SEIU Healthcare NW Training Partnership

WA State Legislature Joint Committee on Aging and Disability
June 18, 2014
BACKGROUND
Training Partnership

• A non-profit 501c3 school serving over 43,000 students annually
• Established by ballet initiative (I-1163)
• Students are primarily Individual Providers (IP) and Home Care Aides employed by agencies (AP)
• Labor-management partnership
Training Partnership Governance

Board of Directors:

David Rolf, Chair
President, SEIU Healthcare 775NW

Nora Gibson, Secretary
Executive Director, Full Life Care

Sterling Harders
Vice President, SEIU Healthcare 775NW

Seth Hemond
Director of Member Programs and Participation,
SEIU Healthcare 775NW

Adam Glickman-Flora
Secretary-Treasurer, SEIU Healthcare 775NW

Linda Lee
Member, SEIU Healthcare 775NW & Home Care Aide

Bill Moss
Assistant Secretary, Washington State DSHS

Jesse Magana
Home Care Consumer and Disability Advocate

Franklin Plaistowe
Labor Relations Division, Washington State Office of Financial Management

Rich Nafziger
Assistant Professor, Institute for Public Service – Seattle University

Jan Yoshiwara
Director Education Services, State Board for Community and Technical Colleges

Flanna Perkins
Regional Director, ResCare Homecare
3 Types of Training for Home Care Workers

• Basic Training, Entry Level
• Continuing Education
• Registered Apprenticeship
Training offered Statewide
Primarily Individual Providers and Agency Providers

This year we started offering Benefits Continuation to students that make good faith effort to complete Basic Training but were unable to do so prior to their deadline. Over 500 HCAs took advantage of this benefit this year to complete their training class series.
Training Offered in 13 Languages
In order of number of language speakers:

- English
- Russian
- Vietnamese
- Spanish
- Korean
- Cantonese
- Somali
- Tagalog
- Cambodian
- Mandarin
- Ukrainian
- Arabic
- Lao
REGISTERED APPRENTICESHIP
Advanced Training

• In-depth training
• Peer mentorship
• Higher wages, more workforce stability
“Through the apprenticeship program, I’ve discovered that caregiving is something that I’m good at and that will maybe eventually lead me to pursue nursing.”

- Asia Mitchell, Apprenticeship student
Career Pathway for Home Care Aides

Advanced Training
70 Hours
+ Peer Mentorship

Certificate of Registered Apprentice for Advanced Home Care Aide

Entry-Level Training
75 Hours

Certified Home Care Aide
*eligible to sit for Department of Health credentialing exam

$\text{*wage differential}
HEALTHCARE CAREER PATHWAYS

In Washington State, a health care career can start as a Home Care Aide.

- **REGISTERED NURSE**
  - Registered nurses (RNs) provide and coordinate patient care, educate patients and the public about various health conditions, and provide advice and emotional support to patients and their family members.
  - $35/hr

- **MEDICAL ASSISTANT**
  - Medical assistants complete administrative and clinical tasks in the offices of physicians and other health practitioners. Most medical assistants work in physicians' offices and other healthcare facilities.
  - $16/hr

- **APPRENTICE HOME CARE AIDE**
  - An Apprentice Home Care Aide has additional training and skills that allow him or her to take on more complex work. An example of an additional skill would be training in physical disabilities.
  - $11/hr

- **HOME CARE AIDE**
  - Home Care Aides provide critical services to older adults and people with disabilities. Home Care Aide services include personal care, nutrition, cleaning, body transfers and more.
  - $10/hr

SEIU HEALTHCARE NW TRAINING PARTNERSHIP
Apprenticeship Program Recognized by White House

Training Partnership

TRAINING PARTNERSHIP RECOGNIZED BY WHITE HOUSE
Training Partnership one of five groups highlighted nationwide for work to expand apprenticeships and career pathways.

Learn More>

Manage Your Training Online
Find your training standards, view training steps.

Learn More>

TRAINING PARTNERSHIP  HEALTH BENEFITS TRUST
SPECIALIZATION
Population Specific Tracks

Current (BT)
• Dementia
• Mental Health
• Developmental Disabilities
• Physical Disabilities

In Development (CE)
• Safety
• Health
• Nutrition
Continuing Education

• Over 30 new Instructor-led courses every year
• Over 10 new Online courses
• Diversity of Topics
## Existing Online Continuing Education

<table>
<thead>
<tr>
<th>Developmental Disabilities</th>
<th>Dementia</th>
<th>Physical Disabilities</th>
<th>Mental Illness</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Dispelling Disability Myths</strong></td>
<td>An Introduction to Dementia</td>
<td>An Introduction to Physical Disabilities</td>
<td>Supporting Consumers with Mental Illness, Part 1</td>
</tr>
<tr>
<td><strong>The Faces of Down Syndrome</strong></td>
<td><strong>Nutrition</strong></td>
<td>Multiple Sclerosis</td>
<td>Supporting Consumers with Mental Illness, Part 2</td>
</tr>
<tr>
<td>Historical Perspectives on People with Developmental Disabilities</td>
<td>Better Health through Nutritious Cooking</td>
<td>Hearing and Vision Conditions</td>
<td>Supporting Behavior Changes in Consumers, Part 1</td>
</tr>
</tbody>
</table>
## Existing Online Continuing Education

