

Training

Better Jobs Better Care (BJBC) Bingo

Description

BJBC Bingo is an icebreaker activity for cultural competency trainings or workshops. It helps administrators gain a better sense of participant demographics. Each square of the three-by-three bingo sheet has a different characteristic (e.g., I speak a second language, I have children). Participants approach other participants to see if they can answer yes to any of the questions. The first person to fill in all squares with a name wins.

How to Use this Tool

Providers and long-term care facility managers/supervisors can use BJBC Bingo as an icebreaker activity for participants who attend cultural workshops at their facilities.

Grantee

Boston University

How to Obtain this Tool

Visit www.bjbc.org.

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Creating Solutions: Handling Culturally Complex Situations in a Long-Term Care Setting

Description

This training guide is a tool for nursing home staff to discuss culturally complex and often difficult situations that may arise in the facility. The guide contains multiple case studies, discussion questions and handouts for use in both orientation and in-service trainings. It is organized into two sections. The first is designed for use during an orientation and includes case studies, small group discussions and strategies that can be used to address similar situations. The second section is geared toward an in-service, but also can be used during orientation if time allows. This section uses the BJBC video, *Stand Up and Tell Them: Views from the Frontline in Long-Term Care* and the accompanying discussion guide (see p. 42), adapted for all levels of employees, and an additional case study and discussion.

How to Use this Tool

Providers can use the training guide for staff orientation and in-service programs to explore cultural issues.

Grantee

Boston University

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A Call to Leadership: A Direct Care Worker's Guide to Leadership

Description

This is a one-day program designed to build leaders among direct care workers across all settings. The program covers:

- ◆ Building the professional careers of direct care workers and contributing to the positive image of the profession
- ◆ Discussing ways direct care workers can see themselves as leaders
- ◆ Identifying possible barriers to leadership and ways to overcome them
- ◆ Defining empowerment and its importance to being a direct care worker professional

A program evaluation showed that 94 percent of the direct care workers who completed the program said they were more likely to remain in long-term care because of what they learned. The tool was designed specifically for direct care worker associations.

How to Use this Tool

Direct care worker associations can use this leadership program to build leadership among direct care workers. The program can help workers become key stakeholders in crafting policy and practice that aids in the recruitment and retention of direct care workers. It addresses leadership within their profession and outside the workplace.

Grantee

Iowa CareGivers Association, Iowa State Demonstration Project

How to Obtain this Tool/Contact

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A Call to Mentoring: A Workshop to Prepare Direct Care Professionals as Mentors

Description

The Direct Care Professional Mentor Training Program provides a practical method for direct care professionals to develop and build interpersonal skills that can be used in mentoring new and current staff in a variety of settings. The training is designed to create a mentoring environment among all staff, residents and clients and promote professionalism within the field of direct care. The training outlines six stages of mentoring development and comes with a student workbook, management toolbox and slide presentation. At the conclusion of this program, participants will be able to:

- ◆ Understand how personal and professional values affect their ability to mentor others
- ◆ Identify qualities of effective mentors
- ◆ Organize methods used in orientation and mentorship
- ◆ Understand the link between effective mentoring and retention of staff
- ◆ Promote the development of a direct care professional mentor role within their organization
- ◆ Encourage a team approach within their organization

How to Use this Tool

Long-term care providers can use this training to build a mentoring program for direct care workers, including certified nursing assistants; rehabilitation, medication, nutrition and hospice aides; patient care technicians and personal assistants/attendants.

Grantee

Iowa CareGivers Association, Iowa State Demonstration Project

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Occupational Profile for Entry-Level Direct Care Workers Across Aging Services

Description

This statewide occupational profile includes a comprehensive task list, skills definitions and skill levels for entry-level direct care workers across the aging services continuum of community-based care, including home care, residential care and assisted living. The profile creates a common language around the knowledge, tasks, generic or foundation skills and the proficiency levels needed for those skills, that is required for entry-level direct care workers. A person-centered/directed-care philosophy statement also is included (see p. 95 for information on the statement).

