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## Governor's Long-Term Care Council

*Improving Opportunities and Quality  
in the Direct Care Workforce.*

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LTSS direct care workers assume  
crucial roles in supporting  
Participants to achieve positive  
health and quality of life outcomes.

# Addressing Barriers



The growing demand for DCWs and the turnover rates of 44-65% each year, creates significant barriers to care, services, and supports

# Addressing Barriers



While many seniors and people with disabilities want to work, public assumptions about employer costs and perceived liability as well as the lack of employment supports often create barriers.

# Addressing Barriers



While DCWs play a critical role in LTSS, this workforce faces:

- low wages
- slim benefits
- inadequate training
- limited career advancement

# Why Invest in DCWs?



- Economic development: huge demand for DCW= jobs
- Critical support for family caregivers
- Investing in a quality workforce yields better care

# PHW Commitments



- SEIU Partnership– PHW will partner with SEIU Educational Foundation to develop rural recruitment and retention methods for the direct care workforce.
- Mobile Technology – Pilot with partners to use mobile technology which enables direct care workers to connect to SCs and report changes in Participant status.
- Training - Work with community partners to expand voluntary and modular competency-based online and in-person trainings.



# Quality Framework

Provider Performance Measures

## Unanticipated change in condition notification, i.e. hospital and/or nursing facility admit

- Measure Goal – Encourage providers to alert PHW in timely manner of unanticipated change in condition.
- Quality Care Rational – Timely interventions with change of condition can reduce the need for more intensive and costly interventions if problems are not addressed.

## Quality of Care Complaints/Grievances filed by LTSS participants in the past 12 month (by provider)

- Measure Goal – Encourage providers to meet the needs of clients and family members and have regular communication about their care.
- Quality Care Rationale – Providers who regularly communicate with their residents and patients are able to provide more resident/patient-driven care and are better able to avoid unforeseen occurrences.

## Percentage of long stay residents experiencing one or more falls with major injury (NF Only) in the past 12 month

- Measure Goal – Encourage providers to reduce the incidences of falls with major injury in nursing homes.
- Quality Care Rationale – Nursing home resident falls are a leading cause of rapid decline of resident health and can result in expensive hospital treatment. Providers who focus on preventing falls are able to provide higher quality care and reduce the cost of unnecessary hospital treatment.

## Percentage of short-stay residents who were successfully discharged to the community in the past 12 months

- Measure Goal – Encourage providers to prioritize moving residents into their home setting as quickly as possible.
- Quality Care Rationale – Residents receiving short stay care want to transition back to their home setting as quickly as possible to maintain their quality of life. Providers who focus on transitioning residents to their home setting as quickly as possible demonstrate a commitment to residents' quality of life.

## Staff Turnover in the past 12 month

- Measure Goal – Encourage providers to improve retention of caregivers.
- Quality Care Rationale – Continuity of caregivers is widely recognized as a key to high quality LTSS. Providers who focus on retaining caregivers and reducing turnover demonstrate a commitment to high quality care.

## Care Ratio

- Measure Goal – Encourage providers to invest in front line caregivers.
- Quality Care Rationale – High quality LTSS requires investment in front line caregivers. Providers who dedicate a higher percentage in wages, benefits, and other investments in caregivers demonstrate a commitment to a high quality workforce and high quality care.

## Medicaid Occupancy for SNFs

- Measure Goal – Encourage providers to focus on the care of the Commonwealth's most needy residents.
- Quality Care Rationale – Providers who care for residents and patients whose care is paid for by Medicaid receive a lower reimbursement compared to other payers such as Medicare, commercial insurance, and private pay. Providers who demonstrate a commitment to caring for these residents should be rewarded for their effort.

## Enhanced Training

- Measure Goal – Encourage providers to invest in training beyond the minimum requirements.
- Quality Care Rationale – A well-trained workforce is critical to providing high quality LTSS. Providers who invest resources in training demonstrate a commitment to high quality care.

## Positive employee relations with direct employee input on staffing and safety issues.

- Measure Goal – Encourage providers to foster an environment where front-line workers are highly engaged, focused on high quality care, and have the ability to provide input about their jobs, working conditions, and how care is delivered.
- Quality Care Rationale – Employee engagement is highly important to providing high quality care and leads to lower turnover, higher continuity of care, and better outcomes. Providers with formal avenues for employee engagement demonstrate a commitment to real employee engagement.



# SEIU Direct Care Worker Pilot

Overview of Program Pilot

# Pilot Partner – Training and Educational Fund

- 501(c)3 established in 2016
- Foundation in labor/management collaboration efforts since 2003
- Over the past 15 years, Fund has worked with healthcare employers and front-line workers in hospitals, skilled nursing facilities and home-based care to develop and deliver ground-breaking training programs with demonstrated results in reducing staff turnover, improving quality, and creating value.

# Pilot Partner – Training and Educational Fund

Mission of Training and Educational Fund:

To develop and deliver training and education programs that lead to quality employment opportunities for direct care workers; workforce stability, high quality, and greater efficiency in the health care industry; and stronger communities across Pennsylvania.

# Pilot Partner - TRPIL

TRPIL works with nearly 600 direct care workers who provide daily support to over 600 consumers in ADL activities

- getting out of bed
- meal preparations
- light housework

# Pilot Overview

- This pilot will be executed in stages. The initial stage will deliver foundational training that can lead to care team integration – core skills, training on observation and reporting, and an introduction to care team integration.
- The next stage of the pilot will expand on this foundation by integrating the worker into the care team.

## Pilot Goal

- Develop, deliver, and test training program aimed at providing a foundation of training that can build toward integrating the direct care worker (DCW) into the care team
- Reduce incidents, hospitalizations and ER visits among PHW participants by training their direct care workers on core and advanced caregiving skills, observation and reporting
- The target scope of this project is a total of 30 DCWs

# Training Curriculum

**Total Training Hours - 67.5 hours**

i. Foundational Competencies and Care Integration:

1. Cultural Competency and Patient Centered Care
2. Communication and Teamwork
3. CPR and First Aid (American Heart Association cert)
4. Home and Health Safety (focus on fall prevention)
5. Mental Health First Aid (nationally-recognized cert)

# Training Curriculum

## ii. Core Competencies and Care Integration: **30 hours (Four 7.5 hour days)**

1. Body Mechanics - Working Safe
2. Nutrition, Diet, Physical Activity - Focus on special dietary needs
3. ADLs and Personal Care - Coaching Conversations
4. Medication and Intro to Vitals - How to know when you should be concerned
5. Recognizing Change in Condition I

## iii. Advanced Competencies: **15 hours (Two 7.5 Hour days)**

1. Focused modules on addiction, cerebral palsy, depression, chronic pain, spinal cord injuries, and wounds
2. Death and Dying - Comfortable Conversations
3. Recognizing Change in Condition II

# Training Pilot Outcomes

Surveys, competency assessment check lists, and self-assessment tools gather data on the impact of the program on topics such as the following:

1. Assess competency in the delivery of CPR, Basic First Aid, & Mental Health First Aid
2. DCW's level of knowledge about chronic conditions
3. DCW's job satisfaction
4. DCW confidence in observation and reporting
5. Participant satisfaction

PHW will gather data on participant's health record to measure the impact of the training on avoidable incidents and share that data blindly with the stakeholder group

# Contact Information

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# Questions & Answers

