Adults Learn Best When...

The learning environment feels safe and supportive

- ✓ With participants, **develop ground rules** for a positive learning experience for everyone.
- ✓ **Use small groups** early and often.
- ✓ Regularly **provide positive feedback** that encourages participation and learning.

Principle # 3 – Adults Learn Best When...

The content is relevant to their needs

- ✓ Ask about existing knowledge or experience when introducing a new topic; then **build on what they already know**
- ✓ Ensure that **learning tasks are at the level of complexity that learners will need to do their job**
- ✓ **Use case scenarios and role plays** to show how the learning is applied in work settings

Principle # 4 – Adults Learn Best When...

Learning activities are varied to account for different learning styles and challenges

- ✓ **Identify participants' learning styles** through assessment exercises or regular feedback
- ✓ **Use a variety of teaching methodologies** to address different learning styles



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Suzanne Mintz,
Co-Founder & CEO Emeritus

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Family Caregivers as Healthcare Workers

Family Caregivers Provide 80%+ of all LTC services

Family Caregivers provide multiple types of care including:

- Activities of daily living
- Instrumental activities of daily living
- Healthcare coordination
- Arranging for and coordination of HCBS

What's Wrong With This Picture?

- Family caregivers:
 - Learn on the job
 - Receive no formal education or training
 - Are emotionally involved with their care recipients
 - Suffer from isolation and depression much more than the rest of the population
 - Have lower incomes and higher OOP expenses than non-caregivers

Family Caregiver Education & Training

- NFCA's approach to FCG education is based on the following principles:
 - Building both confidence and capabilities
 - FCG need the flexibility of accessing programs and materials when it fits into their schedule
 - FCG (and other adults) learn best when the information/skills they learn can be applied immediately

Building Confidence and Capabilities

- Healthcare Education Training
 - On demand webinars
 - Communicating Effectively with Healthcare Professionals
 - Safe & Sound: How to Prevent Medication Mishaps

Safe & Sound Tool Kit Contents

- **WHY This Toolkit**
- The **WHO** of Medication Safety
- **WHAT** - Questions Family Caregivers Should Ask
 - Actions Family Caregivers Can Take
 - The Medication List – What Should Be on It?
- **WHERE** are Medication Mishaps Most Likely to Occur
- Medication Problems Arise Most often **WHEN**
- **Appendix**
 - Resources for Free or Reduced Price Medications
 - Examples of Medication Lists
 - A Sampling of Good Consumer-focused Web Sites on Medication Safety
 - A Glossary of Rx Terms Family Caregivers Need to Know

Communicating Effectively Tool Kit

Check Lists and Information Guides

- **Key Principles of Effective Communication**
- **Good Communication Practices**
- **How To Communicate Your Loved one's Symptoms**
- **Crisis Symptom Reporting Guide**
- **How To Communicate with Insurance Companies**
- **Patient File Check List**
- **Check Lists To Make the Most of Healthcare Encounters**
- **Questions to Ask Your Healthcare Provider**

Oregon Home Care Commission



**Cheryl M. Miller,
Executive Director**

Oregon Home Care Commission

- In 2000, the citizens of Oregon voted to amend the State Constitution to create the Oregon Home Care Commission. The Commission is responsible for:
 - ensuring the quality of home care services that are funded by the Department of Human Services for seniors and people with disabilities.
 - addressing the needs of persons with developmental disabilities, mental illnesses, their family members, and personal support workers while fulfilling its mission.
 - providing training opportunities for homecare workers who desire to become community health workers or personal health navigators.

Oregon Home Care Commission Membership

The Commission is made up of nine commissioners appointed by the Governor for three-year terms. Five are consumers of home care services. The other four represent the Department of Human Services, the Governor's Commission on Senior Services, the Oregon Disabilities Commission, and the Oregon Association of Area Agencies on Aging and Disabilities.

Oregon Home Care Commission

Core Services

- Homecare Worker and Personal Support Worker Training
- Professional Development Recognition Program
- Consumer Training
- Community Health Worker Training
- Registry and Referral System
- Facilitation of Workers' Compensation Claim Filing
- Homecare Worker Health Insurance Benefits

The Commission serves as the "employer of record" for purposes of collective bargaining for homecare workers and personal support workers whose pay comes from public funds.

Oregon Home Care Commission Training Programs

- In 2006 the Commission began its statewide training program for homecare workers to enhance their skills and the quality of services that they provide to seniors and people with disabilities. Homecare workers currently providing services are paid for training time.
- In 2007 the Commission collaborated with the State Independent Living Council to provide training to consumers of in-home services. The Commission now offers this service through Centers of Independent Living and Area Agencies on Aging.

Oregon Home Care Commission Consumer Training Program

STEPS to Success with your Homecare Worker

- **STEPS** provides information and assistance in support of participant direction, as defined by CMS. **STEPS** promotes successful working relationships between consumer-employers and providers.
- Since 2007, more than **3,027** consumer-employers have participated in **STEPS** to learn about their rights and how to assume their responsibilities as employers. They have gained insight, information, and ideas to help them make the most of in-home services.

Oregon Home Care Commission

Professional Development Recognition

Core Curriculum

- Core Training Classes – 10 hours
 - Keeping it Professional
 - Working Together
 - Helping Caregivers Fight Fraud and Abuse
- Safety-related Classes – 5 hours
 - Protecting Against Sprains and Strains
 - Taking Responsibility in Personal Safety
- Skills Training Classes – 5 hours
 - Challenging Behaviors
 - Dementia and Alzheimer's
 - Diabetes by the Numbers
- CPR/First Aid Certification

Partial list of Homecare Worker Training Classes

- End of Life Care
- Durable Medical Equipment
- Bathing and Grooming
- Blindness and Low Vision
- Challenging Behaviors
- Ready Set Work
- Stress Management and Relaxation Techniques
- Working Together
- Grief and Loss

Some classes are available in Russian and Spanish.

Oregon Home Care Commission HCW Training Program Statistics

Fiscal Year*	Total Attendance	Total Classes
2011-2012	9,081	796
2010-2011	8,933	787
2009-2010	9,586	716
2008-2009	9,569	566
2007-2008	6,283	443
2006-2007	3,069	311

2011-2012 - Homecare workers trained: 7,919 (87%)

Professional Development Recognition Recipients: 320 as of June 2012

*Fiscal year July 1 through June 30

Oregon Home Care Commission

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THANK YOU FOR JOINING US!

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questions or comments

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