

# **ALZHEIMER'S AND DEMENTIA WORKFORCE ASSESSMENT TASK FORCE**

## **Minutes of the 3rd Meeting of the 2019 Interim**

**September 5, 2019**

### **Call to Order and Roll Call**

The 3rd meeting of the Alzheimer's and Dementia Workforce Assessment Task Force was held on Thursday, September 5, 2019, at 10:00 AM, in Room 131 of the Capitol Annex. Senator Robby Mills, Chair, called the meeting to order, and the secretary called the roll.

Present were:

Members: Senator Robby Mills, Co-Chair; Representative Deanna Frazier, Co-Chair; Senators Stephen Meredith and Reginald Thomas; Representative Danny Bentley; Melissa Aguilar, Bill Cooper, Steven Davis, Buddy Hoskinson, Mackenzie Longoria, Devon McFadden, Andrea Renfrow, Mary Romelfanger, Phillip Travis, Kelly Upchurch, and Denise Wells.

Guests: Vicky Pritchett, Human Resources Director, Home Instead Senior Care, Former Caregiver; and Emilio Santellana, Client Care Manager, Home Instead Senior Care.

LRC Staff: Dana L. Simmons, Lead Staff and Becky Lancaster

### **Approval of Minutes**

A motion to approve the minutes of the August 1, 2019 meeting was made by Representative Bentley, seconded by Melissa Aguilar, and approved by voice vote.

### **Assessment of the Current Alzheimer's and Dementia Healthcare Workforce to Identify Current or Anticipated Workforce Shortages**

Vicky Pritchett, Human Resources Director, Home Instead Senior Care, Former Caregiver, shared her experience as a caretaker for her mother who had Alzheimer's for eight years until her passing.

In response to questions and comments from Representative Frazier, Ms. Pritchett stated that her family sought help to care for her mother but was not able to retain staff because no one knew if or when her mother would become combative and argumentative towards the staff. Her mother was in a facility for a period of time but eventually was

removed because the staff could not provide the specific care needed for an Alzheimer's patient.

Emilio Santellana, Client Care Manager, Home Instead Senior Care, stated that he works on assessments and care plans for clients with Alzheimer's and dementia. He stated that a struggle with Alzheimer's and dementia clients is that behaviors, attitudes, and reactions change every day. Clients' behaviors change anytime there is any type of change small or large.

In response to comments and questions from Mr. Hoskinson, Ms. Pritchett stated that there is a high turnover rate in staff working with Alzheimer's clients. She has one or two staff orientations every week. All caregivers are interviewed and state that they have experience with clients that have Alzheimer's or dementia. However, once the caregiver is in the home, they call Ms. Pritchett with patient issues they cannot resolve. Ms. Pritchett dedicates a day of training specifically for Alzheimer's training. She also plans and facilitates Alzheimer's support group meetings and has the caregivers come to the meetings. She stated that the company spends thousands of dollars on the training for the caregivers.

In response to comments and questions from Ms. Aguilar, Ms. Pritchett stated that the average wage for an Alzheimer's or dementia caregiver is \$10 to \$12 an hour. Some caregivers have been with the company for 13 years and are happy with the hourly wage.

In response to comments and questions from Ms. Longoria, Ms. Pritchett stated that approximately 50 percent of newly hired caregivers come from the healthcare field. Many caregivers transfer from nursing homes and assisted living facilities. Approximately 10 percent of newly hired caregivers start straight from high school with most being a certified nursing assistant (CNA). Some high schools offer a program for students to become a CNA. Approximately 30 percent of newly hired caregivers have previously been private caregivers. She stated that there are three quizzes that must be completed by newly hired staff along with a full discussion after the quizzes. Mr. Santellana stated that occasionally two caregivers are scheduled for one client to allow a new staff person to shadow a current worker. The new staff person would have hands-on experience with the client while being supervised.

In response to comments and questions from Mr. Davis, Mr. Santellana stated that Home Instead Senior Care is a personal services agency. Ms. Pritchett stated that the workers are non-medical staff. The high turnover rate is among all staff and not specific to just the workers that work with Alzheimer's and dementia clients. The most complaints come from staff that work with Alzheimer's and dementia clients. While interviewing for new staff, Ms. Pritchett keeps the needs and behaviors of her clients in mind to best match the client to a staff member. The hours a staff member will work with an Alzheimer's client varies depending on what the family of the client is requesting.

