


PHI QUALITY CARE THROUGH QUALITY JOBS

Quality Care Through Quality Jobs

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 PHI

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Quality Care Through Quality Jobs


PHI

Quality Care Through Quality Jobs

- Work with employers, policymakers, and other stakeholders across the care continuum to support direct care workers to deliver person-centered care.
- 25 years, 360-degree perspective
- **#60CaregiverIssues**




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The Heart of Quality Care

Caring, committed relationships between direct care workers and the people they care for are at the heart of quality care.



We are driven by the desire to create fundamentally new systems of care that honor that principle


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Paired Conversations

What is the #1 workforce challenge for your Organization?




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Facts and Trends

Key Facts about the Direct Care Workforce

- **4.5 million** nursing assistants, home health aides and personal care aides care for over 8 million older Americans and people living with disabilities
- Direct care is creating **more new jobs** in our economy than any other single occupation.




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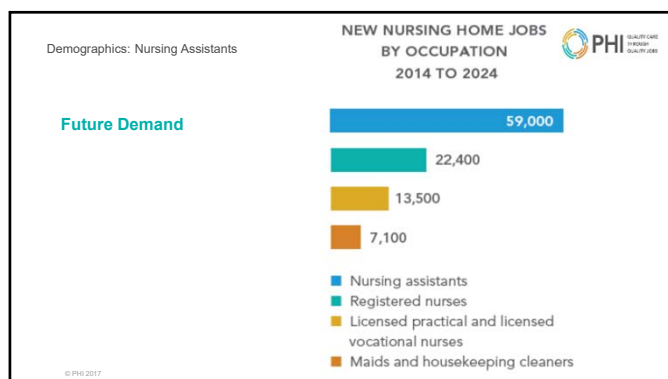
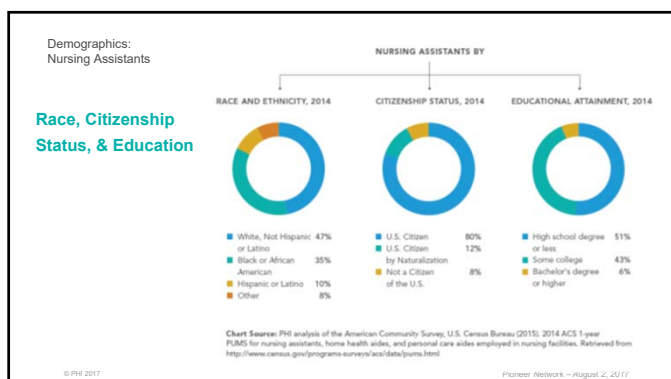
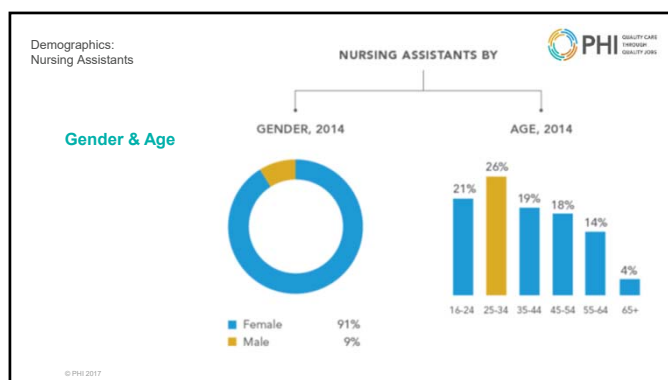
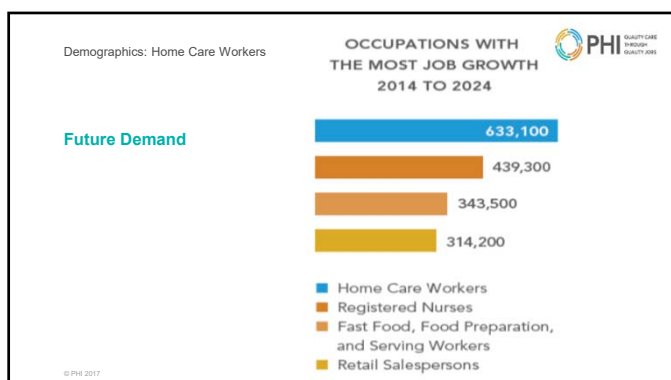
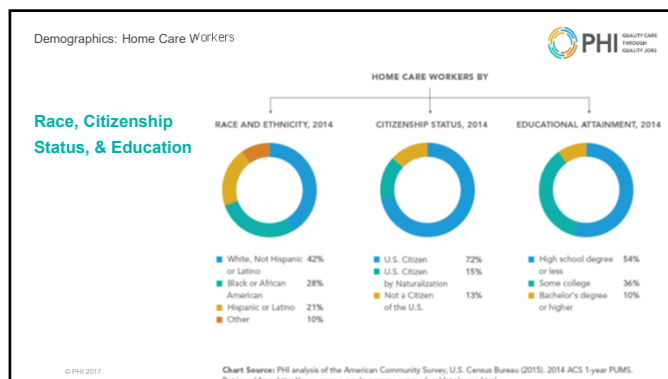
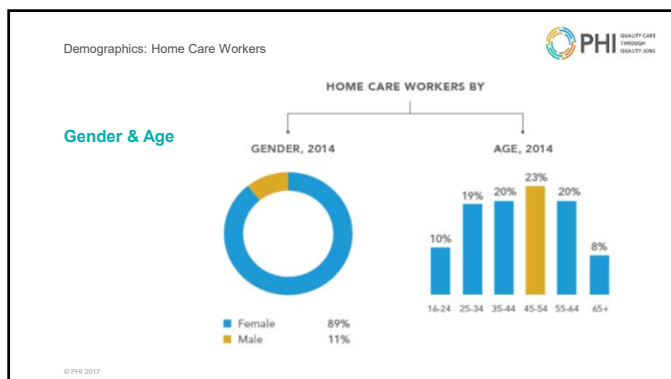
Facts and Trends

