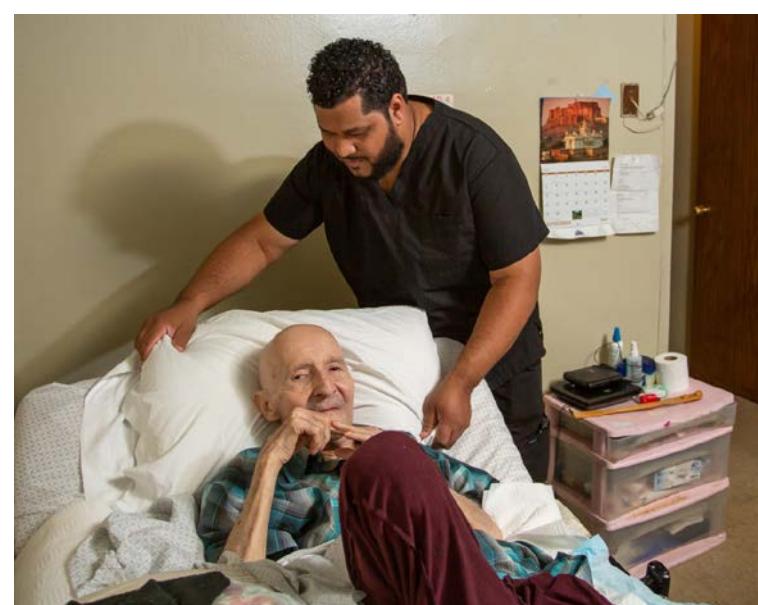
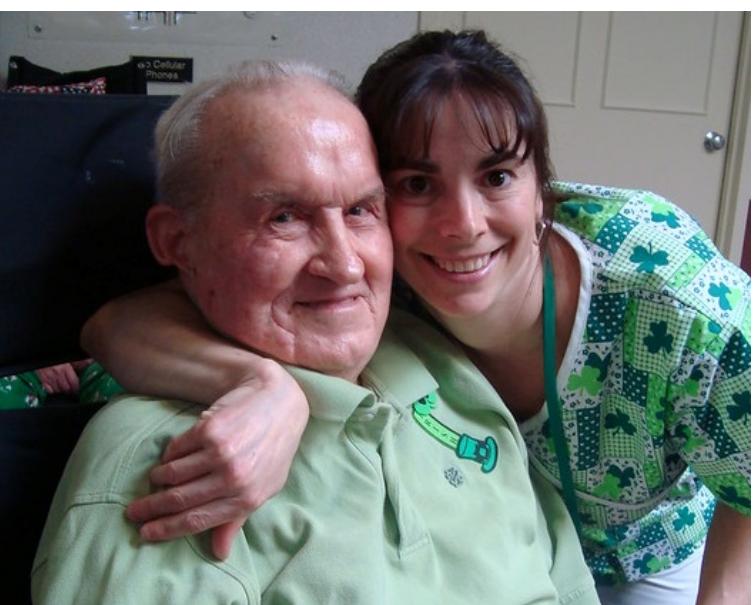


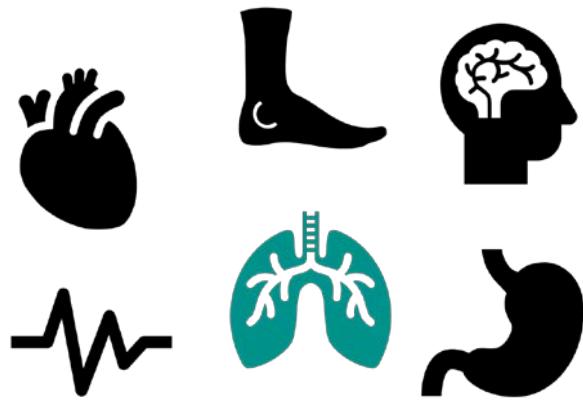
DEVELOPING THE WORKFORCE FOR COMMUNITY-BASED CARE:

Maximizing the Role of the Home Care Worker

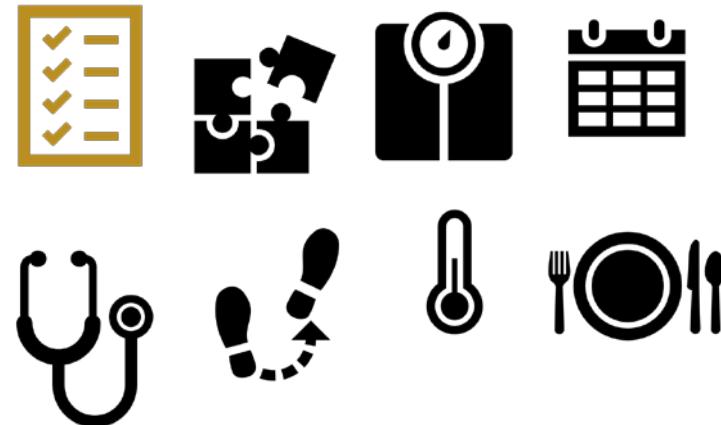




Clinical knowledge



Symptom prevention and management



Support with Activities of Daily Living



Home care is not low-skill work



Ensuring safety and security



Physical and emotional strength



Communication and problem-solving

Clinical knowledge

**Symptom prevention
and management**

**Support with Activities of
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Home care is not low-skill work

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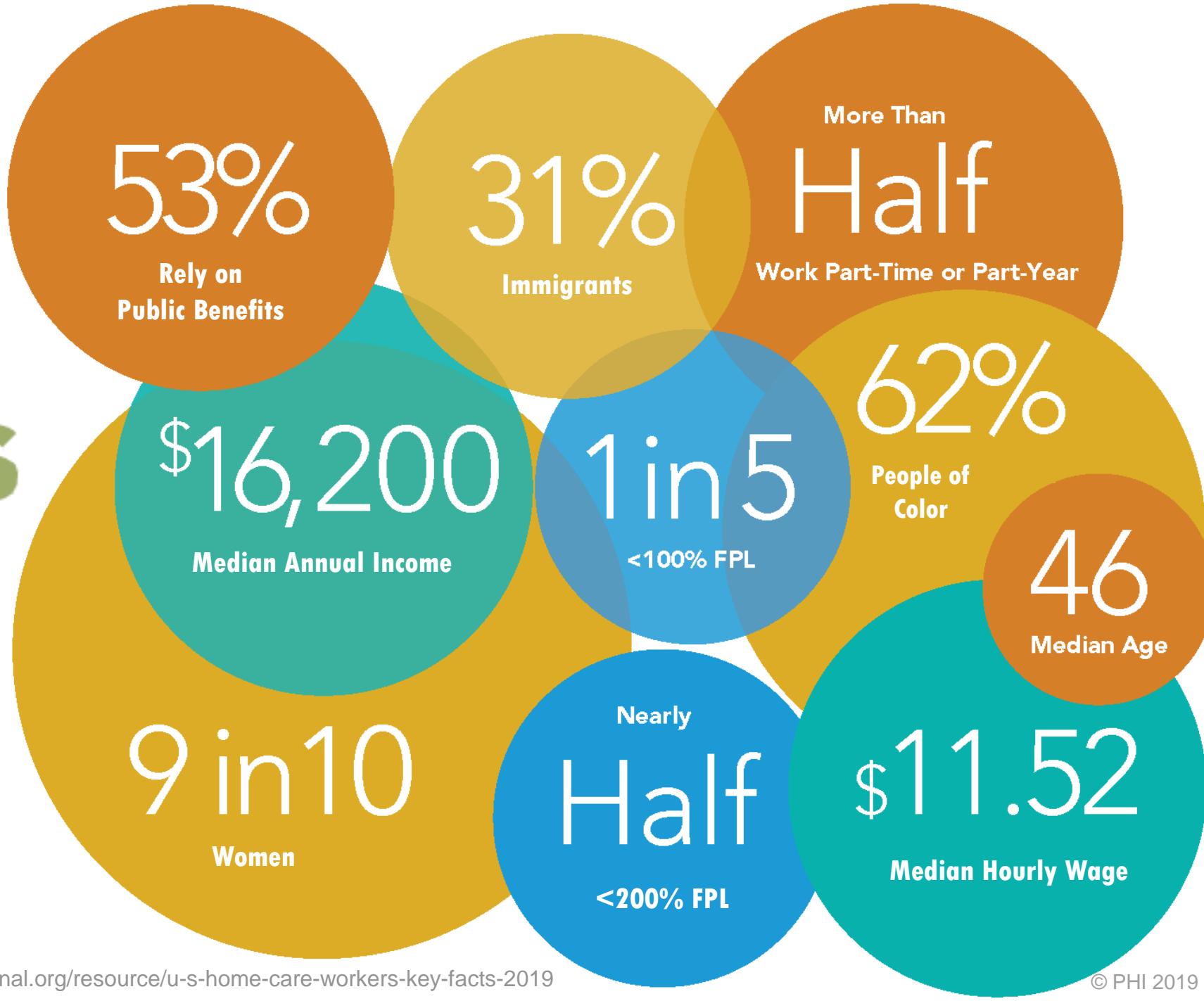
Problems facing workers

