



TRAINING COMMITTEE MEETING MINUTES

January 4, 2012

Members present:

Terry Haydon, Mark King, Joseph Lowe, Roxie Mayfield (via phone), Annie Smith (via phone), Bobbie Sotin, Lyla Swafford (via phone)

Members absent:

Deborah Schwartz and Kelsey Weigel

Others present:

Jeremy Christoski, Aileen Kaye, Heidi Kyle, Helen Moss (via phone), Ryan Olson, Roxie Tolva, Cheryl Wells, Robert Wright

Staff present:

Simone Dankenbring, Leslie Houston, Suzanne Huffman, Cheryl Miller, Kelly Rosenau

MEETING CALLED TO ORDER

Meeting was held at 676 Church St. NE, Salem, Oregon, and was called to order by Mark King at 1:05 p.m.

INTRODUCTIONS

Attendees introduced themselves.

AGENDA

The agenda was accepted as written.

APPROVAL OF MINUTES

Minutes of the November 30, 2011 meeting were reviewed. **Motion** was made by Bobbie Sotin and **seconded** by Terry Haydon to accept the minutes as written. **Approved.**

TRAINING REPORT

Leslie Houston reported the November class statistics:

- 70 classes held/1 cancelled
- 766 total attendance
 - 690 HCWs
 - 54 Adult Foster Care (AFCs)
 - 3 PSWs
 - 4 Consumer-employers
 - 15 other guests
- 786 total registered
- 125 no shows with a 16% rate
- 5,580 unduplicated HCWs attended
- 37 unduplicated PSWs attended

- 28 (40%) Union presentations

Leslie also reported the December class statistics:

- 42 classes held/1 cancelled
- 500 total attendance
 - 421 HCWs
 - 51 Adult Foster Care (AFCs)
 - 1 PSWs
 - 1 Consumer-employers
 - 26 other guests
- 459 total registered
- 59 no shows with a 12.8% rate
- 5,614 unduplicated HCWs attended
- 38 unduplicated PSWs attended
- 21 (50%) Union presentations

Leslie also presented the *Quarterly Training Summary Report Quarter: 10/1/11-12/31/11*. Bobbie Sotin said that the reason that the numbers were down in the Coos Bay/North Bend area is because most HCWs have taken the class already once during the 12 month period. Leslie said that she understands that people are not going to come back if they are not going to get paid, but where are the new people. Helen Moss suggested that Ryan Olson could help market the trainings as part of a new study he is doing in Portland. Leslie said that Ryan has talked about it.

Leslie also presented the *Home Care Commission Training Evaluations October-December 2011* for the following classes:

- *Blindness and Low Vision*
- *End of Life Care*

STEPS REPORT

Suzanne Huffman reported the *STEPS Consumer/Employer Statistical Report for November 2011*. There was an overall downward trend in all service areas except the Umpqua Valley Disabilities Network (UVdN). Suzanne said that she attributes the increase in referrals to the quarterly report. She will soon be distributing second quarter reports.

UVdN's narrative report indicates that the STEPS Specialist is in continual communication with case managers and case aides. Suzanne said that Nancy Janes had compiled a handout of STEPS comments for distribution at the Managers' Meeting. The comments are variations on a theme of the most frequent feedback from consumers:

"I wish I had been offered STEPS when I began receiving services."

The comments handout was made available to the STEPS specialists to distribute at unit meetings, in hope this will encourage referrals during intakes. Heidi Kyle suggested that Judy Cunio's comment about not knowing what she didn't know be added to the handout.

Cheryl Wells asked about referrals from Northwest Seniors and Disability Services offices. Suzanne said that she will be sending out the quarterly report by county and office as soon as possible.

OREGON HEALTHY WORKFORCE CENTER GRANT

Ryan Olson from CROET at OHSU made a presentation on a study recently funded from NIOSH. He previously conducted a study of HCWs which indicated that body weight is related to fatigue and job stress. The new grant establishes an Oregon Healthy Workforce Center (ORHWC)

ORHWC is committed to:

- Evidence-based practice
- Team and social interventions
- Total worker health

Primary aims of the project are to:

- Establish and sustain Work-Life teams and
- Evaluate effects on worker health and safety

The Worklife Teams for Homecare Workers Project will use a scripted, peer-led curriculum which is structured with a social support group format. HCWs from the same geographical areas will meet monthly for six months.

• Outcome measures include:

- Improved nutrition
- Regular exercise
- Tool use to prevent injuries
- Personal protective equipment (PPE) use
- Hazard identification and correction with consumer-employers in homes

If this project is successful in Oregon, it could be spun off to other states since every state is struggling with this issue with groups of in-home workers who are doing a demanding challenging job but without supervision and safety committee support that most workers have. The hope is that this will be popular and successful with HCWs.

Project Design

- Randomly assign volunteers to control and treatment groups (half in each)
- Target is 160 HCWs in the Portland Metro Area
 - Organized into 16 groups with 10 HCWs each
 - Possible expansion to Eugene
- Measure HCWs' health through free assessment
- Conduct survey before groups, after the groups and then one year after the curriculum is ended
 - The groups will be given what they need to continue the monthly meetings indefinitely
 - Meeting space will be funded
 - HCWs will be paid
 - Meetings will be observed and recorded for one year

Other team members are:

- Dr. Diane Elliot, who specializes in peer-led, scripted curricula for health promotion, i.e. team workbooks.
- Jennifer Hess, a University of Oregon (U of O) Ergonomist.
- Brad Wiffley, an exercise science specialist.
- Robert Wright, a doctoral candidate from Portland State University (PSU), who has a psychology background.

