

Training Direct Care Workers: Continuing Education

What we learned...	What it means to you...
<p>Nursing assistants with higher job satisfaction were satisfied with the quality of their continuing education. About half (55 percent) reported that they received helpful continuing education. (Benjamin Rose)</p>	<p>Based on workers' suggestions, continuing education should:</p> <ul style="list-style-type: none"> ◆ Be provided frequently ◆ Be provided during a variety of times of day and days of the week to accommodate all workers ◆ Include communication training ◆ Address teamwork
<p>The majority of nursing assistants (94 percent) said they want to receive continuing education through interactive sessions with other workers. Eighty percent also want printed material to read on their own; 74 percent like to watch videos; and 54 percent would use the computer.</p> <p>More workers preferred to learn in frequent shorter sessions (73 percent) than full-day sessions (26 percent). (Benjamin Rose)</p>	<p>Training should be provided in frequent, short, interactive sessions.</p> <p>Direct care workers should be provided with written material and opportunities to learn online and through videos.</p>
<p>The WIN A STEP UP continuing education program for nursing assistants led to improved quality of care for residents, modest reductions in turnover rates, improved job performance and improved quality of teamwork. (UNC)</p>	<p>When considering new training initiatives, include the key features for success:</p> <ul style="list-style-type: none"> ◆ A curriculum focused on clinical and interpersonal skills ◆ Training provided on-site in small interactive groups ◆ A requirement that participating nursing assistants remain with the employer for a specified time period ◆ A requirement that the employer commit workers' time and provide workers with bonuses and wage increases
<p>Staffing shortages and time constraints made it difficult for nursing assistants to participate in training. (Benjamin Rose and UNC)</p>	<p>Provide training opportunities on all shifts and on different days of the week to include more workers.</p>
<p>Management instability (turnover among management) undermined the sustainability of a training program. (UNC)</p>	<p>Interventions need to focus on management stability first. Otherwise, you are setting your organization up for failure.</p>
<p>Factors that helped WIN A STEP UP succeed included:</p> <ul style="list-style-type: none"> ◆ Management commitment ◆ Staff development coordinators who served as a bridge between nursing assistants and supervisors and helped recognize problems early in process <p>(UNC)</p>	<p>When planning workforce development programs, make sure there is:</p> <ul style="list-style-type: none"> ◆ Management commitment (time, financial) ◆ A coordinator to oversee the program, bridge gaps between assistants and supervisors and identify and intervene when problems occur