How to Use this Tool

Long-term care providers can use the occupational profile to guide them in recruiting, hiring and training direct care workers who are not certified or licensed. It can be used as a guideline to develop job descriptions, interview questions and evaluation criteria for job performance and training. Job developers and policy makers can use the profile to develop programs that support job seekers, job changers, employers and incumbent workers in all care settings, including community-based care.

Grantee

Oregon Works!, Oregon State Demonstration Project

Where to Obtain this Tool

Visit www.bjbc.org.

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Occupational Profile for Advanced Direct Care Workers Across Aging Services

Description

This statewide occupational profile includes a comprehensive task list, skills definitions and skill levels for advanced direct care workers across the aging services continuum of community-based care, including home care, residential care and assisted living. The profile creates a common language around the knowledge, tasks, generic or foundation skills and the proficiency levels needed for those skills, that is required of advanced direct care workers. A person-centered/directed-care philosophy statement also is included (see p. 95 for information on the statement).

How to Use this Tool

Long-term care providers can use the occupational profile to guide them in recruiting, hiring and training direct care workers who are not certified or licensed. It can be used as a guideline to develop job descriptions, interview questions and evaluation criteria for job performance and training. Job developers and policy makers can use the profile to develop programs to support job seekers, job changers, employers and incumbent workers in all care settings, including community-based care.

Grantee

Oregon Works!, Oregon State Demonstration Project and Jobs To Careers Coalition, Portland Community College

Where to Obtain this Tool

Visit www.bjbc.org.

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LEAP (Learn, Empower, Achieve, Produce) Training

Description

BJBC – Oregon chose the LEAP training as part of its intensive workplace change efforts to improve the recruitment and retention of direct care workers at eight long-term care sites.

LEAP (Learn, Empower, Achieve, Produce) is a comprehensive workforce initiative, created by Mather LifeWays Institute on Aging, designed to develop leadership, mentoring, teamwork and communication skills among nursing staff through a model of person-centered care.

The program consists of two modules. Module 1 trains nurse managers and charge nurses in leadership, role modeling and team building skills, as well as clinical gerontological skills. Module 2 trains certified nurse assistants in person-centered care, communication skills, team building, mentoring and career building. The LEAP program has been successful in reducing turnover, increasing job satisfaction and effectiveness of staff and improving the quality of care and satisfaction among residents and families.

How to Use this Tool

Long-term care providers can use this training to build stronger relationships and teams among staff, provide a career path for direct care workers and improve quality of care.

Grantee

Oregon Works!, Oregon State Demonstration Project

How to Obtain this Tool

Visit Mather LifeWays at www.matherlifeways.com/re_leap.asp

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Competence with Compassion™

A Universal Core Curriculum for Direct Care Workers in Long-Term Care

Description

This universal core curriculum is a 60-hour training created and tested by BJBC - Pennsylvania in response to what direct care workers said they needed to provide better care. The training is geared toward helping new non-certified direct care workers across all long-term care settings learn the person-centered, relationship building and direct care skills that result in better care and a better job.

The curriculum is divided into six modules, each focused on a different type of consumer and long-term care setting. Each module begins with a consumer telling his or her life story and explaining why they need assistance. The training is based on adult-learning principles with students learning through role-plays, small groups and demonstrations of the skills they have learned. Two area agencies on aging have endorsed the training for new workers.

The training package includes an instructor manual, participant-training book, slides and handouts.

How to Use this Tool

Aging services organizations, community colleges, workforce investment boards and vocational-tech educators can use the core competency manual to train entry-level direct care workers in person-centered care in a format that uses real-life examples.

Grantee

Center for Advocacy for the Rights and Interests of the Elderly (CARIE), Pennsylvania State Demonstration Project

How to Obtain this Tool

Order from BJBC – Pennsylvania at <http://carie.verveinternet.com/store>

Cost: CD - \$150; hardcopy of entire package in three-ring binder - \$150; both - \$225

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Coaching Supervision: Introductory Skills for Supervisors in Home and Residential Care

Description

This program, produced by PHI, develops the coaching skills of supervisors of direct care workers who provide care in home and residential settings. The training introduces supervisors to a new model of supervision based on relationship-building and communication skills. With these skills, supervisors can help workers solve problems more effectively and improve work performance.

