

Resource Guides

Getting Ready: Focusing on Cultural Competence in Long-Term Care Organizations

Description

This guide assists long-term care providers in addressing the cultural competence issues in their organization. Based on the results of a cultural competence research study, the guide includes:

- ◆ The learning from an assessment of the cultural competence issues faced by ten nursing homes and the subsequent interventions designed to help the homes address these issues
- ◆ Discussions on what diversity, culture and culture competence means and how these factors can influence the experience of residents/clients and those who care for them
- ◆ The importance of assessing staff's attitudes, behaviors and policies towards diversity and their readiness to change

How to Use This Tool

Long-term care organizations can use this resource to guide them on the process of assessing their staff's concerns and attitudes, perceptions and behaviors around cultural competency issues between staff, between staff and managers and between staff and residents.

Grantee

Boston University

How to Obtain this Tool

Visit www.bjbc.org.

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Case Study Analysis of the Retention Specialist Program

Description

In the retention specialist program, a current staff person is trained in retention strategies and provides the expertise and ongoing support to systematically address problems of low job satisfaction and resulting turnover.

The case study analysis plan measures the success of the program's implementation in the following areas:

- ◆ Activities (e.g., career ladders, peer mentoring, etc.)
- ◆ Communication skills
- ◆ Changes in management
- ◆ Use of the community resource kiosk
- ◆ Peer interviewing of potential certified nursing assistants
- ◆ Expanded orientation activities
- ◆ Focus on certified nursing assistant respect and recognition
- ◆ Facility/environment factors affecting outcome
- ◆ Overall success of the project, perception of challenge to administer and the overall perceived effect on the facility

The plan rates the success from the perspective of the administrator, the retention specialist and the independent reviewer of the program.

How to Use this Tool

Reviewers of the retention specialist program can use the analysis plan to assess the activities. Long-term care providers who are interested in implementing a similar program can use the plan as a template to measure the success of their program.

Grantee

Cornell University, Cornell Institute for Translational Research on Aging

How to Obtain this Tool

Visit www.bjbc.org.

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The Retention Toolkit

Description

The retention toolkit is an online manual containing descriptions and links to evidence-based retention strategies for long-term care staff. These strategies were used in a two-day training for the retention specialist program. The manual provides detailed descriptions of each strategy. The list of evidenced-based retention strategies includes:

- ◆ Peer-mentoring
- ◆ Career ladders
- ◆ Supervisor training
- ◆ Communication skills
- ◆ Work/family balance
- ◆ Leadership development
- ◆ Empathy for direct care workers

It also links to other sites maintained by organizations dedicated to the retention of direct care workers.

How to Use this Tool

Providers can access the Web site to find evidence-based retention strategies.

Grantee

Cornell University, Cornell Institute for Translational Research on Aging

How to Obtain this Tool

Visit the Cornell Institute for Translational Research on Aging at www.citra.org.

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Real People, Real Stories: The Uninsured and Underinsured in Iowa

Description

In this eight-minute video, three direct care workers share the difficulties they face due to their lack of or inadequate healthcare coverage. The workers share how their healthcare coverage crisis has impacted their work, their lives and their families, caused them to leave the jobs they loved or go bankrupt because of their overwhelming medical bills.

How to Use this Tool

This video can be used to raise awareness and educate employers, policy makers and the community about the hardships faced by workers who cannot get the care they provide to others.

Grantee

Iowa CareGivers Association, Iowa State Demonstration Project

How to Obtain this Tool

The video can be viewed online at the Health for Health Care Workers Web site www.hchcw.org and at the Health for Health Care Workers Web site, <http://hchcw.org/?s=%22Real+Stories%22>.

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North Carolina New Organizational Vision Award (NC NOVA) Provider Information Manual

Description

This is a manual for providers interested in applying for the NC NOVA special licensure designation for workforce improvement. NC NOVA is a special license, awarded by the North Carolina Division of Facilities Services, to nursing homes, adult care homes and home care agencies that meet new voluntary higher standards for workplace culture. The manual contains background information on the development of NC NOVA, detailed descriptions and information about the four domains (supportive workplaces, training, career development and balanced workloads), and the criteria and evidence needed to receive the license and the expected outcomes. The manual also provides information about the application and review process.

