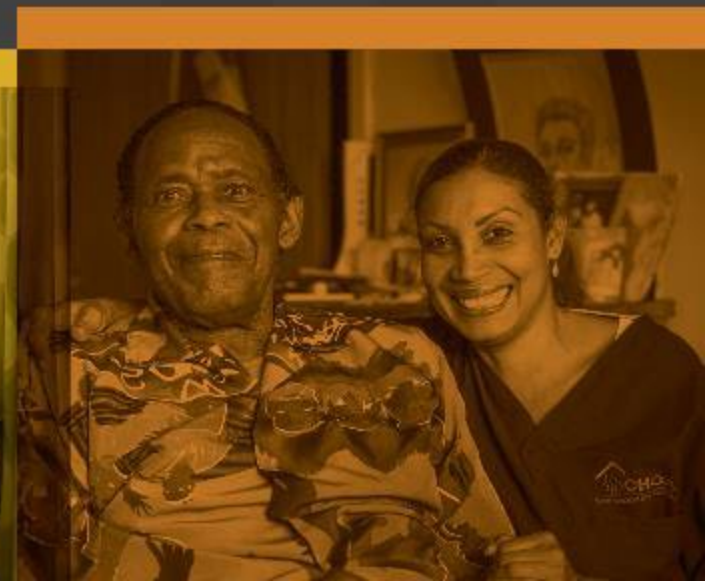


Quality Training Needs and Trends

Kathleen Graham, RN Educator Consultant, PHI

Tony Cabrera, Workforce Innovations Consultant, PHI



Agenda

- Impact of Quality Training for Home Care Workers
- What Makes a Quality Training Program?
- Current Trends and Questions to Ask

Learning Objectives

After attending this session, participants will be able to:

1. List at least 4 ways quality training can strengthen the home care workforce and improve the experience of care recipients
2. Understand the six principles of adult learning
3. List at least two questions that can be helpful when assessing a training program for compatibility
4. List two current trends in training and the strengths and challenges of each

Introductions

Conference Presenters



Kathleen Graham



Tony Cabrera

Our Approach

Key Audiences

Practitioners

Policymakers

Researchers

Advocates



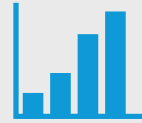
WORKFORCE INNOVATIONS & CONSULTING SERVICES

Training, advanced roles, recruitment and retention



ADVOCACY

Federal, state & local & public education



POLICY RESEARCH

Research & policy analysis



ORIGINAL RESEARCH

Facts & trends, objective information



PROVIDER 'LEARNING LAB'

In-the-field interventions, rural & urban



NEW YORK CITY SYSTEM

Learn from thousands of workers & consumers

360° Perspective

Nearly 30 years

New York City

National

THE 5 PILLARS OF DIRECT CARE JOB QUALITY



**QUALITY
TRAINING**



**FAIR
COMPENSATION**



**QUALITY
SUPERVISION
& SUPPORT**



**RESPECT &
RECOGNITION**



**REAL
OPPORTUNITY**

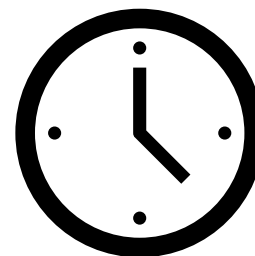
Training Challenges



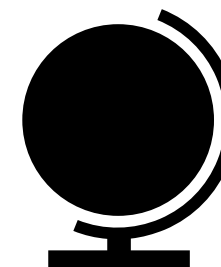
Budget



Development



Time



**Location &
accessibility**

The Importance of Quality Training

- Sound business strategy
- Meeting quality metrics
- Improved job satisfaction
- Improved client satisfaction



Zulma Torres
Home Health Aide, CHCA
Photo credit: Kristen Blush

What is Quality Training?