The training is divided into seven modules, designed to be taught over two days. Four key skills are introduced to supervisors:

- ◆ Active listening: Focused listening, paraphrasing and asking open-ended questions to understand a problem from the worker's perspective
- ◆ Self-management: Pulling back from emotional responses that can get in the way of listening
- ◆ Self-awareness: Being conscious of one's own perspective as one of many
- ◆ Presenting the problem: Without judgment, holding workers accountable for job performance

The curriculum is based on adult-learning principles and includes examples of real-life situations, role-plays, small group work and interactive presentation. The curriculum includes learning objectives, activities, questions for discussion, all necessary handouts and is available for either home care or nursing home settings.

How to Use this Tool

Administrators and managers of aging services organizations, nurse supervisors and charge nurses can take this training to learn an effective approach to supervision that is based on communicating honestly and building relationships.

Grantees

- ◆ Center for Advocacy for the Rights and Interests of the Elderly (CARIE), Pennsylvania State Demonstration Project
- ◆ Oregon Works!, Oregon State Demonstration Project
- ◆ University of North Carolina

How to Obtain this Tool

Order from PHI's National Clearinghouse on the Direct Care Workforce at www.directcareclearinghouse.org/l_art_det.jsp?res_id=182110. Cost: \$95

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Cultural Shifts through Team Building

Description

BJBC - Pennsylvania chose this team building training as its first step in improving employee retention and recruitment in its practice sites. The model—Key Solutions developed by the Professional Care Management Institute (PCMI)—is designed to shift organizational culture to a more supportive workplace that also emphasizes direct care worker involvement. The team building is directed toward the specific needs of workers, which are first collected in a standardized, reliable and valid survey (Organizational Culture Inventory – see p. 48) that measures the current organizational culture.

The program is based on the principle that actively involving direct care workers in team building improves their morale and job satisfaction and increases their sense of effectiveness within the organization. The direct care worker training is five, one-hour sessions that include the theory of organizational culture, communication skills, teamwork and practice with problem solving to promote a supportive work culture. Ninety percent of the direct care workers who completed the training demonstrated perceived positive shifts toward supportive culture and away from aggressive culture as measured by the Occupational Culture Inventory.

How to Use this Tool

Administrators and managers of aging services organizations can use the training to help staff members recognize and support the abilities of co-workers in joint problem-solving. It is an excellent tool to prepare direct care workers to be effective members of intra- and inter-departmental teams.

Grantee

Center for Advocacy for the Rights and Interests of the Elderly (CARIE), Pennsylvania State Demonstration Project

How to Obtain this Tool

Visit PCMI at www.p-c-m-i.org.

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Leadership Seminars

Description

The Professional Care Management Institute (PCMI) developed the leadership seminars for BJBC - Pennsylvania to build on the work of their team building process, Key Solutions. The seminars can be delivered to administrators, managers, leaders and other “change agents.” This tool is based on the premise that the goal of the change agent is to fully engage direct care workers as part of the caregiving team in long-term care. The training introduces the theory and practice of shifting workplace culture through team building, emphasizes the participants’ role in changing their work culture and provides the tools needed to support the culture change process.

How to Use this Tool

Administrators and managers of aging services organizations can use the seminars to prepare for and continue making changes in their workplace culture. This tool is best used in conjunction with Key Solutions described on p.16.

Grantee

Center for Advocacy for the Rights and Interests of the Elderly (CARIE), Pennsylvania State Demonstration Project

How to Obtain this Tool

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WIN A STEP UP Program

Description

WIN A STEP UP is a workforce development program proven to upgrade the skills of nursing assistants, increase their career commitment and provide rewards and recognition. Nursing assistants complete a 30-hour curriculum covering clinical and interpersonal topics such as infection control, being part of a team and dementia care. A core feature of the program is that it requires commitment from the nursing assistant, the nursing home and the program staff. The nursing assistant agrees to attend the classes and remain employed at the facility for an agreed upon amount of time. The facility agrees to commit staff time to completing the program and distribute a retention bonus or wage increase to nursing assistants who complete it.

