

# DEVELOPING THE WORKFORCE FOR COMMUNITY-BASED CARE:

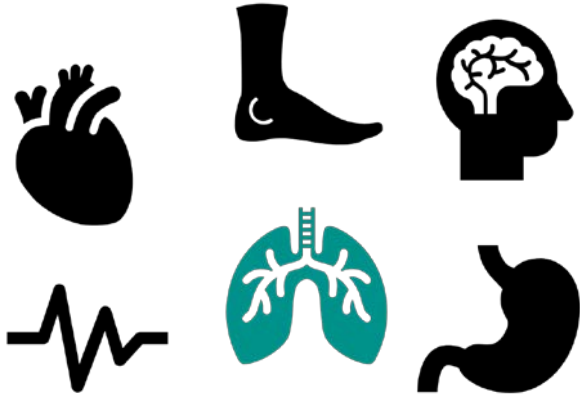
## Maximizing the Role of the Home Care Worker



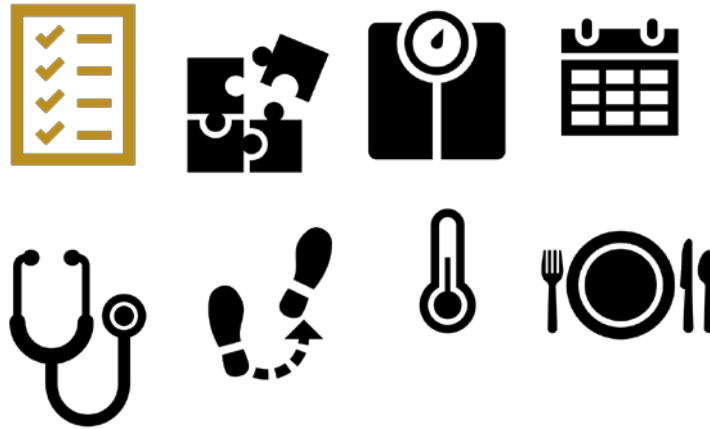


# HOME CARE WORK

## 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  
Daily Living**

**Home care is not low-skill work**

**Ensuring safety and security**

**Physical and emotional strength**

**Communication and  
problem-solving**

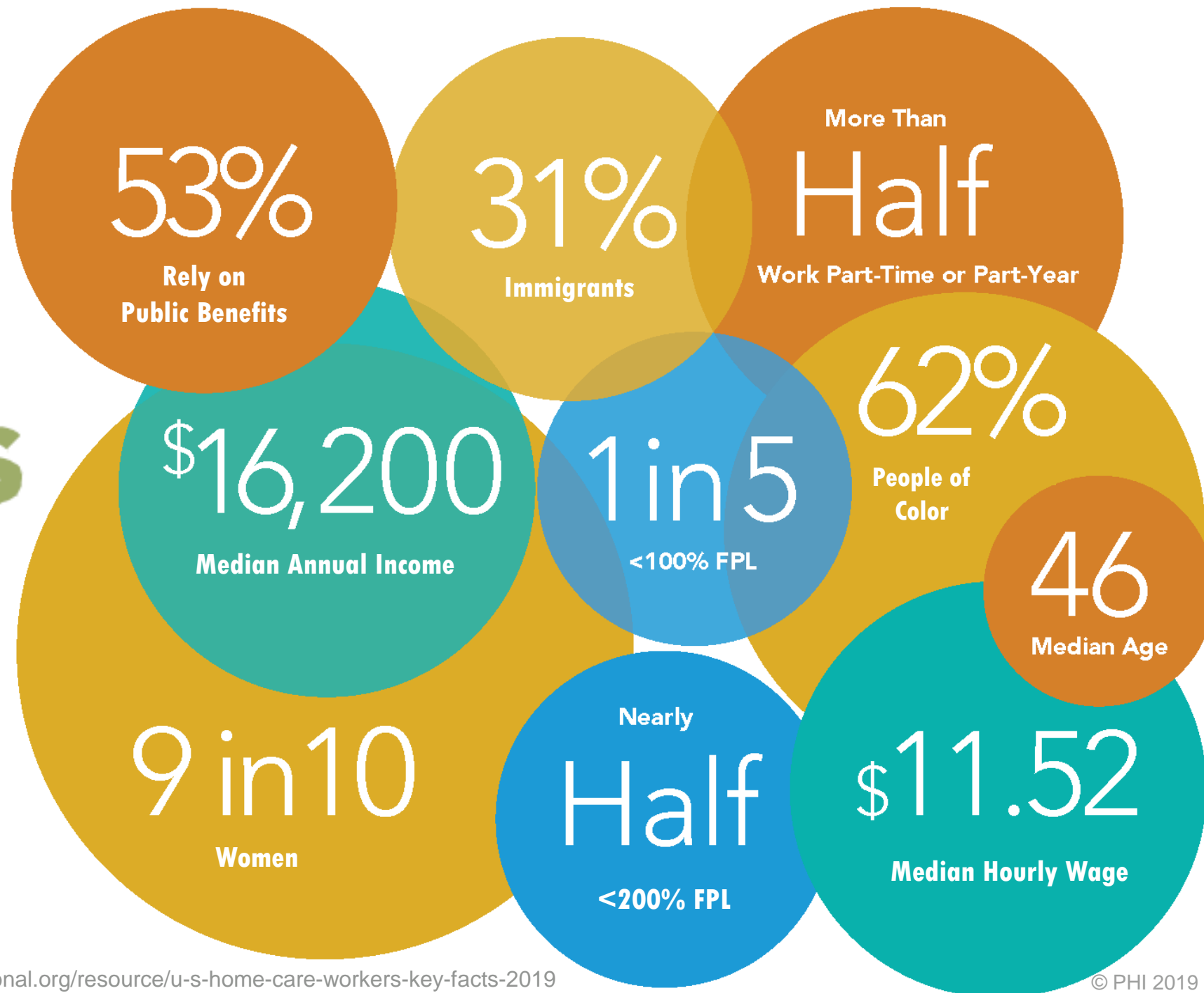
# Problems facing workers

## *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- Outdated, insufficient, and poorly enforced training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

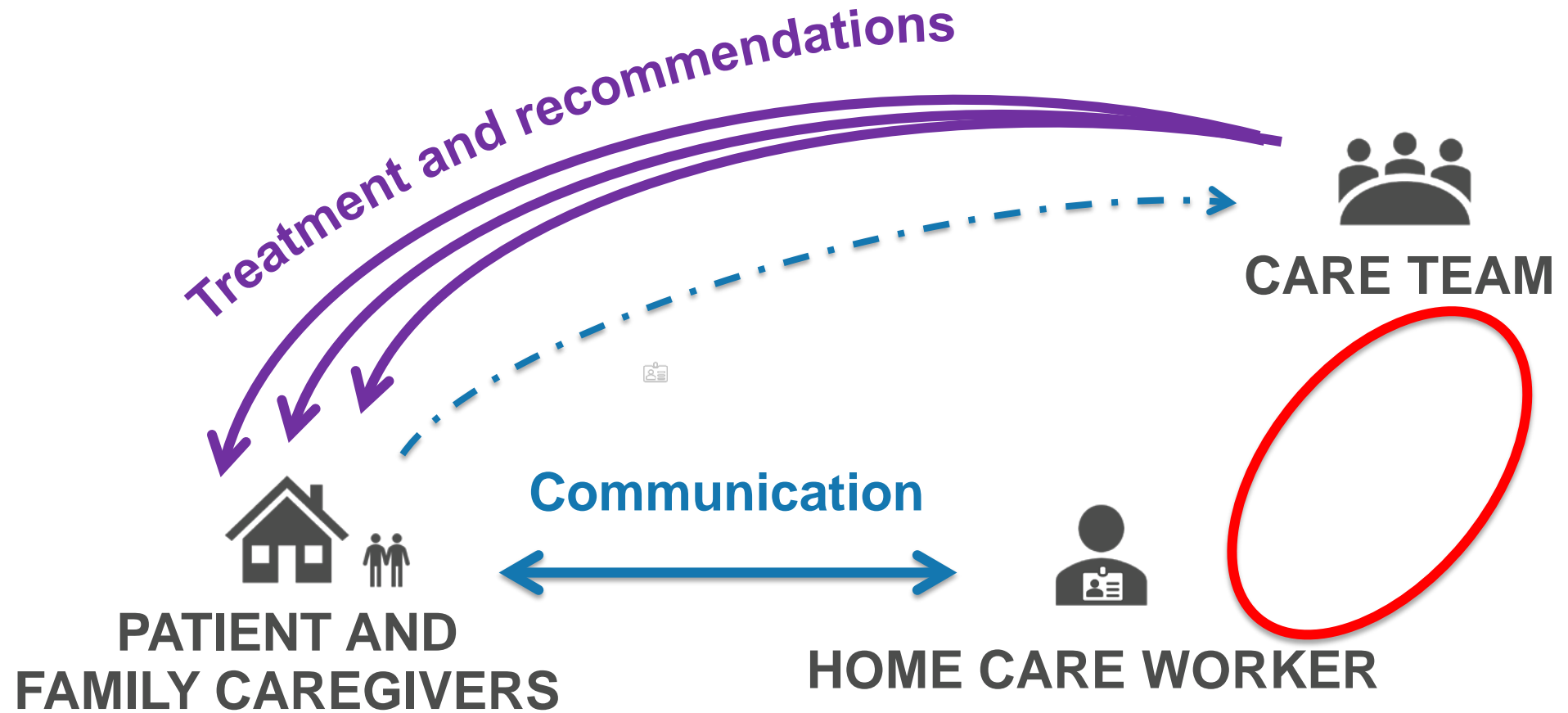
## *Access to and quality of care*

- 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

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

OBSERVE, RECORD, REPORT

**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**



# BUILDING THE FIELD



# 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

SEIU. *Innovations in Home Care: St. John's Enhanced Home Care Pilot Program*. 2017. [phinational.org/wp-content/uploads/2017/07/stjohnsreport.pdf](http://phinational.org/wp-content/uploads/2017/07/stjohnsreport.pdf)

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# 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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