

Long Term Care Council

Direct Care Work Force Presentation

Pattie Wright - Administrator
pwright@amerihealthcaritas.com

Susan McAllister, MD – Chief Medical Officer
smcallister@amerihealthcaritas.com

August 23, 2018



Delivering the Next
Generation
of Health Care

How can we encourage direct care work (DCW) as a career path?

- Advance a conversation with a Community partner, i.e. foundation or high school, to provide financial support in an effort to increase the awareness of direct care work as a career path.
 - ✓ Statewide public service announcement (PSA) or advertisement to create awareness of the value of the direct care worker role
 - ✓ Reinforce respect of DCW career
- High school/vocational/technical school exposure
- Encourage a diverse workforce to meet the needs of consumers/communities with varied language and cultural backgrounds

Workforce Development

Support Core Training

- Proposed scholarship funding for a DCW mentor pilot program to help develop and build skills
 - Consider work with DCWs to establish mentor criteria
 - Consider bonus for mentors
 - Consider potential higher pay rate for mentors
- Commitment to skills development, training and education of DCWs
 - Foster trusting relationships with participants and develop awareness and sensitivity around, including but not limited to:
 - Autism
 - Behavioral challenges
 - Disabilities
 - Geriatric and cultural sensitivities, i.e. Holocaust survivors
 - Brain injury
 - More modern and relevant training topics, such as:
 - Training on personal safety
 - Minimize personal liability
 - Facilitate understanding of individual DCW role in the context of Participant's Person-Centered Service Plan (PCSP) and expectations
- Explore training modalities (researching evidence-based tools and materials)
 - In person
 - Electronic
- Help develop financial incentives and value-based services
 - Employer rewards and recognition program for DCW performance
 - MCO recognition event for DCWs

Additional Opportunities

- Explore potential support of DCW transportation costs to Participant's home
- Consider housing stipends for student DCWs who are vetted and willing to reside with, or provide activities of daily living (ADL) support to, Participants
- Survey value to DCW of a support group or peer community (virtual, in-person)
- Continue to research and explore technology solutions for DCWs (assistive, adaptive, educational)
 - Communicating
 - Coaching

Thank you for the opportunity to
present to you.