

# ESSHB 2284

## Long Term Care Worker Training Workgroup

### Meeting Notes

<b>Date:</b>	August 16, 2007
<b>Location:</b>	John L. O'Brien Building Meeting Room B Olympia, Washington

### Workgroup Attendees

<b>Attendees:</b>	<p>Representative Dawn Morrell – Co-Chair, Rick Hall – Co-Chair – Executive Director HCQA, Cynthia Smith – Consultant - Trienen Associates &amp; North Sound Consulting, Hilke Faber – Resident Councils of Washington, Craig Frederickson – The Frederickson Home, Elizabeth Smith - L&amp;I Apprenticeship, Peter Nazzal – Catholic Community Services, Eleni Papadakis – Workforce Training &amp; Education Coordination Board, Charissa Raynor – SEIU Healthcare 775NW, Randy Hartman – Addus Healthcare, Patty Weaver – Eagle Healthcare, Inc., Donna Smith – DD Council, Kathy Leitch – Aging &amp; Disability Services Administration, Jonathan Seib – Governors Executive Policy Office within OFM</p> <p>*Carolyn Edmonds – Washington Long Term Care Ombudsman – as delegate for Louise Ryan</p> <p>Staff: Marta Acedo – Aging &amp; Disability Services Administration, Jane Beyer – Senior Council Democratic Caucus, Annie Johnson – Assistant to Representative Dawn Morrell, Denise Gubbe Administrative Assistant for Long Term Care Workgroup, Virginia Brooks – Trienen Associates, John Wissler – Trienen Associates.</p>
<b>Invitees Not in Attendance:</b>	Louise Ryan – Washington State Long Term Care Ombudsman, Ingrid McDonald – Paraprofessional Healthcare Institute
<b>Public Attendees:</b>	David Maltman – WA DDC, Doris Barret – ADSA, Janet Rhode – WSRCC, Joseph O'Connor – AAA Residential Services, Richard Peterson – AAA Residential Services, Nancy Dapper – Alzheimer's Associates, Mary Cornish - CRSA, Madeliene Thompson – WTECB delegate of Eleni Papadakis, Barbara Hanneman – ADSA, Jay Crosby – PRN, Sylvia Fuerstenburg – SLStart CRSA, Melissa Johnson – ADDUS, Julie Peterson – WAHSA, Ron Bode WAPDA, Eric Erickson – WA Home Care Coalition, Diedrick Meinken – WAPDA, Vicki McNeally – WA Health Care Association, Julie Ferguson – WAPDA
<b>Agenda Topic:</b>	Long Term Care Worker Training Workgroup Kickoff Meeting

### Minutes

<p><b>1. Welcome</b></p> <ul style="list-style-type: none"> <li>a. Introductions</li> <li>b. Housekeeping</li> <li>c. Agenda Review</li> </ul>	<p>a. <b>Introductions:</b> Representative Dawn Morrell led introductions. Cynthia Smith explained what is expected of the workgroup and tasks to be accomplished. The three tasks being to make recommendations on:</p> <ul style="list-style-type: none"> <li>• Certification criteria</li> <li>• Basic Training Hours</li> <li>• Content of the training curriculum</li> </ul>
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	<p>The information will be collected by the workgroup and brought to the Long Term Care Task Force who will roll up with their recommendations and from there go on to the Legislature and then on to the Governor.</p> <p>b. <b>Workgroup Housekeeping:</b> Cynthia Smith briefed the group on housekeeping details.</p> <p>c. <b>Agenda Review:</b> The Workgroup reviewed the Agenda. No comments were made on Agenda.</p>
<p><b>2. Workgroup Operations</b></p> <ul style="list-style-type: none"><li>a. Review Charter</li><li>b. Review Preamble</li><li>c. Review Ground Rules</li><li>d. Communications</li></ul>	<p>a. <b>Review Charter:</b> Cynthia Smith briefed the workgroup on her Stakeholder findings thus far, including the information gathered and sources.</p> <p>Jonathan Seib asked Cynthia to further explain Meeting #4 – Discuss Training Literature.</p> <p>Cynthia Smith confirmed that the Training Literature topic for meeting #4 refers to the training information that is available Long Term Care. The deliverable report for this meeting will be a literature search.</p> <p>Hilke Faber asked if Meeting #5 – Discuss Examples of LTC Worker Certification and Apprentice Programs, would include research on other states?</p> <p>Cynthia Smith confirmed that we will be looking at other states as well as our own.</p> <p>b. <b>Review Preamble:</b> The Workgroup reviewed the Preamble, noting that the suggested preamble will continue to be developed throughout the Workgroup sessions. Ideas were given and suggestions made of modifications to the Preamble. Revisions will be made and discussed at the next meeting. The Preamble will be in development throughout the Workgroup meetings.</p> <p>c. <b>Review Ground Rules:</b> The Workgroup reviewed the Ground Rules and several suggestions were made. Revisions will be made the Ground Rules finalized at the next meeting.</p> <p>d. <b>Communications:</b></p> <ul style="list-style-type: none"><li>▪ Kathy Leitch suggested that we add the other ways that we've solicited comments and documents.</li><li>▪ Dawn Morrell stated that the more information we can get and deliberate on the better it will be when we get to the policy makers.</li><li>▪ Cynthia confirmed she will share the information that she</li></ul>

