



Nursing Home and Assisted Living Oversight Working Group (NHALOWG) Staffing Levels Subcommittee

December 7, 2020

1199NE Training and Upgrading Fund

Steve Bender, Executive Director
Sbender@1199trainingfund.org



Labor-Management Benefit Fund

- ▶ Non-profit organization, 501c9
- ▶ Governed by joint Labor-Management Board of Trustees
- ▶ Administers education and training benefits for eligible members of District 1199NE
- ▶ 48 nursing homes contribute to Fund (approximately 6,000 workers)
- ▶ Contracts with Department of Social Services to administer education and training for “Independent Provider” Personal Care Attendants (approximately 10,000 workers)

Staff Turnover in Nursing Homes

- ▶ Staff turnover, particularly in the first three to six months of employment, is a huge problem in nursing homes
- ▶ There are training models to help deal with this issue, some involving short-term training and some long-term.
- ▶ Some nursing home companies are working with District 1199, and the 1199 Training Fund, to pilot programs in 2021 and document the program effectiveness, including looking at Return on Investment (ROI) for the companies.

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. The shapes are primarily triangles and polygons, creating a dynamic, layered effect. The central area is white, providing a clean space for the text.

Comments from Nursing Homes

From the Staff Developer at an Independent Nursing Home

- ▶ The “Engage with Older Adults” skills training program will foster the growth of our employees and in turn improve employee engagement. Providing continual opportunities for lifelong learning is something that our company strives for, knowing opportunities for staff development can improve employee/workplace satisfaction and therefore improve staff turnover.

From the Education Director of a Nursing Home Chain

- ▶ CMS offers a very nice four hour training that they highly recommend managers and front line staff take on COVID-19.
- ▶ We have started this training with our managers and would like to also offer to our frontline staff
- ▶ They offer an online version or a readable PDF that we would have our nurse educators assist with.
- ▶ We will absolutely circle back on the “Engage with Older Adults” virtual training. We’ve both reviewed the demo and want to chat a little more on the best centers to potentially take this on.

From the COO of a Different Chain

Please don't consider our lack of commitment to new training initiatives, or the lack of communication, a sign of disinterest. It's definitely a product of what is happening in our nursing facilities and hospitals at the moment. It's difficult for me to introduce new initiatives at the moment when every waking moment of our healthcare operations are focused solely and religiously on COVID, unfortunately, with this massive second wave and all.

Please give me a week or two and lets reconnect then.

Potential 2021 Pilots for Nursing Home Workers

- ▶ CNA Apprenticeship
- ▶ Engage with Older Adults virtual training
- ▶ Virtual COVID-19 training modules
- ▶ Nurse Residency training

CNA Apprenticeship

- ▶ Funding received from Healthcare Careers Advancement Program-HCAP (national network of Labor-Management Training Funds) to develop and implement this program
- ▶ The program was set to begin in Spring 2020 but is on hold due to COVID
- ▶ The Training Fund and the company hope to begin this program in the first half of 2021
- ▶ Model includes
 - ▶ 144 hours of classroom training
 - ▶ 1,000-2,000 paid, on the job training
 - ▶ Weekly mentoring with experience CNAs (the mentors will be trained and supported by Fund staff, and will be paid a wage differential-negotiated by the employer and the Union)
 - ▶ Wage increase for the apprentices upon program completion (negotiated by the employer and the Union)

Engage with Older Adults

- ▶ Created by the Maryland Mental Health Association
- ▶ Data from Maryland nursing homes, evaluated by the University of Maryland, show significant decreases in staff turnover when 70-80% of staff in a facility go through this training (core four hour training; additional two hour modules also available).
- ▶ The Training Fund expects to pilot this with several nursing homes in early 2021
- ▶ The participating nursing homes will be evaluated by the University of Maryland to look at Return on Investment for Employers, such as decrease in staff turnover for new employees 3-6 months after the training.
- ▶ In MD, pilots were funded by Civil Monetary Penalty Fund. CT pilots will be funded by the Training Fund; if data shows significant results, the Training Fund/employers may apply for CMP funds to expand to other employers

Participants in the “Engage with Older Adults” Core Skills training will develop and/or refine skills in the following areas:

- ▶ Demonstrate respect
- ▶ Reduce the impact of stigma
- ▶ Active listening
- ▶ Non-verbal communication
- ▶ Verbal expression
- ▶ Engage in meaningful ways
- ▶ Identify risk factors for suicide
- ▶ De-escalate

Online COVID-19 Trainings for Nursing Home Workers

- ▶ The Healthcare Career Advancement Program (HCAP) has designed four, one hour online training modules.
- ▶ The CT DPH has reviewed these and given approval that these can count towards the 12 hour annual in-service requirement for CNAs
- ▶ The State of California DPH has also approved this for CEUs; the program is also being used in NY, Massachusetts, New Jersey, Illinois, Pennsylvania, Maryland, Oregon, and Washington State.
- ▶ These trainings will be made available within the next two weeks to the 48 nursing homes that contribute to the Training Fund (approximately 6,000 workers)

COVID-19 Online Training Modules (one hour each)

- ▶ COVID-19 Basics & Recognizing COVID-19 in Residents
- ▶ COVID-19 Infection Control, Universal Precautions, and Use of PPE
- ▶ Self-care and Mental Health during the COVID-19 Pandemic
- ▶ Resident Hygiene, ADLs, and Social Distancing during COVID-19

Versant Nurse Residency Program

Versant Healthcare Competency Solutions (www.versant.org) has a “nurse residency” model, applicable for both acute care and long-term care settings

- ▶ The Training Fund met with Versant President today, with Marcia Proto, Proto Consulting (former Director, CT League for Nursing) to explore partnering with LTC employer to develop and implement a pilot in Connecticut.
- ▶ This is to help with onboarding and retention of new nurses
- ▶ May apply for CMP funds to support this pilot

Homecare Workers

- ▶ Independent Provider (IP) Homecare workers typically do not have benefits, work part-time, and are lower paid than nursing home workers
- ▶ Homecare workers have very little job security
- ▶ IP homecare workers have no training requirements other than a three hour orientation
- ▶ Homecare workers are interested in more training to help them do their job better
- ▶ Homecare workers are a pool that could be trained as CNAs to help with the CNA staffing shortage
- ▶ In 2019, the Training Fund trained 20 PCAs as CNAs; the thought process is that the PCAs do similar work, are engaged in healthcare, and are a natural fit for CNA work

Homecare Workers

- ▶ In 2021, the Training Fund will research training models for IP homecare workers in different states and hopes to develop voluntary training modules (began in 2019-2020, pre-COVID)
- ▶ Such training modules could be cross-walked with CNA training requirements and potentially lead to the development of an accelerated CNA training for IP homecare workers who have completed certain trainings.