Job Quality

- Low wages
- Inconsistent, largely part-time hours
- Lack of benefits
- Outdated, insufficient, and poorly enforced training
- Disrespect and isolation



Home Care Workers at a Glance



“I love my job, but I need to get paid for it. I’ve got to take care of my family. If you’re working hard six to seven days a week and then you can’t cover your bills, why are you working?”

- FARAH, Home Health Aide

Problems facing workers → problems facing sector

Access to and quality of care

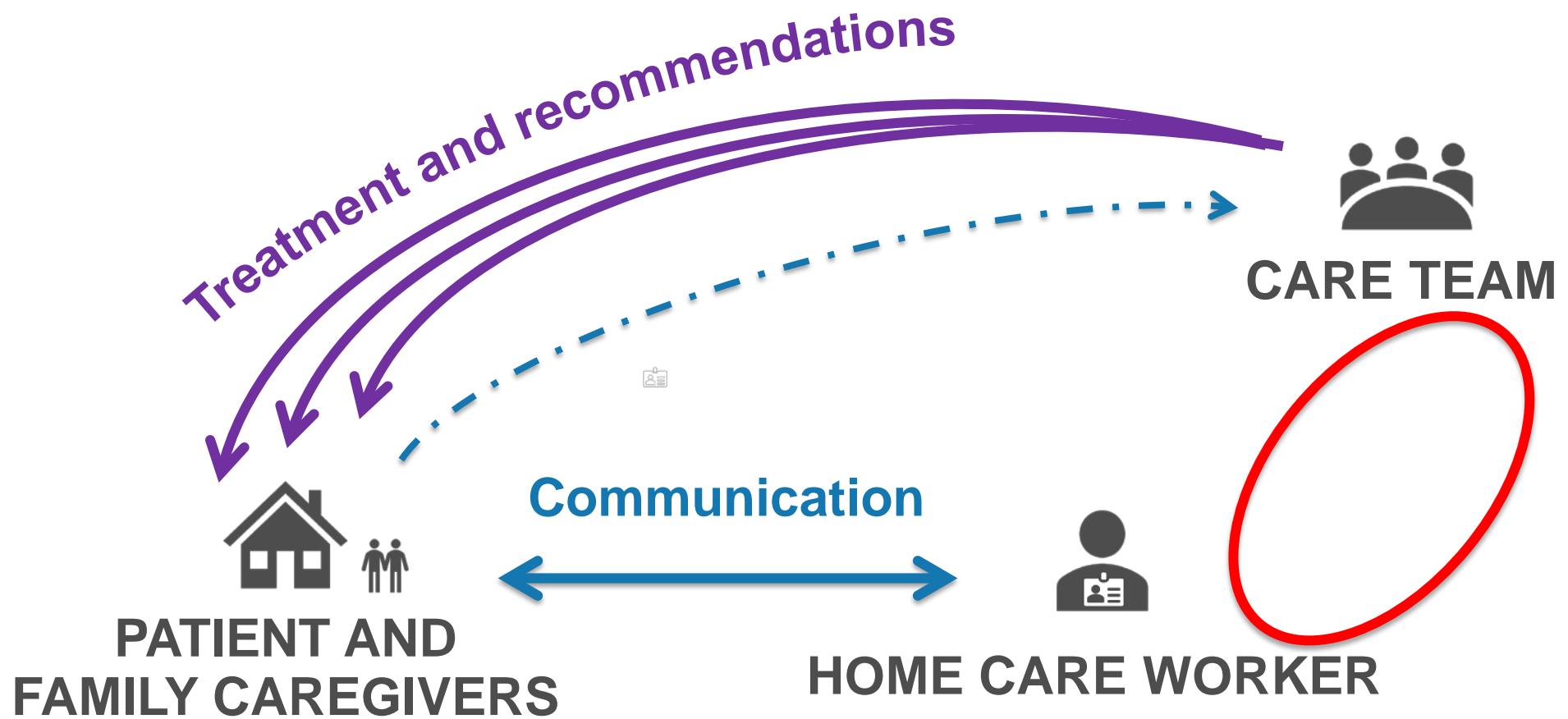
- Recruitment challenges
- 82% turnover nationally
- Underprepared workers
- Disconnected from health care and social service delivery systems