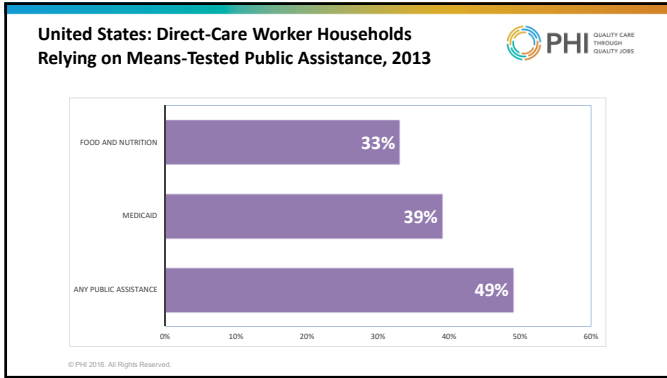
Key Facts about the Direct Care Workforce

- The **fastest growth is among home care aides** who provide support in private homes and other community-based settings.
- Home care aides **earn on average \$10 per hour**, with annual incomes averaging \$13,300. Nursing assistants don't do much better, averaging less than \$12 per hour.
- Low wages, insufficient training, and lack of advancement opportunities are leading to a caregiver shortage: **more people are leaving these jobs than entering the field.**



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9 Essential Elements of Quality Jobs

- Compensation**
 - Family sustaining Wages
 - Affordable health insurance
 - Full time hours/balanced workload
- Opportunity**
 - Excellent training
 - Participation in decision making
 - Career Advancement
- Support**
 - Linkages to services
 - Supervision
 - Relationships

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Tips for Recruitment and Retention

The Role of Supervisors in Recruitment and Retention

WHY PEOPLE CHANGE JOBS

75% of workers who voluntarily left their jobs did so because of their bosses and not the position itself.

“People don’t quit jobs, they quit bosses.”

Source: <http://www.g Gallup.com/business/2013/09/24/turning-supervisors-into-employees.aspx>

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Coaching Supervision

- The **PHI Coaching Approach to Supervision®** is a relational approach to managing and supporting staff members and teams that helps them to develop their own interpersonal and problem-solving skills
 - i.e., the ability to *Think Critically, Prioritize, Make Decisions, Problem Solve* and *Communicate Effectively*


<https://www.youtube.com/watch?v=iSLkQH3RwWY&t=5s>

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Traditional vs. Coaching Supervision

Traditional	Coaching
<ul style="list-style-type: none"> Identify the issue to be addressed Explain the rules clearly Explain consequences of breaking rules Offer possible solutions Request compliance 	<ul style="list-style-type: none"> Establish relationship with the worker Clearly present the problem Gather information on the worker’s perspective Engage worker in problem solving Help the worker commit to action steps

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Benefits of Coaching Supervision


- Improved relationships between workers and supervisors
- Improved employee satisfaction
- Improved retention
- Improved care outcomes
- Supervisors spend less time managing problems and complaints

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Recruitment and Retention – Let’s Get Serious

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Tips for Recruitment and Retention  PHI QUALITY CARE THROUGH QUALITY JOBS

Failure to take time in the recruitment process results in:

- Turnover
- Consumer dissatisfaction
- Low moral
- “Always enough time to do it over, Never enough time to do it right”




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Panic Hiring



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Top Drivers of Employee Satisfaction...



- ✓ Wages and Benefits
- ✓ Job Demands (measured by ratio of nursing assistant hours per resident day)
- ✓ Feeling respected
- ✓ Feeling Valued
- ✓ Relationship with Supervisor

<http://gerontologist.oxfordjournals.org/content/49/5/611.Jong>


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And another thing...