Terry Haydon asked why the focus was on the Portland Metro Area. Ryan answered that this was for budgetary reasons during the pilot phase. If the project is successful, it would be easy for groups to start in rural areas using the workbook and guidance from a previous participant. Terry reminded Ryan that the Home Care Council has regional meetings where this type of information can be distributed. Ryan said that if the project is successful regular statewide meetings would be a great structure for distributing information.

Schedule

- January through August—pilot test curriculum
 - Need 20 HCW volunteers referred by OHCC trainers or SEIU
- At end of summer and into fall, recruit the 160 HCWs.
 - Run the groups through the six month process
- Measure health and safety outcomes

Ryan said he hoped this project could be promoted through the OHCC Training Newsletter. He noted that the project will promote and support OHCC classes.

In 2014 the success stories must be assembled and re-apply for new funding. The new grant would be funded for five years.

Participant Benefits

- Free health assessments
- Hourly stipend
- Lottery drawings for prizes
- Learning about existing community resources
- Half-day team orientation
 - Introduces meeting structure
- Six monthly meetings
 - Discuss safety and health topics
 - Take home tasks
- Follow progress for one year

Tentative Topics:

- Moving employers and objects
- Hazard correction in homes—emphasize communication with consumer-employer and accomplish making work environment safer
- Personal Protective Equipment—using best practices for preventing disease transmission
- Nutrition, exercise and stress management

OHCC Involvement:

- Referral of HCWs for the pilot test
- Help to recruit 160 HCWs
- Leslie to observe testing
- Feedback in the pilot testing
- Help with problem solving

Cheryl Miller said HCWs may volunteer. Since roughly 4,500 HCWs have health insurance, she said that the health assessment for on-going support groups could be a draw for people. She asked if there are opportunities for HCWs to access free health assessments in future groups. Ryan answered that there will be simple components of the health assessment that a team could learn to do on their own. He said it was interesting to think about cholesterol testing and some other tests that could be part of joining a team. Some support would be required from OHSU to keep that going. Cheryl also suggested that benefits similar to EAP be provided as well. Ryan said that the team workbooks

will have a resources page.

Terry Haydon is concerned that live-in HCWs will have difficulty taking time off. Ryan said that they plan for phone participation, although they know this will not provide the same experience.

Leslie Houston shared concerns the program:

- Asking HCWs to regularly attend monthly meetings
- Dropouts
- Participants wanting to join halfway through the program
- One year or more commitment for initial group

Ryan said that HCWs can join groups in progress because it is an easy format to learn, although they would miss out on the team orientation. Ryan said that they are thinking about the long-term challenges and the feasibility for allowing replacements. He said that they have planned for a 30 percent dropout rate.

Ryan said that they are planning on letting the volunteers pick the dates/times together in their groups. Kelly suggested that the dates/times be set by the project managers then volunteers could choose the one most convenient for them. Leslie agreed with this concept. Cheryl asked for the definition of Portland Metro Area. Ryan replied that it is the three counties [Multnomah, Clackamas and Washington.]

Leslie asked if the control group would be paid. Ryan answered that all participants will be paid for the time they spend, but the control group will be paid less because they won't attend as many events. Leslie asked if the intervention groups will be paid for their homework time. Ryan said that they would only be paid for face-to-face time. Aileen Kaye asked about recording during the sessions. Ryan said that nothing would be recorded. In the follow-up phase they will use a checklist to report how many of the prescribed meeting steps the group stuck to. Suzanne Huffman expressed concern that it would be very easy for HCWs to break employer confidentiality. Ryan said that orientation includes reiteration of the existing confidentiality requirements.

PREVENTING VIOLENCE AGAINST CAREGIVERS (PVAC)

Helen Moss reported on the Preventing Violence Against Caregivers (PVAC) project. The goal was to complete 1,200 surveys. As of January 1, 2012, over 800 surveys had been completed. About 80 percent of the

surveys were completed online. The other 20 percent were completed via phone interviews. The email recruitment had been completed, and telephone calls would be continued through mid-March. Interview administrators offer HCWs a time to complete the survey when they call them. Those who prefer online completion are given a user id and password. The phone surveys are the most challenging because of incorrect phone numbers and the length of time - two hours - required to complete the survey.

Helen said that so far 210 HCWs have not chosen not to participate, but project staff believe that they will achieve the goal of 1,200 by the end of March. She said that they have hired two more survey administrators and have protocols for quality assurance by monitoring the calls. Cheryl Miller said that the major concern was the length of the survey.

Suzanne Huffman expressed concerns about selection bias due to the length of the survey; that HCWs who have experienced violence would be more likely to talk on the topic for two hours. Helen suggested bringing this to the attention of a statistician. She said that the team would meet with SEIU and the OHCC soon to provide a tentative interim report. Helen said that the survey helps inform the direction of the intervention. Some of the training has been developed and is being piloted.

ADJOURNMENT

The meeting was adjourned at 2:15 p.m.

NEXT MEETING

The next Training Committee meeting is February 2, 2012, at 1:00 p.m. The location is 676 Church Street NE, Salem, Oregon.

Handouts:

- Agenda
- Home Care Commission Monthly Training Report, November/December 2011
- Quarterly Training Summary Report: Quarter 10/01/11-12/31/11
- STEPS Report, November 2011
- STEPS Consumer/Employer Statistical Report, November 2011