



Direct Course
ONLINE CURRICULA FOR LIFE IN COMMUNITY

College of Personal Assistance and Caregiving

CMS Core Competencies:

What this means for the Aging and Disability Sector



Today's Presenters

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Agenda

- Brief overview of the DSP workforce
- Overview and purpose of new CMS Core Competencies
- Identify and explore how DirectCourse: College of Personal Assistance and Caregiving (CPAC) supports these competencies via a crosswalk of the curricula

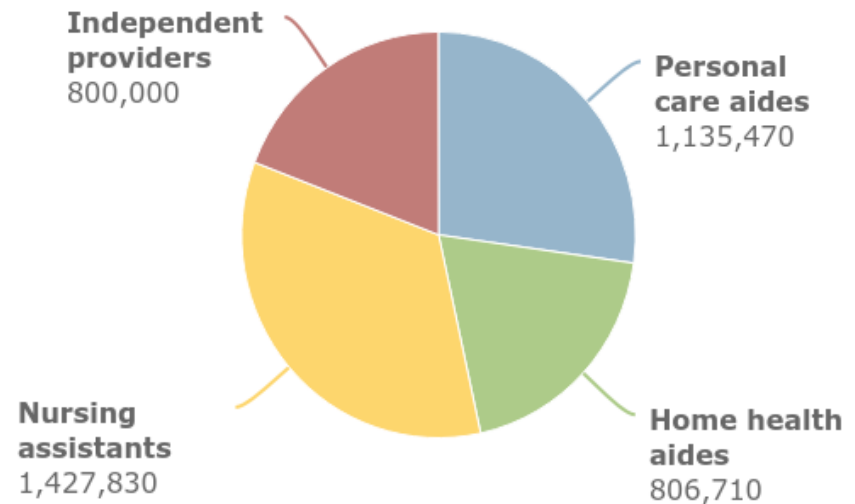


Size of the Direct Service Workforce

- Estimated over 4 million workers in 2013
- Over 3.2 million employed largely by agencies in three occupations
 - Nursing Assistants (1,135,470)
 - Home Health Aides (806,710)
 - Personal Care Aides (820,600)
- An estimated 800,000 independent providers employed in public programs

