

Reports

In-Home Supportive Services (IHSS) Worker Survey Top Line Results: Making Home Care a Better Job

Description

Results from this survey report the reasons why In-Home Supportive Services (IHSS) home care workers employed in eight California counties said that they entered and have remained in the field. IHSS workers include family, friends and neighbors, as well as persons unknown to care recipients, who provide paid long-term care to the frail elderly and disabled individuals in their homes. In addition to questions about their reasons for taking and remaining in the job, the survey results also report worker characteristics, including age, gender, whether they are native or foreign-born, race/ethnicity, individual and household income, health insurance/healthcare, and worker history prior to working as IHSS provider. It also covers the importance the worker places on wages and employer-provided health insurance and the worker's preference for full- or part-time work. The results are cross-tabulated with race/ethnicity and by county.

How to Use this Tool

The survey results can be used to better understand how consumer-directed home care workers value wage and benefit enhancements and how they affect their intent to remain in the job. Variation by ethnicity and county are significant.

Grantee

Connecticut College

How to Obtain this Tool/Contact

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Bringing It Home: AARP Iowa Member Opinion on Direct Care Quality and Long-Term Care – 2006

Description

This report presents findings from two surveys of AARP members in Iowa about their opinions, experiences and expectations of direct care workers in both nursing home and in-home care settings.

The key findings include the following:

- ◆ Eight in 10 believe it is important that the state test and certify all people who provide hands-on care in nursing homes and in the home.
- ◆ More than half believe those who provide hands-on care should have 75 hours or more of training.
- ◆ Eight in 10 believe that those providing care should have affordable health insurance coverage.
- ◆ The majority feel it is important for direct care workers to provide status and progress updates to the family.
- ◆ Nine in 10 think face-to-face and hands-on care is important to the quality of care received in a nursing home or in the home.

How to Use this Tool

These findings can be used to better understand the public's perceptions, experiences, knowledge and expectations of direct care workers. The surveys also can be used in other communities to gain insight into their perceptions of direct care workers.

Grantee

Iowa CareGivers Association, Iowa State Demonstration Project

How to Obtain this Tool

Visit www.iowacaregivers.org/programs_and_reports/reports.php

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Certified Nursing Assistant Education Survey – 2005

Description

This report presents survey findings of certified nursing assistant (CNA) and nursing home administrator/ nurse perceptions of CNA education, compares the two surveys and offers conclusions and recommendations. CNAs were asked about their education wants and needs, their perceived barriers to obtaining the desired education and the availability of educational opportunities. Administrators and nurses were asked about the current state of CNA professional education and training, the gaps in their education and the barriers to obtaining education.

The findings include:

- ◆ There is a wide disparity between CNAs' perception of how prepared they are after completing their 75-hour CNA course (82 percent) and the administrators'/nurses' perception (49 percent).
- ◆ CNAs identified their top three continuing education needs as working with difficult families, handling difficult resident behaviors and understanding disease processes. The administrators/nurses concurred, adding that CNAs need education on the special needs of residents/patients with dementia and with mental illness and on leadership, life and communication skills.
- ◆ Administrators/nurses felt that CNAs' education needs were largely unmet.
- ◆ Both CNAs and administrators/nurses agreed that the top three barriers to CNA education are cost, not knowing what education is available and when (what time of day) the education is offered.
- ◆ An overwhelming majority of administrators/nurses supported a nationwide standard for the number of hours and content of the education/training of direct care workers.
- ◆ The majority of CNAs (83 percent) and administrators/nurses (60 percent) supported CNAs keeping up their certification through continuing education.

The report also includes recommendations for the concerns the administrators raised.

How to Use this Tool

States, direct care worker associations/advocates, nursing home administrators, directors of nursing, community colleges, educators and consumer advocates can use this information to improve policy related to direct care worker education and develop policies and programs that better meet CNA education needs.

Grantee

Iowa CareGivers Association, Iowa State Demonstration Project

How to Obtain this Tool

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Family Members of Persons Receiving Care Services: Focus Group Findings – 2005

Description

This focus group study was conducted to:

- ◆ Determine family members' awareness and perception of direct care work
- ◆ Identify knowledge, skills, attitudes and personal qualities families require of direct care workers
- ◆ Define outstanding and poor care provided by direct care workers
- ◆ Determine the ideal relationship between direct care workers and family members
- ◆ Identify family perceptions regarding training, certification, compensation and benefits
- ◆ Determine the potential for family members' advocacy regarding direct care worker recruitment and retention public policy and practice issues

The study found that:

- ◆ Certification is extremely important to families of individuals in both nursing home and home care settings, as it implies testing against an accepted standard. It is important that the term "certified" be in the individual's title, along with what the person is certified to do (e.g., certified bath aide, certified medication aide, certified mentor). Certification also is linked to the perception of professionalism.
- ◆ Families articulated the skills, attitudes and personal qualities they require from those providing personal care. They also gave specific descriptions of both outstanding and poor care, what it means to be professional and how family and paid caregivers can work together better as a team.
- ◆ Family members are acutely aware of the direct care workers shortage because they have both observed and experienced it. They provided insights into the ways families may support direct care worker recruitment and retention initiatives.