How to Use this Tool

North Carolina providers across the long-term care spectrum interested in or seeking NC NOVA special licensure designation can use the information manual as a resource document. Long-term care providers, advocacy organizations, consumers and other groups interested in developing a special licensure program such as NC NOVA can use this document as a model.

Grantee

North Carolina Foundation for Advanced Health Programs, North Carolina State Demonstration Project

How to Obtain this Tool

Visit www.ncnova.org.

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North Carolina New Organizational Vision Award (NC NOVA) Application Document

Description

The NC NOVA is a special state licensure designation that rewards providers who have implemented practices that have improved their workforce. Providers must meet the criteria and activities within four direct care worker enhancement domains. The application document is divided into the four domains – supportive workplaces, training, career development and balanced workloads—and includes the components of each domain and the activities required to demonstrate achievement in each area. Applicants must provide the evidence that their organization is engaged in the domain activities on the application.

How to Use this Tool

Eligible organizations seeking NC NOVA designation can use the document to apply for the special licensure designation. Advocacy organizations, consumers and other groups interested in developing a special licensure program such as NC NOVA can use the document as a template to develop a similar application.

Grantee

North Carolina Foundation for Advanced Health Programs, North Carolina State Demonstration Project

How to Obtain this Tool

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North Carolina New Organizational Vision Award (NC NOVA) Provider Brochure

Description

The NC NOVA provider brochure is designed to inform and educate providers about the value of the special license designation for workforce improvement. The brochure includes information about NC NOVA and how it was created, the required steps for providers to receive the designation, the benefits and value of the NC NOVA designation and a contact for more information.

How to Use this Tool

Advocacy organizations, consumers and other groups interested in developing a special licensure program such as NC NOVA can use this document as a template to develop a similar brochure geared toward providers.

Grantee

North Carolina Foundation for Advanced Health Programs, North Carolina State Demonstration Project

How to Obtain This Tool

Visit www.ncnova.org.

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North Carolina New Organizational Vision Award (NC NOVA) Consumer Brochure

Description

The NC NOVA consumer brochure is designed to inform and educate the public about the value of the special license designation for workforce improvement. It explains how providers who receive the NC NOVA special license have met higher workforce standards. The brochure includes information about NC NOVA and how it was created, the review process for providers to receive the designation, the value and meaning of NC NOVA and a contact for more information.

How to Use this Tool

NC NOVA designees can use the document as a marketing tool for consumers. Advocacy organizations, consumers and other groups interested in developing a special licensure program such as NC NOVA can use this document as a template to develop a similar brochure geared toward consumers.

Grantee

North Carolina Foundation for Advanced Health Programs, North Carolina State Demonstration Project

How to Obtain This Tool

Visit www.ncnova.org.

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North Carolina New Organizational Vision Award (NC NOVA) Consumer Fact Sheet

Description

The NC NOVA consumer fact sheet provides information about the value of NC NOVA, the special license designation for workforce empowerment. It describes NC NOVA, explains why and how it was created, includes information about direct care workers and workplace culture, explains the value of NC NOVA and its supporters and offers a contact for more information.

How to Use this Tool

NC NOVA designees can use the document to inform consumers about this program. Advocacy organizations, consumers and other groups interested in developing a special licensure program such as NC NOVA can use the document as a template to develop a similar fact sheet for consumers.

Grantee

North Carolina Foundation for Advanced Health Programs, North Carolina State Demonstration Project

How to Obtain This Tool

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Domains of Person-Directed Care

Description

This tool explains six domains that make up person-directed care—five of them focused on care practices and one on the necessary organizational environments. The care practice dimensions include personhood, knowing the person, autonomy/choice, comfort and relating to others. The sixth dimension is having an environment that supports person-directed care. Person-directed care is defined as a philosophy of care that requires thinking about and planning for people who require assistance in their daily lives and providing that assistance in such a way that the person is honored and valued and is not lost in the tasks of caregiving.

How to Use this Tool

Administrators, directors of nursing and educators can use this tool to help define and explain the concept of person-directed care to staff and students.

Grantee

Oregon Works!, Oregon State Demonstration Project

How to Obtain this Tool

Visit www.bjbc.org.

