

Quality Care through Quality Jobs

Φ GIH Breakout Session Φ

15 February 2007

1:45 p.m. – 3:30 p.m.

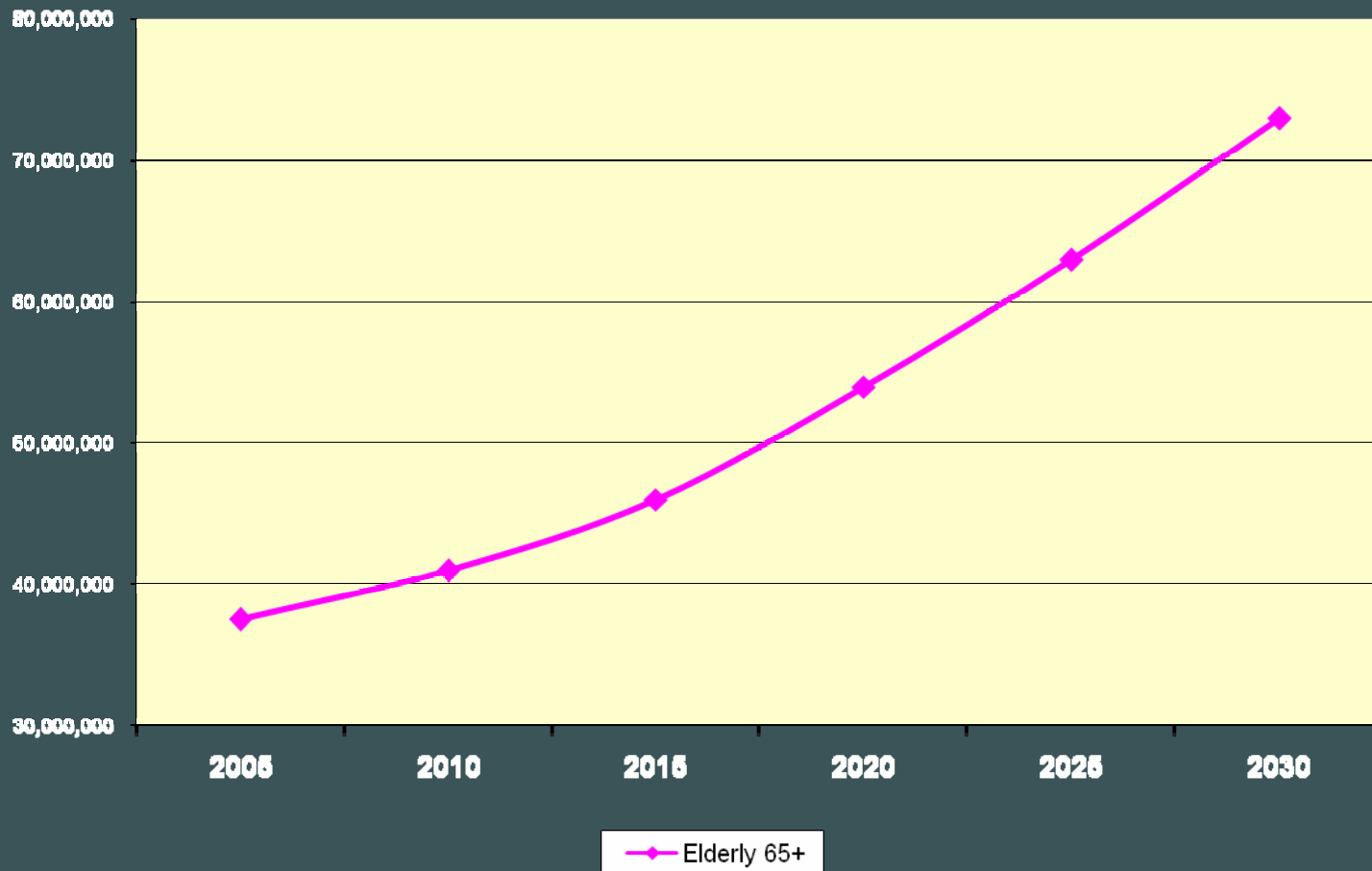
“Ordinary, even familial things happen here, though often unwitnessed. Wounds are healed, muscles strengthened, faces washed, and hands held. Each small movement is tiny in its fruition, huge in its absence.”