The program provides the curriculum, educational incentives to nursing assistants per class, and a \$75 retention bonus to participants who complete the program. It also includes supplementary training for nursing assistant supervisors to teach them active listening and problem-solving skills, as well as foster an environment of mutual respect.

How to Use this Tool

This program can be a model for developing other workforce interventions for nursing assistants in nursing homes.

Grantee

University of North Carolina

How to Obtain this Tool

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CareWell: Training Compassionate and Skilled Caregivers

Description

CareWell is a 40-hour training program for direct care workers who work in home health, adult day and residential care, but it could be used in other settings. It was based on the research of best practices nationally. Provided in eight classes, the training program focuses on four main topics: providing care, developing caregivers, providing safety and building relationships. The program integrates topics in a skill-based, highly interactive format and combines both technical and non-technical skills.

CareWell is facilitated using adult-learning theory, and each class is grounded in real-life case scenarios with interactive activities, practice in a learning lab and work done at home. Professional instructors with experience in physical therapy, RN certification and personal care attendants (PCAs) can facilitate this training program. The CareWell curriculum materials include a CareWell binder with the materials for each class and support information, a textbook, workbook, participant portfolio outcome verification, and worksheets to indicate proficiency of skills and grasp of materials covered during the training. The curriculum also includes a facilitator's manual that provides systematic details for trainers to be used in conjunction with the participant binder and materials.

How to Use this Tool

CareWell is a curriculum for both new and experienced PCAs. The materials can be integrated into orientation and ongoing training, as well as workforce development initiatives for PCAs. The training program is a resource that can inform professionals and organizations about effective, best-practice approaches to practical PCA training.

Grantee

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

How to Obtain this Tool

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Beyond Basics in Dementia Care

Description

Recognized Vermont trainers in dementia care created this curriculum on providing care to residents/clients with dementia. The specialized training helps the direct care worker develop effective strategies and new skills in providing care for people with dementia. It is a 12-hour, three-session continuing education course for experienced licensed nursing assistants and personal care assistants. The first class builds a foundation of the nature (pathology) of dementia; the second emphasizes managing behaviors; and the third discusses managing the environment for effective caregiving.

The training program combines lecture, interactive discussion, learning activities, question/answer periods and on-the-job application of the new skills with self-evaluation and peer feedback. The curriculum includes participant assignments, agendas, core concepts, evaluation forms and course director notes. It also includes information on portfolios that can be used to gather and present evidence of the participants' competency in their knowledge and clinical skills, information to present at the beginning of classes and a template certificate.

How to Use this Tool

The training is geared for professional direct care workers who are currently involved in dementia care in any setting or who hope to develop expertise in dementia care.

Grantee

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

How to Obtain this Tool

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Beyond Basics in Palliative Care

Description

This program is designed to give direct care providers specialized training in understanding the challenges of palliative care and the strategies for improving care for people with chronic and life-threatening illnesses. The course incorporates materials from many sources, but especially from the Hospice and Palliative Care Nurses' Association and the Vermont Ethics Network. It is a 12-hour, three-session continuing education course for experienced licensed nursing assistants and personal care attendants. The course covers issues related to the care of people with chronic illness, pain/symptom management and comfort care at the end of life.

The training program combines lecture, interactive discussion, learning activities, question/answer periods and on-the-job application of the new skills with self-evaluation and peer feedback. The curriculum includes participant assignments, curriculum outline, evaluation forms and course director notes. It also includes information on portfolios that can be used to gather and present evidence of the participants' competency in their knowledge and clinical skills, information to present at the beginning of classes and a template certificate.

How to Use this Tool

The intended audiences for this curriculum are direct care providers currently involved in palliative care in any setting, caregivers seeking to develop expertise in palliative care and direct care providers who want more training to understand the issues and upgrade their professional skills.

Grantee

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

How to Obtain this Tool

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