United States: Size of Direct-Care Workforce, 2013

Total: 4,170,010

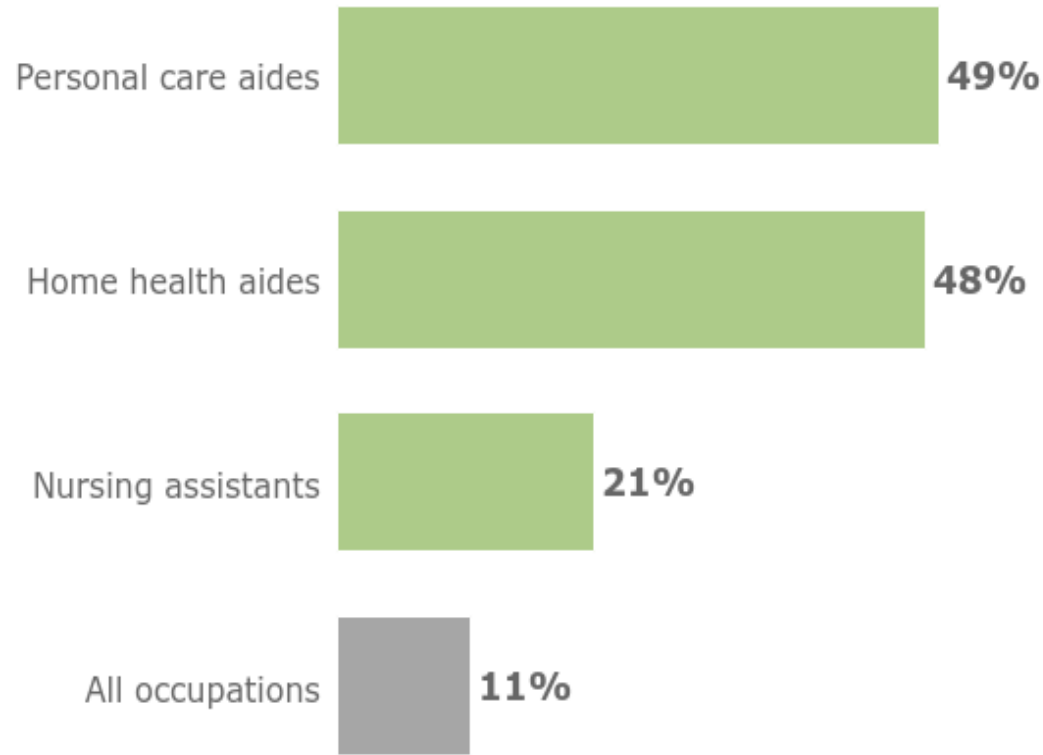


Source: PHInational.org



Occupational Growth Projections

United States: Occupational Growth Projections, 2012-2022



Source: PHInational.org



Digital
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LTSS Industry Trends

- Growing trend towards integration of populations in public LTSS programs, particularly Medicaid managed care and programs for Medicare and Medicaid enrollees
- Concerns about service quality
- Increased focus on community integration and person-centered planning and implementation (HCBS)
- More with less – system redesigns



Purpose of Core Competencies

The **DSW Core Competency Set** establishes evidence-based practices for training and employment across LTSS sectors to:

- **Frame competency-based training objectives** to guide the evaluation of existing curriculum or identify need for curriculum development.
- **Develop measures of initial worker skills**; plan for entry-level training and resulting competency development.
- **Cultivate skill development by measuring competencies** within the current workforce and needs for ongoing training.
- **Serve as the foundation of career ladders and lattices** inclusive of a wide variety of DSW roles.



DSW Core Competency Development Phases

Phase I: DSW Competency Inventory

22 Sets inventoried; across main LTSS sectors: Aging, Behavioral Health, Intellectual and Developmental Disabilities, and Physical Disabilities

Phase II: DSW Competency Analysis

Content analysis among 7 nationally recognized competency sets

Phase III: DSW Core Competency Expert Review and Synthesis

Modified Delphi Process with leaders/expert panel to determine core competencies – via online survey methods and in-person workshop



Phase III Stakeholders from all Sectors

- AARP
- Alzheimer's Association
- American Public Human Services Association, Center for Workers with Disabilities
- Annapolis Coalition on Behavioral and Mental Health Workforce
- Department of Education, National Institute of Disability and Rehabilitation Research (NIDRR)
- Department of Labor, Health Care Advancement Program
- US Psychiatric Rehabilitation Association (USPRA)
- Georgetown University Health Policy Institute
- Health Resources and Services Administration, PHCAST
- Human Services Research Institute (HSRI)
- Leading Age
- Linking Employment, Abilities & Potential (LEAP)
- National Association of State Directors of Developmental Disabilities (NASDDDS)
- National Council for Community Behavioral Health Care
- National Resource Center for Participant-Directed Services (NRCPPDS), Boston College
- PHI
- Research and Training Center on Community Living, University of Minnesota
- Rosalynn Carter Institute for Caregiving
- Substance Abuse and Mental Health Services Administration



DSW Core Competency Validation

Final Phase: Validation

Stage 1: National Validation Workshops
Direct Service Workers, Supervisors and Participants Across Sectors

Stage 2: National Validation Survey
Direct Service Workers, Supervisors and Participants Across Sectors

dsw-core-competencies-phase-III-B-december-2014.pdf



CMS Core Competencies for the Direct Service Workforce: Competency Areas

1. Communication (3)
2. Person-Centered Practices (7)
3. Evaluation and Observation (4)
4. Crisis Prevention and Intervention (7)
5. Safety (5)
6. Professionalism and Ethics (6)
7. Empowerment and Advocacy (5)
8. Health and Wellness (7)
9. Community Living Skills and Supports (4)
10. Community Inclusion and Networking (4)
11. Cultural Competency (5)
12. Education, Training, and Self-Development (3)

www.medicaid.gov/medicaid-chip-program-information/by-topics/long-term-services-and-supports/workforce/downloads/dsw-core-competencies-final-set-2014.pdf



1. Communication (3)

The DSW builds trust and productive relationships with people s/he supports and others through respectful and clear verbal and written communication.

- a. Uses positive and respectful verbal, non-verbal and written communication in a way that can be understood by the individual, and actively listens and responds to him or her in a respectful, caring manner.
- b. Explains services and service terms to the individual being supported and his or her family members.
- c. Communicates with the individual and his or her family in a respectful and culturally appropriate way.