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A Practical Toolkit for Facilities Working to Improve Nursing Assistant Retention and Job Quality

Description

This toolkit identifies the major barriers to implementing the WIN A STEP UP program, a workforce development training program for nursing assistants, and the factors that facilitated the success of the program. The toolkit also includes resources that improve the working conditions for nursing assistants in nursing homes. These tools can address common problems evident in organizations and can have a positive impact on commitment, turnover, job satisfaction, performance and perceived quality of care.

How to Use this Tool

This toolkit can help facilities implement the WIN A STEP UP program or other similar workforce development programs.

Grantee

University of North Carolina

How to Obtain this Tool

Visit www.aging.unc.edu/research/winastepup/reports/ToolkitReportAbstractredo041205.pdf.

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Strategies for Recruiting and Retaining Direct Care Workers in Residential Care and Assisted Living

Description

This resource guide is designed to assist residential care and assisted living facilities in recruiting and retaining direct care workers. The information in the guide was gathered from Vermont and the national literature on promising practices. In addition, three on-site interviews were conducted with staff members at Vermont residential care and assisted living programs. A survey of residential care and assisted living administrators and direct care worker staff also contributed to the development of the guide.

This guide uses eight categories to identify and review promising practices for direct care worker recruitment and retention in residential care and assisted living facilities. It includes a self-assessment tool facility/staff can use to rate themselves on the eight categories and select the corresponding practices to pursue. The guide also lists Vermont and national resources.

How to Use this Tool

Residential care and assisted living facilities can use the guide to assess how they rate in the eight categories of practice and learn best practices to recruit and retain direct care workers.

Grantee

Community of Vermont Elders (COVE), Vermont State Demonstration Project

How to Obtain this Tool

Visit www.bjbc.org.

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Outreach and Presentation Guide for Direct Care Workers

Description

This guide is designed to support the board of directors and members of a direct care worker association in making recruitment and outreach presentations. The content includes guidance on making initial calls, homework to do before presentations and suggestions for the topics to cover. It also includes information on using the *Stand Up and Tell Them: Views from the Frontline in Long-Term Care* video (see p. 42). The guide assumes that the reader has little or no outreach experience.

How to Use this Tool

The board of directors and members of a direct care worker association can use the guide to assist them in making presentations about their association to potential new members and community groups.

Grantee

Community of Vermont Elders (COVE), Vermont State Demonstration Project

How to Obtain this Tool

Visit www.bjbc.org.

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Approaches to Achieving Stable Hours and Income for Home Care Workers

Description

This resource guide, developed by PHI, describes the different approaches long-term care providers, agencies and states can take to achieve stable hours for home care workers. Some examples include full-time positions with benefits, combined staffing/scheduling options and funding pilots.

How to Use this Tool

This guide can be used as a resource for ideas on how to stabilize hours and income for home care workers.

Grantee

Community of Vermont Elders (COVE), Vermont State Demonstration Project

How to Obtain this Tool

Visit www.bjbc.org.

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Sustaining and Nourishing Peer Mentoring Programs

Description

This checklist, prepared by PHI, provides guidance on sustaining, supporting and nurturing a peer mentor program.

How to Use this Tool

Long-term care providers interested in starting or strengthening a peer mentor program can use this checklist as a guide to support their efforts.

Grantee

Community of Vermont Elders (COVE), Vermont State Demonstration Project

How to Obtain this Tool

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The Quickstart Guide to Hiring and Supervising Personal Assistants

Description

This guide, developed by the Vermont Center for Independent Living, is part of a personal assistant services toolkit developed for individuals who manage their own attendant or personal assistance services. The guide includes lists and planning tools to help consumers better identify their needs, tips on where to find their own attendant or personal assistance services and advice on how to advertise. It also includes ways to set up a schedule and work plan for an attendant so that both parties can understand what is expected, a needs assessment form, sample ads and an attendant's task list worksheet.

How to Use this Tool

The guide is designed for individuals who are learning how to hire and manage their attendant or personal care assistant and for those more experienced who are looking for tips.

