

caregivers **SOAR!**

Success - Opportunity - Advancement - Retention



UNIVERSITY OF
WISCONSIN
OSHKOSH

Center for Community Development, Engagement and Training (CCDET)
Pilot delivered in partnership with WI Department of Health Services
Division of Quality Assurance

Your Presenters Today...

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Today's Objectives ...

- ▶ Provide Overview of the Caregivers SOAR! Program
 - ▶ *“The goal of the Caregivers SOAR! program is to promote job satisfaction and retention among caregivers in the long term care and assisted living industry with a focus on soft skills training.”*
- ▶ Identify Caregivers SOAR! Program Benefits - for Caregivers and for Providers/Employers
- ▶ Review Curriculum
- ▶ Discuss the Process for Implementing Caregivers SOAR! Program in Your Facility
- ▶ Provide Resources and Labor Market Information

Program Overview

- ▶ What is the Caregivers SOAR! Program?
- ▶ This program was developed to address the current caregiver shortage in Wisconsin by:
 - ▶ Increasing job satisfaction and retention
 - ▶ Enhancing interpersonal skills
 - ▶ Improving team work

When do you find caregivers leave their positions?

- ▶ A) At 0 to 3 months of employment
- ▶ B) At 4 to 6 months of employment
- ▶ C) At 7 to 9 months of employment
- ▶ D) After 9 months of employment

Overview of Program Development

- ▶ UW Oshkosh CCDET designed a pilot training program for providing soft skills training to recently hired direct caregivers.
- ▶ Focus groups were convened prior to project launch and included long term care facility staff, professional association leaders, Board on Aging and Long Term Care staff and Division of Quality Assurance staff.
- ▶ Pilot workshops were conducted in eight Fox Valley long term care facilities from January to March 2018.
- ▶ Four Train-the-Trainer sessions are currently being conducted statewide and are receiving favorable responses.
- ▶ An evaluation component was built into this process. Data collection is ongoing and feedback has been positive.

What is your facility's current rate of job turnover among caregivers?

- ▶ A) less than 25%
- ▶ B) 25% to 50%
- ▶ C) over 50%

Program Benefits - Caregivers

Caregivers

- Increased Job Satisfaction and Retention
- Enhanced Interpersonal Skills
- Increased Professional Success
- Growth as Members of the Work Team
- Reduced Stress

Pilot Project Feedback from Participants

- ▶ 90% of participants agreed or strongly agreed that the training will better prepare them to fulfill their work responsibilities and job duties.
- ▶ 92.5% of participants agreed or strongly agreed that the training topics were relevant and valuable to caregivers.
- ▶ 92.5% of participants agreed or strongly agreed that the interactive nature of the material improved understanding of caregiving and the ability to apply the content to the work setting.
- ▶ 90% of participants agreed or strongly agreed that the activities and discussions were beneficial to their role as a caregiver.

Program Benefits - Employers

- Reduced Staff Turnover
- Increased Staff Skills
- Improved Team Work
- Targeted, On-the-Job Training
- Access to Proven Training Materials and Learning Experience

Pilot Project Feedback from Supervisors

- ▶ 83% of supervisors agreed or strongly agreed that the training will better prepare their staff to fulfill their work responsibilities and job duties.
- ▶ 100% of supervisors agreed or strongly agreed that the training topics were relevant and valuable to caregivers.
- ▶ 100% of supervisors agreed or strongly agreed that the interactive nature of the material improved understanding of caregiving and the ability to apply the content to the work setting.
- ▶ 100% of supervisors agreed or strongly agreed that the training helped to improve communications between team members and residents, peers and supervisors.

Curriculum Overview

- ▶ Week 1 = Communication with Residents and Peers
- ▶ Week 2 = Empathy
- ▶ Week 3 = Conflict Resolution and Problem Solving
- ▶ Week 4 = Dependability and Accountability
- ▶ Week 5 = Professionalism
- ▶ Week 6 = Relationship Building in the Workplace

Week 1 - Communication

- ▶ Communication, an activity requiring both senders and receivers
- ▶ Importance of effective work team communication
- ▶ Resident communication - understanding both words and behavior
- ▶ What responsibilities do “senders” have?
- ▶ What responsibilities do “receivers” have?

Week 2 - Empathy

- ▶ Listen
- ▶ Focus on THEIR story
- ▶ Recognize Emotion
- ▶ Use Reinforcement Techniques
- ▶ Offer Encouragement
- ▶ Seek Connection

Week 3 - Conflict Resolution & Problem Solving

- ▶ Balance of Competing Needs
- ▶ Reasons We Avoid Confrontation
- ▶ Preserve Dignity and Respect
- ▶ Use Data and Examples
- ▶ Work for a “Win-Win”
- ▶ Find Common Ground

Week 4 - Dependability & Accountability

- ▶ Dependability = the quality of being counted on or relied upon. “Do what you say, deliver what you promised.”
- ▶ Accountability = answering to ourselves and to others for our actions, and owning up to mistakes. “I am responsible for ...”
- ▶ Both contribute to resident safety and quality of care.
- ▶ What does dependability look like? Examples?
- ▶ What does accountability look like? Examples?

Week 5 - Professionalism

- ▶ Built on Appearance, Communication, Performance and Attitude
- ▶ Balance Competing Demands and Expectations
- ▶ Set Priorities Effectively
- ▶ Create a “Plan B”
- ▶ Ask for Help (Identify Those Who Can Support You)

Week 6 - Relationship Building

- ▶ Increase Job Satisfaction
- ▶ Enhance Quality of Care for Residents
- ▶ Use Strategies to Build and Maintain Strong Working Relationships
- ▶ Reinforce the Importance of Self-Care

What do you think is the average turnover cost for one caregiver?

- ▶ A) \$1,000
- ▶ B) \$2,500
- ▶ C) \$5,000

Implementing Caregivers SOAR! in Your Facility - The Logistics

- ▶ First, complete Caregivers SOAR! Train-the-Trainer Program
 - ▶ Registration information available at <http://www.uwosh.edu/ccdet/caregiver/>
- ▶ Then, consider:
 - ▶ **Who** will attend at your facility?
 - ▶ **When** will the training happen?
 - ▶ **Where** will sessions be held?
 - ▶ **What** about training materials?

Questions and Answers



Resources

- ▶ **Caregivers SOAR! Project**
<http://www.uwosh.edu/ccdet/CaregiversSOAR.htm>
- ▶ **UW Oshkosh CCDET Wisconsin Caregiver Project**
<http://www.uwosh.edu/ccdet/caregiver/>
 - ▶ **Tips for Trainers:**
http://www.uwosh.edu/ccdet/caregiver/Documents/Training_Tips.pdf
 - ▶ **Related Sites and Resources:**
<http://www.uwosh.edu/ccdet/caregiver/resources.htm>
- ▶ **UW Oshkosh CCDET Wisconsin Dementia Care Project**
<http://www.uwosh.edu/dementia/>

Labor Market Information

- ▶ **Healthcare Career Training Infographic**
<https://www.acf.hhs.gov/ofa/resource/healthcare-career-training-infographic>
- ▶ **Wisconsin's WorkNet**
<http://worknet.wisconsin.gov/worknet/>
- ▶ **O*NET OnLine**
<https://www.onetonline.org>

For additional information on the Caregivers SOAR! Project, please contact:
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