In response to questions and comments from Representative Frazier, Ms. Pritchett stated that there is not a lack of applicants for the caregiver positions, but some applicants do not qualify for the positions. The office staff is trained to work with clients and can fill vacancies if necessary.

In response to comments and questions from Ms. Romelfanger, Ms. Pritchett stated that Home Instead Senior Care does have a standardized, basic orientation including a hands-on portion, for every level of caregiver that is hired. The Home Instead Senior Care office in Frankfort has a full-scale model bathroom used for training purposes only. The Alzheimer's training is conducted every year. Ms. Pritchett is working to provide a CNA class to the caregivers within the company. The curriculum used in her trainings is standardized and comes from the Home Instead Senior Care corporate offices.

In response to comments and questions from Ms. Renfrow, Ms. Pritchett stated that the retention issues are the same as other home health companies and nursing homes.

In response to comments and questions from Mr. Cooper, Ms. Pritchett stated that the caregivers are paid by long-term care insurance, private pay, and Veteran clients. Mr. Santellana stated that most of the clients with Home Instead Senior Care are private pay clients. He stated that approximately 15 percent of clients pay with long-term care insurance. The Department of Veterans Affairs (VA) is another source of funding for some veteran clients or the surviving spouses of a veteran. There is another company in the Frankfort area that does homecare and accepts a Medicaid waiver for funding. Ms. Pritchett stated that there are other facilities that use Home Instead Senior Care services for staffing.

Melissa Aguilar, Director, Kentucky Workforce Innovation Board (KWIB), KYWorks Collaborative, stated that the Workforce Innovation Opportunity Act requires every state to have a workforce board with members that are chosen by the Governor. In 2017 and 2018, KWIB put together the WorkReady strategic plan. The four goals of KWIB are to increase employer engagement, to increase educational attainments and completions, to increase Kentucky's workforce participation rate, and to align the board's partners with resources. There are 10 local workforce development areas that cover specific regions of the state. There are two tools that KWIB uses to measure progress, the local workforce dashboard and the WorkReady Communities dashboard that are housed on the Kentucky Center for Statistics' (KYStats) website.

Ms. Aguilar stated that the workforce participation rate varies from 72.59 percent in the Northern Kentucky area to 38.93 percent in the Eastern Kentucky Concentrated Employment Program (EKCEP) area. The state workforce participation rate average is 61.81 percent. The national workforce participation rate average is 66.48 percent. With all occupations in the state, there will be about 107,488 jobs available between 2018 and 2022. In regards to jobs in the healthcare workforce, there will be approximately 9,458 jobs available between 2018 and 2022 in Kentucky. The main causes of high turnover rates in

healthcare jobs are lack of experience, retirements, voluntarily leaving, competing states, and injuries that lead to a disability. Across all industries in Kentucky, there are approximately 175,303 open positions available for employment. In the state workforce system there are approximately 26,000 job seekers registered. Ms. Aguilar shared a graph that lists the number of job openings in each of the 10 areas in the state.

Ms. Aguilar stated that from 2012 to 2016 there were 15,000 licensed practical nurse (LPN) training certifications given, 6,800 registered nurse (RN) associate degrees given, and 7,000 RN bachelor degrees given. The supply of healthcare workers does not equal the demand of workers. KWIB is working to recruit more individuals into the healthcare fields. She stated that high paying healthcare positions require a higher level of training. KWIB is working on the side of the public and private employers as well as the education and economic development side. The national average RN hourly wage is \$29.17 and Kentucky's average RN hourly wage is \$26.58. KYStats provides data and allows KWIB to analyze and evaluate the data to pose solutions for a better workforce.

Ms. Aguilar stated that KWIB had employers to map out staff positions from the lowest to the highest positions in each industry and to list greatest areas of need. In the 2012/2013 career technical education graduating classes, only 12.6 percent had careers in the health sciences field. KWIB is continuing to support work-based learning; however, there are not enough employer clinical sites for students. There are many apprenticeship opportunities in the healthcare field. The process for KWIB is to analyze the demand, analyze the supply, to create career pathways, and to provide work-based learning experiences. KWIB is working to educate the training providers. KWIB recommends that the task force research best practices from other states such as Virginia, Oregon, New Hampshire, Oklahoma, and Illinois. Each of those states have completed studies relating to how Alzheimer's and dementia clients affect the workforce. KWIB suggests having a roundtable discussion with employers to help document the best practices that are in process and the supports that need to be added to assist employees who care for Alzheimer's and dementia clients. Ms. Aguilar gave a list of references that KWIB will be reviewing when working on the issue.