How to Use this Tool

Direct care worker associations, consumer advocates, families, long-term care providers, policy makers, educators and others can use the findings to improve the relationships between families and direct care workers and improve the quality of care provided to residents and home care recipients.

Grantee

Iowa CareGivers Association, Iowa State Demonstration Project

How to Obtain this Tool

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Certified Nursing Assistants Wage and Benefit Survey: Report of Findings – 2004

Description

This report presents the findings of a survey, conducted by the Iowa Commission on the Status of Women, to determine the wage and benefit status of Iowa's certified nursing assistants (CNAs). The names were taken from the Iowa Direct Care Worker Registry, which lists the CNAs who work in nursing homes and certified long-term care units in hospitals. A total of 808 CNAs completed the survey.

The survey found:

- ◆ 90 percent of CNAs earned under \$14 per hour.
- ◆ 80 percent of CNAs were offered health insurance coverage at work, though half did not enroll. Of those who did not enroll, 60 percent cited cost/affordability as the reason.
- ◆ 75 percent were concerned that they might lose their health coverage.
- ◆ 25 percent had no health insurance coverage for themselves from any source.
- ◆ 12 percent relied upon public assistance (Medicare/ Medicaid).

The report also includes recommendations on the concerns the CNAs raised. There is currently legislative language developed to repeat the wage and benefit survey.

How to Use this Tool

It is recommended that a third party conduct this survey for direct care worker associations, long-term care providers, policy makers and others to impact policy changes that call for healthcare coverage for healthcare workers and wage enhancement legislation.

Grantee

Iowa CareGivers Association, Iowa State Demonstration Project

How to Obtain this Tool

Visit the Iowa Commission on the Status of Women at www.state.ia.us/government/dhr/sw/publications/index.html

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Home Care Workers Wage and Benefit Survey: Report of Findings – 2004

Description

This report presents the findings of a survey to determine the wage and benefit status of Iowa's home care workers. The names were obtained from local agencies that provide home care services through the Iowa Department of Public Health, Local Public Health Services Contract. A total of 218 home care workers completed the survey.

The survey found:

- ◆ Over 50 percent of home care workers earned under \$10 per hour.
- ◆ 80 percent of home care workers were offered health insurance coverage at work, though one in three did not enroll. Of those who did not enroll, 30 percent cited cost/affordability as the reason.
- ◆ 75 percent were concerned that they might lose their health coverage.
- ◆ 10 percent had no health insurance coverage for themselves from any source.

The report also includes recommendations on the concerns the home care workers raised.

How to Use this Tool

Long-term care advocates, state officials and others can use the findings to compare against home care workers in their state, or they can adopt the survey to administer to their home care workers.

Grantee

Iowa CareGivers Association, Iowa State Demonstration Project

How to Obtain this Tool

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Direct Care Worker Health Insurance Feasibility Study – 2004

Description

This report examines the status of health insurance coverage for Iowa's direct care workers and explains the current policy environment for initiatives that would secure health insurance for these workers. The first section of the report profiles the direct care workers and their access to insurance. The second section details the current policy approaches for providing healthcare coverage—from expanding Medicaid to increasing the number of employers who offer health insurance to statewide efforts to cover the whole population—looking at how each approach would affect direct care workers. The third section focuses on how advocates can advocate for their cause most effectively.

How to Use this Tool

Long-term care providers, long-term care and healthcare reform advocates and direct care workers can use the report to learn more about healthcare reform options and strategies and to advocate for health insurance for direct care workers.

Grantee

Iowa CareGivers Association, Iowa State Demonstration Project

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Nursing Home Administrator Survey: Report of Findings – 2004

Description

This report presents the findings from a survey of nursing home administrators to determine what types of information, tools or trainings administrators would find helpful in their efforts to recruit and retain direct care workers. They were asked about their relationships with certified nursing assistants (CNAs), ways to improve supervision and their perceptions of the CNAs' work environment. A total of 172 completed the survey.

The survey found:

- ◆ Less than half of the nursing home administrators were given an orientation to their job, though two-thirds felt an orientation is very important.
- ◆ Two-thirds of the administrators agreed that residents/patients treated CNAs with respect.
- ◆ One-third agreed that CNAs in their facility had high-quality training prior to coming to work in their facility.
- ◆ When asked about making it possible for CNAs to care for the same resident/patient every day, many administrators cited lack of time as a barrier to accomplishing this.
- ◆ The perceived lack of time was a barrier to helping staff members organize their work as a team, making sure CNAs receive the education/training they need and assuring that CNAs contribute their ideas to care plans.

The report also includes recommendations for the concerns the administrators raised.

How to Use this Tool

Provider associations, nursing home administrators and others can use the findings to learn what administrators need to develop stronger relationships with CNAs and build a stronger, more stable workforce.