Adult Learner Centered Principles

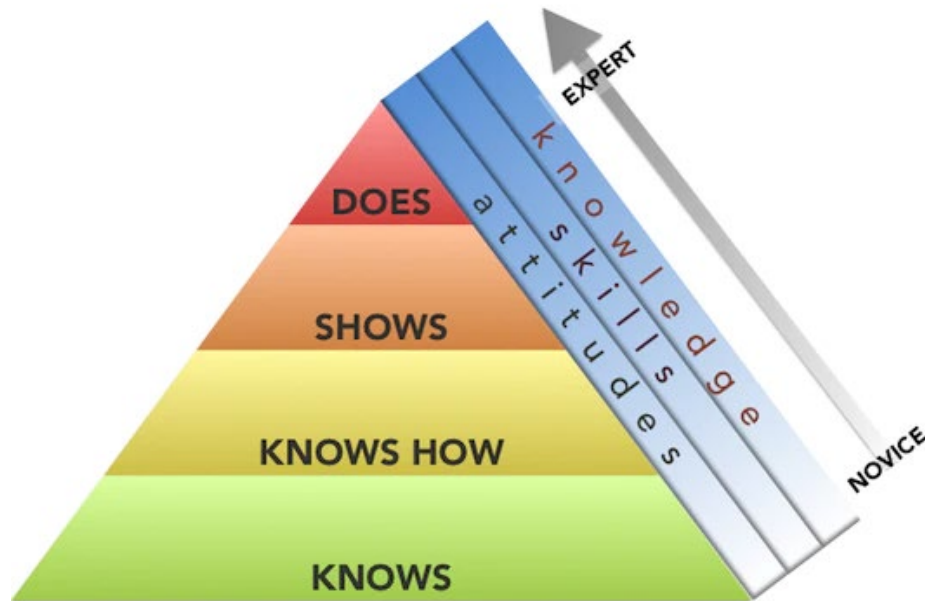
1. Adults are **internally motivated and self-directed**
2. Adults bring **life experiences and Knowledge**
3. Adults are **goal-oriented**
4. Adults are **relevancy-oriented**
5. Adults are **practical**
6. Adult learners like to be **respected**



Teresita Sattar
Caregiver, Courage LLC
Photo credit: Rachel Porter

Competency-based training

Participants are able to learn and demonstrate a new knowledge, skill, or attitude as a result of the training.



Accounts for Differences in:

➤ Cultures

- Awareness
- Relevant examples

➤ Linguistics

- ESL
- Reading level

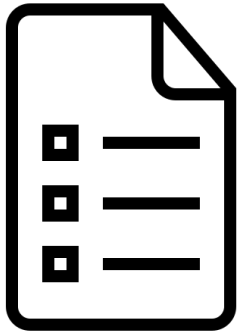
➤ Learning Styles

- Audio, visual, kinesthetic (hands-on)



Ricardo Araujo
Home Health Aide, CHCA
Photo credit: Kristen Blush

Documentation & Certification



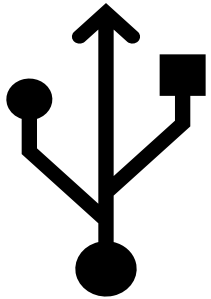
Documentation – documentation such as surveys and other programmatic data allow you to assess and verify outcomes, as well as make continuous quality improvement adjustments.



Certification – Certification of completion empowers participants with confidence and validation of the newly acquired knowledge and skills.

Trends In Training

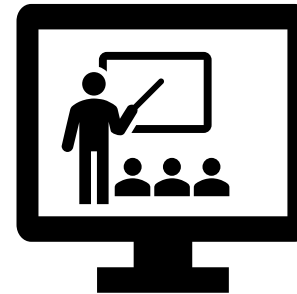
Training Trends



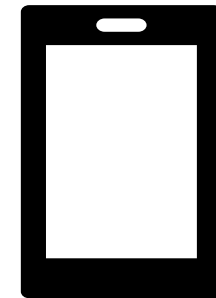
Asynchronous



Virtual



Hybrid



Microlearning

Questions to Consider:

- Geography – Is it feasible to bring workers into a physical space for training?
- Accessibility – Do participants have access to devices and Wi-Fi
- Scheduling – How easy is it for you to backfill cases?
- Quality – How do you know if this training meets your needs?
- Cost- What training is aligned with our budget and needs?



Kao Saephan

Home Care Provider 1, Homebridge

Photo credit: Constanza Hevia H

@constanzaheviah

Questions?



Michelle Godwin
Care Partner, Villas of Killlearn Lake
Photo credit: Kristen Blush



PHInational.org

- Learn about our consulting services, policy research, advocacy, and public education campaigns
- Scroll through our multi-media library of research, analysis, and other resources
- Download state-by-state data on the direct care workforce
- Bookmark our newsroom for the latest news and opinion: [PHInational.org/news/](https://phinational.org/news/)
- Subscribe to our monthly newsletter: [PHInational.org/sign-up/](https://phinational.org/sign-up/)
- Join our online community on Facebook, Twitter, and LinkedIn (@PHInational)



PHI works to transform eldercare and disability services. We foster dignity, respect, and independence for all who receive care, and all who provide it. As the nation's leading authority on the direct care workforce, PHI promotes quality direct care jobs as the foundation for quality care.



Kathleen Graham

RN Educator Consultant

kgraham@phinational.org

(O): 718.928.2092

Tony Cabrera

Workforce Innovations Consultant

tcabrera@phinational.org

(O): 718.928.2058

261 Madison Avenue, Suite 913 • New York, New York 10016 • PHInational.org