In response to questions and comments from Ms. Longoria, Ms. Aguilar stated that the KWIB has been able to think about other populations such as ex-offenders, individuals with disabilities, and foster youth to recruit for employment. Kentucky seems to be shifting the same people between jobs in the healthcare workforce instead of increasing the workforce participation rates. Training individuals to stay with an employer and finding where employers can pull from the other populations is the challenge for KWIB. She stated that Kentucky could have more scholarships, apprenticeships, and incentives offered to students seeking employment in the healthcare field. The WorkReady scholarships are specific to the top five industries in the state, healthcare being at the top. The Kentucky Educational Excellence Scholarship (KEES) is another alternate avenue for funding.

In response to questions and comments from Ms. Romelfanger, Ms. Aguilar stated that the local workforce boards and training providers know about the professional associations that may offer scholarships for the middle class worker. The local workforce boards have case management staff that work with individuals on a daily basis.

In response to questions and comments from Senator Meredith, Ms. Aguilar stated that many children are not in a home environment that would teach them humility. Schools and teachers can teach about humility and empathy but it also needs to be reinforced at home.

Kelly Upchurch, President, Chief Executive Officer, Horizon Adult Health Care, Horizon Home Care, American Health Management, Incorporated, stated that he started his first adult day center in 1997 with the goal to provide an alternative for clients. Horizon Adult Health Care serves approximately 550 patients a day. All patients must qualify for a nursing home level of care. The adult day health care services provide many services such as nursing services, occupational therapy, nutritious meals, case management, socialization, and many other services. The Horizon Home Care attendant care services are in 89 Kentucky counties and serve 900 clients a day. Attendant care services include personal care, companionship, light housekeeping, transportation to the doctor, church, grocery, beauty salon, or barber, meal preparation, transferring and positioning, and assistance with other daily needs. If a person can remain engaged in the community, they will be happier and healthier longer.

The healthcare workforce is in need of RNs, LPNs, nurse aids, healthcare associates, and transportation associates. Some of the challenges to retaining the workforce are the lack of skilled workers, lack of mentoring, lack of training, lack of raises in the cost of living provision, and a poor organizational culture. There are some creative ways to recruit and retain qualified team members that include flexibility of schedules, opportunities for advancement, competitive pay, full health benefits, life insurance, a 401K with an employer match, and paid time off. Often locations in rural areas cannot offer higher wages, but Horizon can work with the staff member on other incentives.

In response to questions and comments from Mr. Davis, Mr. Upchurch stated that the adult day health model is not a home model. To qualify for care by Horizon a client must qualify for a waiver and Medicaid. Clients must be at a nursing home level of care. There are barriers to entering the adult day health program. The average patient is a 72 year old female on 15 or more medications a day. Horizon has personal care coordinators that can navigate the Department for Community Based Services (DCBS) system with the client. Horizon's annual budget has to be budget neutral with a ceiling cap. He stated that Horizon has good relationships with other providers that go into the home such as personal service agencies. Horizon can be the first provider to recognize that other services are needed for a patient. Horizon coordinates care with home health providers when a skilled service is required.

In response to questions and comments from Ms. Aguilar, Mr. Upchurch stated that Horizon recruits employees at health fairs and other pop-up events. Horizon employees have the chance to speak about the company and its opportunities for employment. Horizon also places ads online for employment. Most new employees come to Horizon because of the work culture and the incentives such as the health, vision, and dental insurance.

In response to questions and comments from Ms. Longoria, Mr. Upchurch stated that it costs approximately \$8,000 a year for a patient to attend adult day health programs. It costs approximately \$42,000 a year for patient to be in a double bed nursing home room. Adult day health programs save Kentucky approximately \$200 million a year.

In response to questions and comments from Ms. Romelfanger, Mr. Upchurch stated that there is not a record of clients that are Veterans, but there is a high number of Veteran clients in the Louisville facility.

In response to questions and comments from Ms. Renfrow, Mr. Upchurch stated that his center partners with local health departments and other agencies to conduct monthly trainings for the staff on specific topics such as patients with Alzheimer's and dementia. There are good resources to assist the workforce in each community.

### **Adjournment**

There being no further business, the meeting was adjourned at 11:43 AM.