Polling Question

If you/your agency is currently training your workforce, by what method do you train them?

- Online
- In-person
- Blended
- N/A



The College of Personal Assistance and Caregiving (CPAC)

Gives personal care assistants, home care providers, and family caregivers the skills to better meet the needs of people with physical disabilities and older adults.

- One of four 'Colleges' within DirectCourse online training.
- Launched in 2012 with 7 online courses.
- Developed by the University of California, San Francisco (UCSF) Community Living Policy Center (formerly Center for Personal Assistance Services) in partnership with UMN and Elsevier.

<http://directcourseonline.com/personalassistance/curriculum/>



CPAC Course Catalog

10 Courses:

- *Personal Care
- Healthy Lives One: Understanding Health & Healthcare activities
- Healthy Lives Two: Preventive Health and Wellness
- *Disability Rights and Independent Living
- *Roles and Responsibilities of a Home Care Provider
- *Safety at Work: Information for Home Care Providers
- Cerebral Palsy Care
- Diabetes Care
- Being Prepared for an Emergency
- Dementia Care



How does CPAC meet these competencies?

CMS Direct Service Worker Core Competency Areas		College of Personal Assistance & Caregiving (CPAC) Aging & Physical Disabilities
1	Communication	<ul style="list-style-type: none"> *<u>Disability Rights & Independent Living: L5</u> *<u>Roles and Responsibilities of a Home Care Provider: L2, L4, L5</u> *<u>Safety at Work: Information for Home Care Providers: L4</u> Being Prepared for an Emergency Dementia Care: L10, L12, L13, L14, L15, L16, L17
2	Person-Centered Practices	<ul style="list-style-type: none"> *<u>Disability Rights & Independent Living: L3, L4, L5</u> *<u>Roles and Responsibilities of a Home Care Provider: L1, L2, L4</u>
3	Evaluation and Observation	<ul style="list-style-type: none"> <u>Healthy Lives One</u> <u>Healthy Lives Two</u> Cerebral Palsy Care Diabetes Care Dementia Care
4	Crisis Prevention and Intervention	<ul style="list-style-type: none"> Healthy Lives Two *<u>Roles and Responsibilities of a Home Care Provider: L3</u> *<u>Safety at Work: Information for Home Care Providers</u> Being Prepared for an Emergency
5	Safety	<ul style="list-style-type: none"> Healthy Lives Two: L4 *<u>Roles and Responsibilities of a Home Care Provider: L3</u> *<u>Safety at Work: Information for Home Care Providers</u> <u>Being Prepared for an Emergency</u> Dementia Care: L25, L26, L27
6	Professionalism & Ethics	<ul style="list-style-type: none"> *<u>Disability Rights & Independent Living: L5</u> *<u>Roles and Responsibilities of a Home Care Provider</u>

How does CPAC meet these competencies?

CMS Direct Service Worker Core Competency Areas	College of Personal Assistance & Caregiving (CPAC) Aging & Physical Disabilities
7 Empowerment & Advocacy	* <u>Disability Rights and Independent Living</u>
8 Health and Wellness	*Personal Care <u>Healthy Lives One</u> <u>Healthy Lives Two</u> Cerebral Palsy Care Diabetes Care Dementia Care
9 Community Living Skills & Supports	* <u>Personal Care</u> <u>Healthy Lives Two: L1, L2, L3, L4</u> *Disability Rights & Independent Living: L4, L5 *Safety at Work: Information for Home Care Providers: L1, L3 Being Prepared for an Emergency Dementia Care: L18-L25
10 Community Inclusion & Networking	* <u>Disability Rights & Independent Living: L4</u> *Safety at Work: Information for Home Care Providers: L5 Being Prepared for an Emergency: L4 Dementia Care: L24
11 Cultural Competency	* <u>Disability Rights & Independent Living: L3, L5</u> * <u>Roles and Responsibilities of a Home Care Provider: L4</u> Being Prepared for an Emergency: L1
12 Education, Training and Self-Development	Additional training that a self-directing consumer might suggest for the caregiver, e.g., CPR training, CERT training; continually learning, updating and developing skill set

