

Older Healthcare Workers Conference-September 29th, 2009

Training and Promotion Workshop

Myra Glassman

LaShawn James (Addus Health Care, Aging)

Marcus Quinn (Addus Health Care, Training Coordinator)

Linda Roberts (Illinois Center for Nursing)

Katie Arnold (ADA)

Jennifer Thomas (Access Living)

Woman from Asi, Inc, home care agency

-Workshop began with individuals sharing what they would like to discuss:

- Thinking outside of the box, being creative with training
- Training people to want to stay in health care, transitioning up a career ladder
- Finding universal language for training in homecare (aging vs. disabled vs. other communities)
- How to incorporate the transmission of knowledge from older workers to new workers when training
- training quality home care workers
- a focus on consumer controlled training
- instituting some sort of formalized training requirements

-Discussion continued to focus on the idea of standardized/formalized training

- Formation of some sort of registry for home care workers? (like nursing)
- Group recognized there was no consensus across organizations for what a qualified home care worker was
 - Ex: if you trained at Asi and then moved jobs to Addus, there is nothing to prove you are trained or have the skill necessary to provide home care
- Training the trainer certification training (a program already offered by Department on Aging?)
 - Need to go a step further: need to train the workers!
- *The person receiving assistance needs to play a role in designing the training (they are the ones receiving services!)
- One person mentioned the Community Support Skills standard, which can be narrowed down, to pick and choose specifics for the position you are working with

-Discussion continued about the most important part of the home care worker: their relationship with clients

- People said they feel there is a missing link between the consumers/person receiving assistance (or their family members) and access to/finding good home care services
 - good home care services = good relationship potential
 - Good home care services may be more likely if training is good
- The topic of family as the caregiver (home care worker) came up as well

-How to train these individuals?

End Notes/Next Steps

- 1.) Continue this dialogue! Important to keep all of these organizations in touch and communicating about home care workers
- 2.) We need to find a way to get some sort of formalized training, that is across all organizations, and is created with the help of persons receiving care services. Also need to acknowledge the family as the worker, and how to train them.
- 3.) We should figure out a forum to share the resources that we know, so that everybody has access to programs and information.