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	<p>gets from stakeholders – questions and responses will be shared anonymously</p> <ul style="list-style-type: none"> <li>▪ Rick Hall further explained that public comments will be taken and recorded as well and that we will also get the consumer prospective.</li> <li>▪ All meeting minutes and materials will be posted on the project website approximately one week in advance of each Workgroup meeting.</li> <li>▪ All communications will be sent via email to notify of weekly meetings.</li> </ul>
<p><b>3. Meeting Schedule</b></p> <ul style="list-style-type: none"> <li>a. Review Schedule</li> <li>b. Discuss Content Needs</li> <li>c. Discuss Speaker Needs</li> </ul>	<p>a. <b>Review Schedule:</b> All meetings are scheduled to take place in Olympia at the John L. O'Brien Building. It was decided that half of the meetings will be rescheduled to take place in SeaTac beginning September 12.</p> <p>August 29 - Olympia  September 12 – SeaTac  September 26 – SeaTac  October 10 – Olympia  October 18 – SeaTac</p> <p>Denise Gubbe will set up meeting space in SeaTac and post location information to the website.</p> <p>b. <b>Discuss Content Needs:</b> Jonathan Seib referred to the statute and stated that our recommendations are only to be about “basic training”. He also noted that, looking at deficiencies that exist even with the ancillary training it may or may not link back to lack of training. We need to look at what is required and what we are doing.</p> <p>It was discussed what training exists above and beyond basic training.</p> <p>c. <b>Discuss Speaker Needs:</b></p> <ul style="list-style-type: none"> <li>▪ Carolyn Edwards stated that she would like to hear from a panel of workgroup people as to what they would like to see in training and to hear from actual residents from Long Term Care Facilities and Adult Family Homes. She would also like to hear the perspective from their family members.</li> <li>▪ Cynthia Smith confirmed that we will have a consumer panel on September 12 and can add the panel of workers/caregivers as well as family members.</li> <li>▪ Randy Hartman would like more details on possibilities of using more modern technology. Would like to tap into that instead of sitting in a classroom. Cynthia suggested he bring in someone to talk on the use of modern technology. Randy will contact Trilogy for a speaker on this subject.</li> </ul>
<p><b>4. Public Comments on</b></p>	<ul style="list-style-type: none"> <li>▪ <b>Nancy Dapper, Alzheimers Association</b> - made a plea to</li> </ul>