Grantee

Community of Vermont Elders (COVE), Vermont State Demonstration Project

How to Obtain this Tool

Visit www.vcil.org/core-services/skillstraining/index.html

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Vermont Association of Professional Care Providers Education Advisory Committee Framework

Description

This is a framework for a direct care worker association that includes a mission statement, committee structure, responsibilities and tasks.

How to Use this Tool

Direct care workers or others who are considering or are in the process of starting a direct care worker association can use this framework for ideas on the structure.

Grantee

Community of Vermont Elders (COVE), Vermont State Demonstration Project

How to Obtain this Tool/Contact

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Solutions You Can Use: Transforming the Long-Term Care Workforce

Description

This report lists the major findings of the eight Better Jobs Better Care (BJBC) research projects and looks at what they mean to aging-services providers as they build a quality workforce. A short description of the purpose and focus of each project provides background. The main section of the report lists the research findings in the first column, called “what we learned.” The second column called “what this means to you,” provides insight into how long-term care providers can best use the information. The findings include:

- ◆ Where to find new pools of workers
- ◆ What interventions improve retention
- ◆ The training direct care workers and nurse supervisors want and need
- ◆ How to address cultural diversity

How to Use this Tool

This report gives long-term care providers a snapshot of the key BJBC research findings and offers suggestions for how to best incorporate the findings into their organization.

How to Obtain this Tool

Visit www.bjbc.org.

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A Crisis with a Solution: Transforming the Long-Term Care Workforce

Description

This 9-minute video features several Better Jobs Better Care (BJBC) providers sharing their journey from a workplace in crisis to one that empowers direct care workers and is transforming the way they do business.

The video is narrated by Robyn Stone, DrPH, executive director of IFAS, who shares the overall lessons learned from BJBC.

How to Use this Tool

Long-term care administrators, staff and boards of directors can use this video to learn about the major themes that emerged from the BJBC program and the specific interventions used by providers.

How to Obtain this Tool

Visit www.bjbc.org.

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Stand Up and Tell Them: Views from the Frontline in Long-Term Care

Description

This video and discussion guide features direct-care workers talking about their real-life experiences as nursing home and home health aides.

The video is divided into the following six segments, each addressing a different aspect of the job:

- ◆ Why we do this job
- ◆ How we are viewed by our families and communities
- ◆ How we are treated in the workplace
- ◆ How we feel about discrimination and disrespect on the job
- ◆ How we deal with discrimination and disrespect
- ◆ How we can improve the way our jobs are viewed and how we are treated

The 25-minute video is available in VHS and DVD. The DVD also includes a 10-minute version that can be used to raise awareness among boards of directors, policy makers and the public about direct care workforce issues.

The accompanying discussion guide provides ideas on how to use the video and provoke dialogue on the issues it raises. The guide suggests potential audiences, offers tips on preparing and structuring a discussion and presents discussion questions for each audience. Three resource guides on teamwork, cultural competence and preventing and responding to discrimination are included to help users discuss some of the difficult issues raised in the video, including racism, sexual harassment and language barriers and management conflicts.

How to Use this Tool

This video and discussion guide can be used to spark discussions among long-term care staff about the conditions direct care workers face and how to improve the workplace for these frontline caregivers.

How to Obtain this Tool

View the video at <http://www.bjbc.org/StandUpVideo.asp>.

Cost: DVD and discussion guide - \$35.00; VHS and discussion guide - \$25.00 from the Institute for the Future of Aging Services.

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Communications Toolkit

Description

The communications toolkit, developed by the communications firm Spitfire Strategies, supported the communication efforts of the Better Jobs Better Care (BJBC) state demonstration projects.

The toolkit includes the following:

- ◆ A Message Guide that builds the framework for developing messages by first identifying target audiences and audience's core concerns.
- ◆ Sample Messages that provide examples of message points specific to BJBC.
- ◆ Sample Talking Points that help speakers keep on message whether talking to the press or target audiences.
- ◆ A Storytelling Guide that provides tips, examples and a worksheet for creating stories that highlight the value and importance of bringing life to your communications.
- ◆ The Opinion Writing Tips that outline how to write effective op-eds and letters to the editor. Also includes samples.

How to Use this Tool

Long-term care organizations and others can use this step-by-step toolkit to help develop their communication strategies and targeted messages for their programs.

How to Obtain this Tool

Visit www.bjbc.org.

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