

# Community HealthChoices

## Pennsylvania Long-term Care Council Review February 15, 2018 Community-HealthChoices Direct Care Worker Initiatives



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

Kevin Hancock  
Acting Deputy Secretary  
Office of Long-Term Living  
Department of Human Services

# WHAT ARE THE GOALS OF CHC?

## GOAL 1

Enhance opportunities for community-based living.

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## GOAL 2

Strengthen coordination of LTSS and other types of health care, including all Medicare and Medicaid services for dual eligibles.

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## GOAL 3

Enhance quality and accountability.

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## GOAL 4

Advance program innovation.

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## GOAL 5

Increase efficiency and effectiveness.

# MANAGED CARE ORGANIZATIONS

- The selected offerors were announced on August 30, 2016.



AmeriHealth Caritas™

Pennsylvania

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& wellness.

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UPMC Community HealthChoices

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# CHC Requirements for Direct Care Worker Initiative

- **The CHC-MCOs must institute workforce innovation that improves the recruitment, retention, and skills of direct care workers, which may include but are not limited to direct or enhanced payment and other incentives to Providers, Participant-Directed employers, and direct care workers for education, training, and other initiatives designed to enable direct care workers to become a more functional member of the PCPT.**

# CHC Requirements for Direct Care Worker Initiative

- **Such initiatives may include but not be limited to:**
  - **Labor/management partnerships or employee/employer partnerships;**
  - **Training programs that exceed DOH and DHS requirements for direct-care worker qualifications, including programs to address complex needs of Participants;**
  - **Pre-service orientation;**
  - **Promotion of direct-care worker organizations and associations;**
  - **Professional support, certifications, and career-ladder opportunities;**
  - **Care team integration that engages front line workers.**

# AmeriHealth Caritas Proposal:

- ***AmeriHealth Caritas focusing on workforce development innovation for direct care workers:***
  - In discussions with leaders from statewide organizations, such as the Pennsylvania Homecare Association and Centers for Independent Living, Amerihealth Caritas learned that direct care workers are highly motivated by recognition and respect for the work they do every day as frontline direct caregivers.

# AmeriHealth Caritas Proposal

- Amerihealth Caritas will address this issue through workforce training initiatives such as:
  - further enhancing educational and training opportunities that support workforce training and skills development;
  - recognizing the completion of coursework through incentives, rewards, and recognition certificates of competency in specific skills; and
  - Partner with vendor(s) that have multi-platform distribution channels would allow workers to view course materials and videos on mobile devices as well as their computers, making content easily accessible for learning.
  - To illustrate, they would partner with the PHCA and CILS to deliver their training videos to registered direct care workers and facilitate their existing tracking mechanism.

# AmeriHealth Caritas Proposal

- Amerihealth Caritas will further address this issue through workforce development initiatives such as:
  - Supporting workforce training and skills development;
  - Recognizing the completion of coursework through incentives, rewards, and recognition certificates of competency in specific skills;and
  - Delivering the PHA and CILS' training videos to registered direct care workers and facilitate their existing tracking mechanism.

# Pennsylvania Health and Wellness Proposal

- PA Health & Wellness has engaged with a statewide partner to develop our LTSS Workforce Quality Framework. The draft was recently completed.
- Key to the initiative is expanded access through worker recruitment and orientation strategies; expanding knowledge through increased education and training that assist direct care workers; improved coordination by having access to technology that improves real-time communication between the worker and the Service Coordinator; and the development of interventions that use evidence-based algorithms to identify worker turnover risk.

# Pennsylvania Health and Wellness Proposal

- Over the next 45 days, the Quality Framework will be socialized across Association (PCIL, PADSA, PHCA RCPA, LeadingAge, AAA) partners to gather feedback and suggestions that can be incorporated into the final tool.
- Additionally, Pa Health & Wellness is working in collaboration with a statewide partner to develop a direct care worker training curriculum and has engaged a SW area provider to participate in a pilot which will measure success through the training of their own direct care workforce. It is the intent of PHW that upon completion of the pilot, additional providers will be offered opportunities to access the program.

# UPMC Community HealthChoices Proposal

- In the short term, the UPMC Community HealthChoices direct care workforce development strategy is focused on standardizing existing training programs.
  - PAS workers receive an average of five hours of orientation training, and each PAS provider agency prioritizes different elements of service delivery.
  - UPMC CHC will utilize an adult learning-centered training program focused on the inherent experience of the direct care worker.
  - Comprehensive and standardized training will result in a more qualified, engaged, and tenured direct care workforce—employees who are confident in their ability to perform the duties of their position have been shown to stay longer and provide a higher quality services.

# UPMC Community HealthChoices Proposal

- Over the first two years UPMC CHC will also provide DCW training and education seminars in all zones across Pennsylvania.
- The DCW training seminars are meant support each PAS provider organization and to offer additional opportunities for direct care workers.

# UPMC Community HealthChoices Proposal

- In the long term, UPMC CHC is looking at alternative reimbursement models to bring the payment of direct care workers more in line with the demands of the job.
- One facet of these alternative models will be subsidized health insurance. Less than 50% of direct care workers have health insurance, and UPMC is in a unique position to greatly improve that number.



# QUESTIONS