Course: CPAC Personal Care

6 lessons cover:

- Personal and self-care: bathing, toileting, and grooming
- Major body systems and body mechanics: transferring, lifting, ambulation
- Infection control, universal precautions, waste disposal
- Common health conditions, skin care, and medications
- Oral health and oral care

Competencies addressed in this course:

8. Health & Wellness

9. Community Living Skills & Supports



CPAC Demo

- CPAC Personal Care, Lesson 4: Infection Control
 - Communicable & non-communicable diseases
 - Infection control & universal precautions
 - Putting on and removing disposable gloves
 - Proper hand-washing
 - Cleaning and waste disposal



CPAC Roles & Responsibilities of a Home Care Provider: Lessons

5 lessons cover:

- What is a home care provider: tasks, rights and responsibilities; working with self-directing individuals
- Becoming a home care provider (independent or agency), job description, work agreement
- Avoiding and reporting abuse, neglect, and exploitation
- Ethical practices and guidelines, un/professional practices, maintaining boundaries, respecting differences
- Practicing confidentiality and privacy



Roles & Responsibilities of a Home Care Provider: Competencies

Competencies addressed in this course:

1. Communication
2. Person-Centered Practices
4. Crisis Prevention & Intervention
5. Safety
6. Professionalism & Ethics
11. Cultural Competency



CPAC Safety at Work: Information for Home Care Providers: Lessons

5 lessons cover:

- Accident prevention: falls, trips, burns; electrical hazards, chemicals, mold, insects, clutter
- Types of abuse, signs of abuse
- Fire safety and prevention, fire drills/escape plans
- Work safety, universal precautions, stress reduction/burnout
- Communicating about safety concerns
- Safety in the community: walkways, mass transit, paratransit, car; crime prevention and personal safety tips



Safety at Work: Information for Home Care Providers: Competencies

Competencies addressed in this course:

1. Communication
4. Crisis Prevention and Intervention
5. Safety
9. Community Living Skills & Supports
10. Community Inclusion & Networking



Disability Rights & Independent Living: Lessons

5 lessons cover:

- Disability history, Disability Rights Movement, disability rights laws
- Medical Model vs. Social Model of Disability
- Disability culture, respecting (cultural) differences
- Independent living philosophy and the work of a home care provider; working and communicating with people who are self-directing
- Importance of community integration/inclusion; environmental barriers



Disability Rights & Independent Living: Competencies

Competencies addressed in this course:

1. Communication
2. Person-Centered Practices
6. Professionalism & Ethics
7. Empowerment & Advocacy
9. Community Living Skills & Supports
10. Community Inclusion & Networking
11. Cultural Competency



Competency 3: Evaluation & Observation

“The DSW closely monitors an individual’s physical and emotional health, gathers information about the individual, and communicates observations to help guide services.”

Competency	CPAC Course
3. Evaluation and Observation	Healthy Lives One (4 lessons)
	Healthy Lives Two (6 lessons)
	Cerebral Palsy Care (1 intensive)
	Diabetes Care (1 intensive)
	Dementia Care (27 lessons)



Polling Question

Do your workers typically have experience in some of these core competency areas before you hire them?

- Yes
- No
- Don't know



How to Utilize the DSW Core Competency Set?

- Guide the development of cross-sector statewide training requirements
- Collaborate with other agencies in the state about establishing common training policies
- MCO - Use Competency Set to assess capacity of providers in the network
- Independent Providers/Agencies –
 - Consult the set to make revisions to training and orientation
 - Inform all workforce development tools (recruiting – training – performance evaluation – mentoring – recognition)



Next Steps

- Learn more about the DSW Core Competencies and related tools at:
www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Long-Term-Services-and-Supports/Workforce/Workforce-Initiative.html
- Assess your current training (cost, quality, consistency)
- Determine if additional or different training strategies are needed
- Prepare implementation plan for any changes to existing workforce development strategies



To Learn More

To request a demo and learn more about DirectCourse:
College of Personal Assistance and Caregiving (CPAC):
<http://directcourseonline.com/personalassistance/curriculum/>

Learn more about how the entire DirectCourse Suite of Curricula addresses these competencies, including upcoming webinars for the behavioral health and ID/DD sectors:
www.directcourseonline.com/cms-core-competencies



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