Top Drivers of Nurse Engagement

This organization provides high-quality care and service




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Quick Wins

- ✓ Build involvement/workgroup
- ✓ Learn what attracted your staff
- ✓ Get curious about why people stay
- ✓ Get curious about why people leave
- ✓ Build on what works by doing more of it
- ✓ Elicit your staff's creativity and stay open to their suggestions



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Critical Qualifications



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Tips for Recruitment and Retention

Six Steps to Set the Stage for Success



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Tips for Recruitment and Retention

Use Values Based Interview Questions

<p>Typical Interview</p> <ul style="list-style-type: none"> • Tell me about why you want to be a DCW • What hours/shifts are you available? • What training have you had? • Do you have a reliable method of transportation? 	<p>Values Based Interview</p> <ul style="list-style-type: none"> • Describe an experience in your life that has led you to care about elders. • Tell me about a time you disagreed with a coworker or supervisor. How did you handle it? • Describe a situation in the past where you exhibited professionalism in your work.
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Your Turn - Interview Time

- Describe an experience in your life that has led you to care about elders.
- Tell me about a time you disagreed with a coworker or supervisor. How did you handle it?
- Describe a situation in the past where you exhibited professionalism in your work.

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Involve Everyone!!

- Give all staff recruiting business cards that they can put their name on.
- If you hire someone that brings in that employee's business card, they get a bonus or gift card.




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Peer to Peer Interviews



- Train representatives from each department to conduct peer interviews
- Peer recommendation, plus department head/HR approval = job offer



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Resident Interview




Train resident representatives to participate in interview process

May or may not be part of resident council functions



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Improve Your Candidate Pool




- ✓ Invest time in developing relationships with high school, vo-tech and college placement offices, recruiters and workforce development centers.
- ✓ Be active at industry conferences where you can attract candidates.
- ✓ Watch the online job boards for potential candidates who may have resumes online even if they're not currently looking.
- ✓ Use professional association websites and magazines to advertise for professional staff.
- ✓ Offer internships to college bound students, and clinical experiences to students
- ✓ LinkedIn, Indeed.com etc.

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Onboarding for Success



- ✓ Peer Mentoring critical for first 90 days
- ✓ Ensure orientation is person centered and reflects your organization's values
- ✓ Give frequent feedback
- ✓ Avoid "throwing the employee in" at all costs



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Peer Mentoring: Compensation, Opportunity and Support




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What was it like to be new?




Paired discussion

What do new staff tell you about their experience of being new?



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Why Mentoring

Types of Issues Mentees Presented to Mentors:

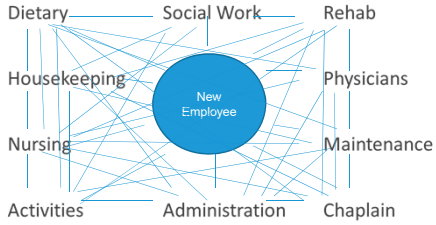
- Working relationships
- Relieving Stress/Burnout
- Care
- Working Conditions
- Communication

http://phinational.org/sites/phinational.org/files/clearinghouse/WA_Preliminary_Peer_Mentor_Program_Analysis.pdf


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Relationships Matter!




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PHI Peer Mentoring Program

- ✓ New employee is paired with experienced mentor
- ✓ Mentor builds immediate and ongoing relationship
- ✓ Provides support, guidance, and sense of safety
- ✓ Improves retention by as much as 50%

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Mentoring Do's and Don't!

DO	DON'T
✓ Openly post position	x Hand pick mentors
✓ Provide mentor training	x Assume experience is adequate prep for role
✓ Provide mentors support	x Underestimate program supports
✓ Give pay increase	x Expect to "do more for same pay"
✓ Mentor on assignment employee will have	x Teach employee on mentor's assignment

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Specialty Positions – Opportunities for Career Advancement

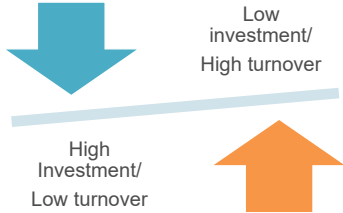
- Memory Support Specialist
- Palliative Care Specialist
- Restorative aide
- Peer Mentors
- Other Opportunities for Advancement – Blended Roles in Households



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Essential Element Opportunity: Education and Training



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Essential Element: Compensation



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This is a national challenge

If we keep doing what we have always done, we will keep getting what we have always got!



And Person-Directed Living will not be achieved!

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AMERICA HAS A CAREGIVING CRISIS.
JOIN PHI AS WE LOOK FOR ANSWERS.



60CaregiverIssues.org | [#60CaregiverIssues](https://twitter.com/60CaregiverIssues)



Questions?

Let's talk –
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