Grantee

Iowa CareGivers Association, Iowa State Demonstration Project

How to Obtain this Tool

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Older Workers in Direct Care: A Labor Force Expansion Study

Description

This report lists the complete findings of the Better Jobs Better Care (BJBC) research study investigating the feasibility of engaging older workers in long-term care direct care work and long-term care employers' interest in hiring them.

The study was conducted with participants of Operation ABLE. Operation ABLEs recruit, train and place older, low-income job seekers. The research team conducted telephone interviews with 615 nursing home representatives, 410 home health agencies and 696 lower income job seekers 55 years and older, drawn from the seven states that house Operation ABLE programs (Ca., Ill., Mass., Md., Miss., Neb. and Vt.).

The study found:

- ◆ Older workers are interested in direct care work.
- ◆ Employers in nursing homes and home health agencies have very positive perceptions of mature workers.
- ◆ There are real and perceived deterrents to recruiting and hiring older workers.
- ◆ Frontline jobs in home health agencies are more conducive to the needs and interests of older workers
- ◆ Employers wanting to hire older workers should consider new avenues for recruiting.
- ◆ Frontline jobs of greatest interest to older workers such as activity aide, medication or feeding assistant, seem to be the least plentiful in nursing homes.
- ◆ Stereotypes about physical ability should not dissuade employers from looking at older workers for frontline work.
- ◆ Employment and training organizations can reduce technological barriers to employing mature workers in nursing homes and home health agencies.

Employers interested in hiring older workers could take advantage of federal dollars to help offset training costs. Two possible streams of federal funding are the Senior Community Service Employment Program (SCSEP) for low-income older adults and the Workforce Investment Boards located at the state and local levels.

How to Use this Tool

Long-term care employers can learn more about another possible recruitment pool of direct care workers and explore this avenue for their organization. They can also explore tapping into federal dollars for training workers.

Grantee

Operation ABLE of Michigan

How to Obtain this Tool

Visit SPEC Associates at www.specassociates.org.

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Fostering Supportive Learning Environments in Long-Term Care: The Case of WIN A STEP UP

Description

This paper describes the use of Coaching Supervision (see p. 15) , developed by PHI, in concert with a continuing education intervention for nursing assistants in nursing homes.

How to Use this Tool

This paper can be a resource for long-term care managers attempting to create supportive learning environments in their organization.

Grantee

University of North Carolina

How to Obtain this Tool

Morgan, J.C., Haviland, S.B., Woodside, M.A., Konrad, T.R. “Fostering Supportive Learning Environments in Long-Term Care: The Case of WIN A STEP UP” *Gerontology and Geriatrics Education* 28 (2): 55-77, 2007.

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Legislative Study of the Direct Care Workforce in Vermont

Description

The Legislative Study of the Direct Care Workforce in Vermont, funded by the Vermont Legislature, directed the Department of Disabilities, Aging, and Independent Living to gather information and develop informed policies and practices to address the workforce shortage. The research clearly showed that wages and benefits are central to attracting and retaining direct care workers and the people who do this work value their relationships with the people they care for and support, and have a deep commitment to helping and making a difference in others' lives.

The report's recommendations are to:

- ◆ Increase direct care worker wages
- ◆ Increase access to health insurance through group health plans
- ◆ Create accessible and affordable orientation, training, professional development for direct care workers and their employers
- ◆ Recruit direct care workers from new sources
- ◆ Continue support for the development and full implementation of the Direct Care Worker Registry
- ◆ Promote recruitment and retention through the use of evidenced-based tools and promising approaches
- ◆ Create standardized and portable career ladders for direct care workers
- ◆ Establish a workgroup responsible for developing protocols and methods for collecting needed direct care workforce data
- ◆ Establish a group that is charged with directing, implementing, and monitoring progress on the recommendations

How to Use this Tool

Many long-term care providers and policy makers can consider these recommendations when developing strategic plans to build and maintain a quality and stable direct care workforce in their own state. The recommendations can be a starting point for developing a plan of action.

Grantee

Community of Vermont Elders (COVE), Vermont State Demonstration Project

How to Obtain this Tool

Visit the Vermont Department of Disabilities, Aging, and Independent Living at www.dail.vermont.gov/dail-publications/publications-legis-studies/dcw-report-only.

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Vermont Adult Day Services: Emerging Best Practices in Recruitment and Retention of Direct Care Workers

Description

This report includes a national literature review and state field research of best practice issues in adult day services. The state field research was conducted using structured interviews with adult day program administrators, adult day program direct care workers, family members of program participants and adult day program participants.

The report highlights the practices in the adult day program workplace culture that contribute to the retention of direct care workers. It also includes findings on the effective recruitment strategies for direct care workers and the ways programs provide orientation for new workers. The report promotes best practices and can help providers “get the word out” about the value and benefits adult day programs provide for participants, family members and staff.

How to Use this Tool

Adult day programs can use this report to learn best practices for recruiting and retaining direct care workers. The report includes interview guides that can be used to collect data within their own state. The findings may be used to build legislative support for adult day services and awareness of adult day services in a state.

Grantee

Community of Vermont Elders (COVE), Vermont State Demonstration Project

How to Obtain this Tool

Visit www.bjbc.org.

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