<table>
<thead>
<tr>
<th>Health</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oral Health Basics</td>
</tr>
<tr>
<td>Denture Care and Cleaning</td>
</tr>
<tr>
<td>Gaining Consumer Cooperation for Oral Care</td>
</tr>
<tr>
<td>Providing Consumer-Directed Care for Common Medical Conditions: Dehydration</td>
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<tr>
<td>Providing Consumer-Directed Care for Common Medical Conditions: Urinary Tract Infections</td>
</tr>
<tr>
<td>Providing Consumer-Directed Care for Common Medical Conditions: Pneumonia</td>
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<tr>
<td>Providing Consumer-Directed Care for Common Medical Conditions: CHF</td>
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<tr>
<td>Providing Consumer-Directed Care for Common Medical Conditions: Seizure</td>
</tr>
<tr>
<td>Providing Consumer-Directed Care for Common Medical Conditions: Stroke</td>
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<tr>
<td>Providing Consumer-Directed Care for Common Medical Conditions: COPD</td>
</tr>
<tr>
<td>Providing Consumer-Directed Care for Common Medical Conditions: PVD</td>
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<tr>
<td>Providing Consumer-Directed Care for Common Medical Conditions: CAD</td>
</tr>
</tbody>
</table>
## Existing Online Continuing Education

<table>
<thead>
<tr>
<th>Safety</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Best Practices for the Professional HCA</td>
<td>Arthritis &amp; Acute Mental Status Changes</td>
</tr>
<tr>
<td>Infection Control and Workplace Safety</td>
<td>Cultural Competency: Pain Management and Assumptions</td>
</tr>
<tr>
<td>Protecting Worker Safety Through Violence De-escalation, Part 1</td>
<td>Providing End of Life Care, Part 1</td>
</tr>
<tr>
<td>Protecting Worker Safety Through Violence De-escalation, Part 2</td>
<td>Providing End of Life Care, Part 2</td>
</tr>
<tr>
<td>Reducing the spread of infection through standard precautions</td>
<td>Recognizing and Reporting Consumer Abuse, Neglect and Financial Exploitation</td>
</tr>
<tr>
<td>Using Household Cleaning Chemicals Safely</td>
<td>Home Care Aides Make a Difference</td>
</tr>
<tr>
<td>Green Cleaning</td>
<td>Promoting Creativity</td>
</tr>
<tr>
<td>Body Mechanics</td>
<td>Relationships between Consumers</td>
</tr>
<tr>
<td>Falls Prevention</td>
<td>Supporting Consumer Independence</td>
</tr>
<tr>
<td></td>
<td>The LGBTQ Community: Basics for a Better Working Relationship</td>
</tr>
<tr>
<td></td>
<td>LGBTQ: Seniors</td>
</tr>
<tr>
<td>Developmental Disabilities</td>
<td>Physical Disabilities</td>
</tr>
<tr>
<td>---------------------------</td>
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</tr>
<tr>
<td>Advanced DD support</td>
<td>Physical Disability (from website that Marissa sent)</td>
</tr>
<tr>
<td></td>
<td>Smoking Cessation (taking the idea of medical interviewing and applying it)</td>
</tr>
<tr>
<td></td>
<td>Healthy Diet &amp; Physical Fitness</td>
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</tbody>
</table>
## FY15 Online Continuing Education

<table>
<thead>
<tr>
<th>Dementia</th>
<th>Mental Illness</th>
<th>Nutrition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Dementia/Alzheimer’s</td>
<td>Behavioral Health: how to handle difficult behaviors, dealing with difficult</td>
<td>Diabetes Nutrition - How HCAs can support Consumer with Type Diabetes</td>
</tr>
<tr>
<td>behavior management support</td>
<td>behaviors (break into: hearing voices,) Violence De-escalation</td>
<td>including those with fragile stage diabetes (uncontrolled) (Check PhD on Diabetes Education)</td>
</tr>
<tr>
<td>Dementia (see above)</td>
<td></td>
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</tbody>
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**SEIU HEALTHCARE NW TRAINING PARTNERSHIP**
Current Feedback Loop

• Curriculum Needs Assessment
• Home Care Aide focus groups
• After Class Student Satisfaction Surveys
• Call Center/Contact Us Form for Student Support
• Employer Visits and Employer Support Team
• ALTSA – Quality and Training Team
• Curriculum Design Feedback
Future Training Needs

• Dealing with challenging behaviors
• Mental health
• Self-direction, community integration and philosophy of supports for people with developmental disabilities
• Specialty training and career pathways
• Complex care needs
• Involvement of home care aide on care team
• And more…
Creating a Better Feedback Loop

- Input from home care consumers
- Parent and respite provider focus group focused on training on developmental disabilities – July 15
Curriculum or Training Feedback or Suggestions?

Contact:
www.myseiubenefits.org/contact-us
THANK YOU!

www.myseiubenefits.org