MAXIMIZING THE ROLE







PATIENT AND
FAMILY CAREGIVERS



UPSKILLED
HOME CARE WORKER



CARE TEAM

CLINICAL

- Conditions and risk factors
- Patient care plan
- Transitions of care
- Health-promoting behaviors

SOCIAL/ENVIRONMENTAL

- Stressors in the home
- Social connection
- Resource scarcity and other structural barriers
- Available community supports

OBSERVE, RECORD, REPORT

OBSERVE, RECORD, REPORT

- Maintain optimal patient health in home or community setting
- Reduce avoidable admissions to hospital or ED

Upskilling through additional/enhanced training to perform tasks within the worker's existing scope of practice

- Clinical knowledge
- Communication and collaborative problem-solving skills
- Care team participation skills
- Social determinants of health knowledge
- Observe, record, and report skills

“When we've got to report something, we call the office and basically leave a message. Most of the time they won't reply back. They'll tell you that somebody's going to call you back, and then you're waiting and waiting.”

- RICARDO, Home Health Aide

Workflow innovations create new (or amend existing) communication pathways to transmit home care workers' observations to other care team members

- Regular, structured reporting *and* free-form communication
- Can be phone-based or introduce new technology
- Opportunities for advanced home care roles
- **Requires training of care team members to listen to and value home care workers' observations**



HOME CARE WORKER UPSKILLING + CARE TEAM INTEGRATION PILOTS

2012 | **Enhanced Home Care Pilot Program** | CA, St. John's Well Child and Family Center

97 home care workers, 97 patients

- 53% reduction in ED visits
- 38% reduction in unhealthy days
- 13% increase in patient satisfaction
- 58% reduction in hospital visits
- 40% improvement in medication compliance

2012-15 | **Care Team Integration of the Home-Based Workforce** | CA, CLTCEC

6,000 consumer-directed home care workers, 6,000 consumers

- 41% reduction in repeat ED admission
- Savings up to \$12,000 per consumer
- 43% decline in rate of rehospitalization
- 86% consumers more satisfied with care

2014-16 | **Care Connections Project** / NY, PHI

8 advanced aides, 800 home health aides, 1,400 patients

- 24% reduction in ED admission
- 22% improved communication
- 50% reduction in family caregiver strain
- Increased reporting and job satisfaction

Additional Demonstrations

- Build project infrastructure around the belief that the home care worker is a member of the patient care team
- Evaluate worker retention and patient outcomes to build the business case for investing in home care workers
- Share results with the field — targeting payors — and leverage successes to cultivate support for larger-scale studies

Policy Recommendations

- Increase funding for home care services overall, with targeted pass-through dollars for wages and other job quality improvements
- Target pass-through dollars for training in Medicaid home care service reimbursement rates
- State and federal funding for upskilling, advanced role, and care team integration demonstrations
 - Direct Creation, Advancement, and Retention of Employment (CARE) Opportunity Act (H.R. 4397), introduced in September 2019

Policy Recommendations

- Training standards that emphasize competency development and reflect the needs of today's long-term care patient
- State-level incentives for, and recognition of, home care credentials that are stackable and portable
- Stronger public narratives around home care and its impact for patients, families, workers, and the economy



“The role of the home health aide should be considered just as important as any other role. We are a part of the patient’s health care team.”

- MARISOL, Care Connections
Senior Aide



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