—Sallie Tisdale

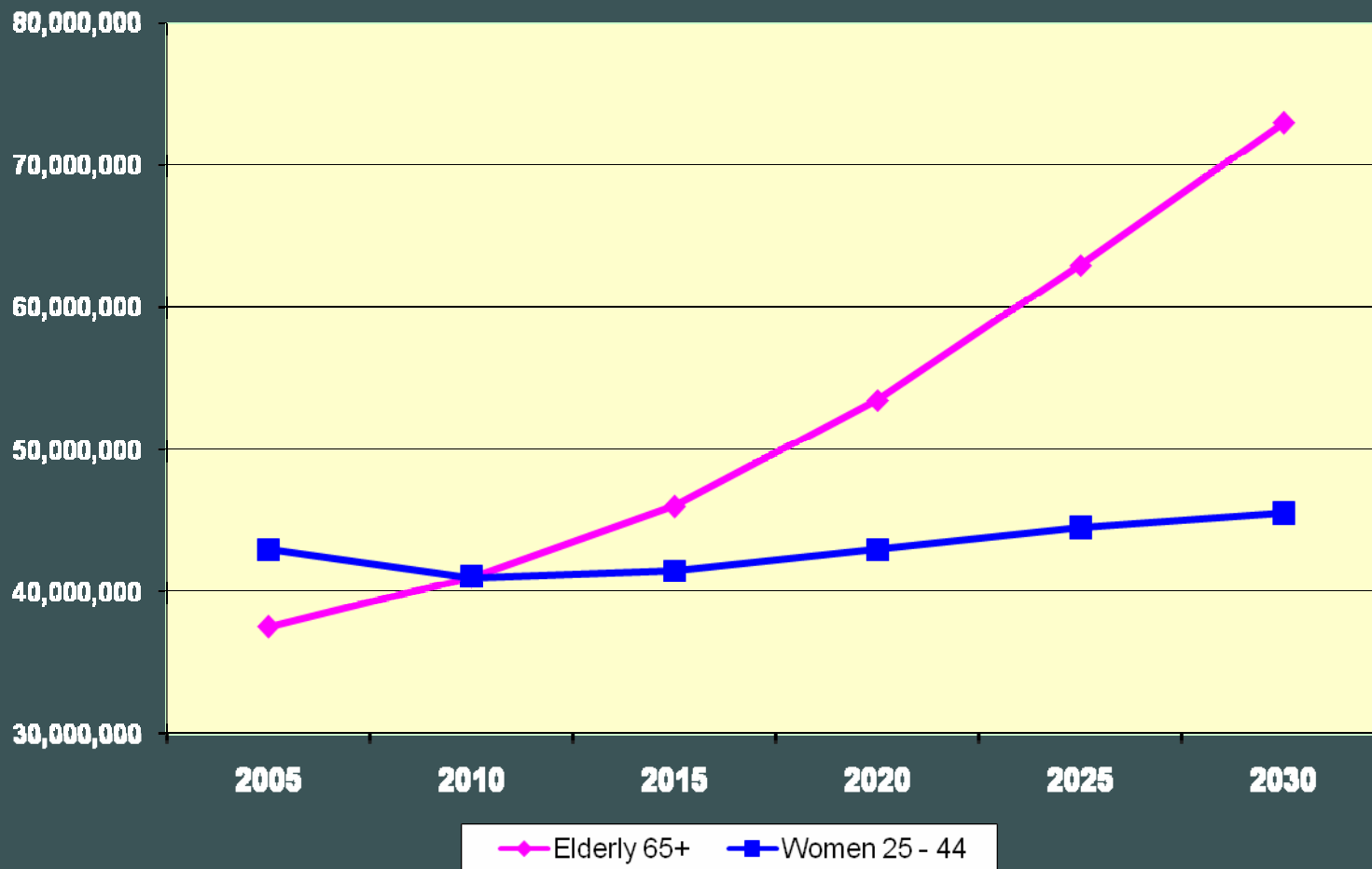
In order for **consumers** of long-term care to receive the **high-quality services and supports** they deserve...

...their direct-care **workers** must have **high-quality jobs**.

United States: The Elderly {2005 – 2030}



United States: The Care Gap {2005 – 2030}



- Grantmakers in Aging
- The Atlantic Philanthropies
- John A. Hartford Foundation
- Robert Wood Johnson Foundation
- Jacob and Valeria Langeloth Foundation
- Jessie B. Cox Charitable Trust
- Retirement Research Foundation
- Nathan Cummings Foundation
- Jane's Trust

Demand is increasing dramatically for home- and community-based care ...

...by 2014, one million new direct-care workers will be needed — two-thirds of them in home- and community-based care settings.

~ U.S. Bureau of Labor Statistics

Poor working conditions contribute to **significant turnover** among direct-care workers...

...between **40 to 60 percent annual turnover** in home-and community-based settings—even higher in nursing homes.

~ PHI / AHCA

More than **seven million adult children** are now the primary caregivers for their parents...

...and yet, between now and 2030, the population of **adults over 65** will grow at **three times** the rate of **family members** available to care for them.

~ Center on an Aging Society (2005)

Two-thirds of all home care workers **do not work full-time hours** year-round...

...and among all home care workers, **25 percent** live below the poverty line, and **2 in 5** do not have health coverage.

~ U.S. Government Accounting Office

Of 38 states polled, **nearly one-third do not require agencies to provide backup** aide services...

...of those, **very few specify backup standards**, such as minimum response times, or availability of 24-hour coverage.

~ 2005 PHI-AARP survey

Traditional Supervision: Five Steps

- Identify issues to be addressed.
- Explain the rules clearly.
- Explain the consequences of breaking the rules.
- Offer possible solutions to the problem.
- Request or direct the worker to comply with work rules.

Coaching Supervision:

A **relational** approach to managing and supporting direct-care workers to develop **problem-solving skills...**

...helping workers to think critically, prioritize, and communicate effectively.

Coaching Supervision

- Create a relationship with the worker.
- Clearly present the problem.
- Gather information about the worker's perspective.
- Engage in problem-solving with the worker.
- Help the worker commit to action steps.

Successful Coaching requires...

- **Belief** in a worker's capacity to succeed on the job.
- **Time** to reflect and meet individually with workers.
- **Skills**—in active listening, self-management, self-awareness, and presenting the problem.

Benefits of Coaching Supervision...

- Enhances staff retention
- Defuses conflict
- Improves problem-solving
- Improves the likelihood that the needs of both the worker and the consumer client will be met

PHI's Northern New England LEADS Institute:

Map of Activities



Key:

- H** Home Health Agency
- N** Nursing Home



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