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<p><b>Proposed Work</b></p>	<p>come to basic decisions. Is there going to be a core group of required training for all direct care workers? Will there be specialty training and most importantly, who is going to pay for the training and how? Who's going to cover when worker is in training and how are those rates going to be compensated for having my workers trained?</p> <ul style="list-style-type: none"> <li>▪ <b>Sylvia Fuerstenburg, SLStart</b> - stated that their group works with people in their own homes who have developmental disabilities. Not a lot of similarity to adult family homes and boarding homes and people who are referred to as patients, feels very different. Please keep in mind that our training is individualized..... We help with things such as laundry, cooking, transportation. We provide in-home services to help people to live independently. Also stated the 10 cent /hr raise did not cover the 20% increase in medical premium. The last 5-6 years they've had to cut back on benefits. We are not sure why we fit with this group?</li> <li>▪ <b>Janet Rhode, Evergreen Adult Family Homes</b> - asked, what are we going to do about the number of caregivers and how to reward them? Current focus is not on relationships, but by number of tasks performed. No matter how well we train the staff, if they are rated only on tasks and the number of staff to client ratio is really poor, they aren't going to be able to utilize the training that we're giving them. Not sure how it fits in but feels it needs to be addressed. There is little research on what's working.</li> <li>▪ <b>Ron Bode, Advanced Health Care</b> - who works in private care (private pay – no state funding) would like a rep from Department of Health (who license them) to come and speak on training care requirements from Private Care Facilities. Also asks how the money will affect our private care facilities when the state doesn't fund private agencies? Interested in creative approaches.</li> <li>▪ <b>Vicki McNeally – WA Health Care Association</b> - stated BH 23% Medicaid--remainder is private pay.</li> <li>▪ <b>Richard Peterson, PhD.</b> Clinical Psychology, AFH in Lacey stated that a “cookie cutter” approach will not work because problems are too diverse. He also stated that true training comes on the job. He brought up the fact that some care givers feel alone and isolated. Asks that we not only identify the core, but also identify the ongoing Support for workers in the field.</li> <li>▪ <b>Joseph O’Conner, AAA Residential Services, Inc.</b> – (BH and AFH). Need to include the Veterans’ needs, as WA has a large military constituency to serve, Stated that this cannot be put all in one training. You need to break it into categories. What’s good for people with developmental disabilities? What’s good for mental health? Etc...Posed question: Why can't nursing homes become training</li> </ul>
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	<p>centers?</p> <ul style="list-style-type: none"> <li>▪ <b>Sylvia Fuerstenburg, SLStart</b> - Stated that a 60% worker turnover is unreal. It's not a training issue, it's a financial issue. It's already costing a fortune to manage the turnover.</li> <li>▪ <b>Diedrich Meinken, CareForce</b> - stated that people are concerned about the cost of home care and are concerned many will not be able to keep their business if they have to pay 35 cents/hr for extra training. How will this increase impact the "grey market" privately hired staff from Little Nickle, temporary agencies. How does this mandate impact private agencies regulations overseen by DOH? Representative Dawn Morrell response: We will look into that.</li> <li>▪ Diedrich also mentioned that it might be nice to have audience participation earlier in the day instead of having to wait through the entire meeting.</li> </ul>
<p><b>5. Next Steps and Closing</b></p> <ul style="list-style-type: none"> <li>a. Confirm Assignments &amp; Due Dates</li> <li>b. Next Meeting</li> </ul>	<ul style="list-style-type: none"> <li>a. <b>Confirm Assignments &amp; Due Dates:</b> <ul style="list-style-type: none"> <li>▪ Cynthia Smith tasked the following people to research in the following areas. <ul style="list-style-type: none"> <li>• Donna Patrick, Craig Frederickson and Janet Rhode - Ancillary Training Requirements of DD and Parent Providers. Diedrich Meinken will also give some information.</li> <li>• Donna Patrick, Carolyn Edmonds – Will brief on Ancillary Training</li> <li>• Patty – Ancillary Long Term Care Training in boarding homes.</li> <li>• Cynthia Smith will send a template to each person providing information on ancillary training. The template will be broken into questions such as, where is the training offered, what does it cost etc... so that we can examine and compare.</li> <li>• Information was requested by 8/23.</li> </ul> </li> <li>▪ Eleni Papadakis will speak to New York and Washington Community College.</li> <li>▪ Randy Hartman will talk with folks at Trilogy to speak on September 26.</li> <li>▪ Marta Acedo will get contacts from Department of Health.</li> <li>▪ Elizabeth Smith will prepare a presentation for October 18.</li> </ul> </li> <li>b. <b>Next Meeting:</b> The next meeting will be held August 29, 2007 from 10:00am to 4:30pm, at the John L. O'Brien Building, Hearing Room E.</li> </ul>