

IHSS+ HOME CARE INTEGRATION TRAINING INTERIM REPORT

March 2023

**TRIMESTER
17**



**Center for
Caregiver
Advancement**

Formerly the California Long-Term
Care Education Center

*Sponsored by L.A. Care Health Plan and
in Partnership with SEIU Local 2015*



IHSS PROVIDER PERRI KENDRICK AND HER SON, TREVOR

“He went to every Saturday class and he was as excited about the classes as I was. He had so much fun.”

READ THEIR STORY: ADVANCECAREGIVERS.ORG/OURIMPACT

PROJECT OVERVIEW

The unique partnership between the Center for Caregiver Advancement (CCA), L.A. Care Health Plan and SEIU Local 2015 has resulted in a workforce of caregivers who are confident, highly skilled, and integral in their consumers’ overall health and well-being.

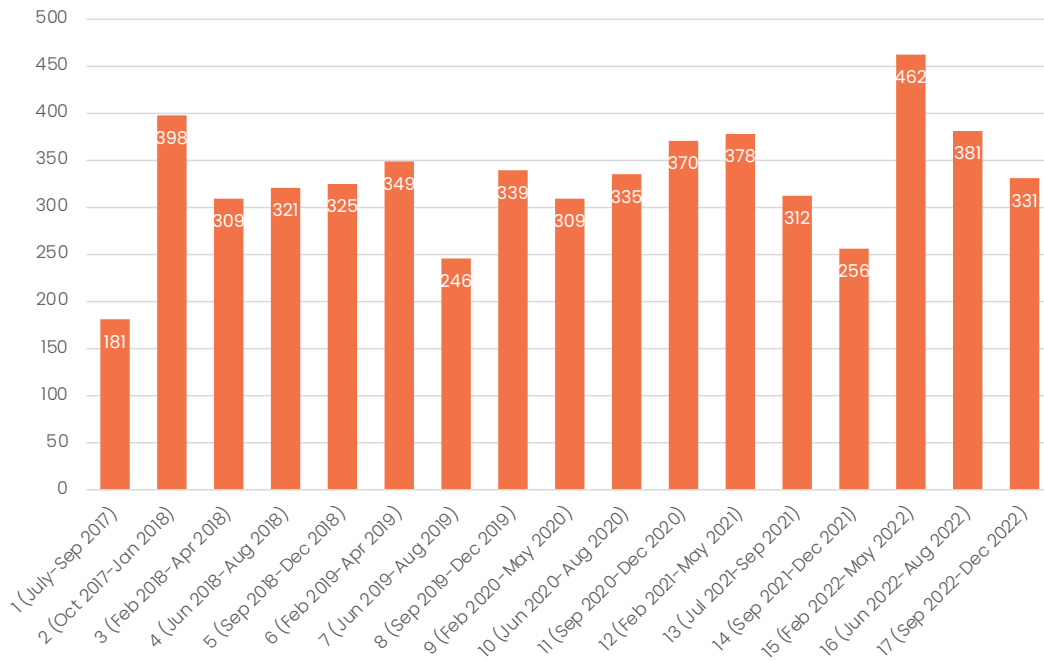
The IHSS+ Home Care Integration Training Program (IHSS+) is a 10-week program that educates and empowers caregivers who provide services to seniors and persons with disabilities through the California In-Home Support Services (IHSS) program. In these classes, IHSS caregivers learn how to take on the enhanced roles of Monitor, Communicator, Coach, Navigator, and Care Aide while developing the skills needed to be integrated into the consumers’ Care Teams.

An analysis of utilization data of L.A. Care consumers cared for by our students shows that our training program significantly reduces hospital admissions and visits to the emergency room. The November 2019 report, titled *Evaluation of IHSS Training on Health Care Outcomes* and authored by Dr. Matthew Pirritano and Nancy Fang, suggests that the training benefits L.A. Care members and that the trainings might be causally related to the changes in utilization.

IHSS+ HOME CARE INTEGRATION

We have trained 5,602 IHSS providers in six languages (as of Trimester 17) since we started this partnership with L.A. Care.

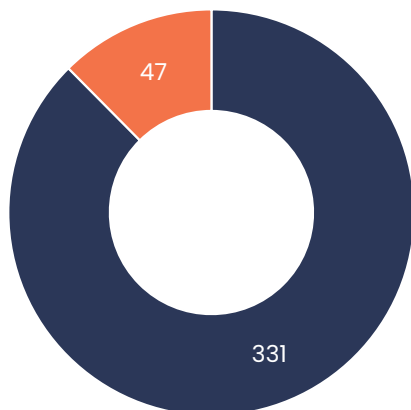
of Caregivers Trained Since 2017
(per cohort)



TRIMESTER 17 SEPTEMBER - DECEMBER 2022

Cohort overview

Graduation Rate: 88% of students completed their training



■ Completed ■ Did not complete

378 IHSS caregivers enrolled and attended at least two class sessions

88% (331 students) completed training

11 classes were conducted via Zoom

3 languages. Training was delivered in English, Spanish, and Cantonese

IHSS+ HOME CARE INTEGRATION

TRIMESTER 17

Demographics: A snapshot of who we are training

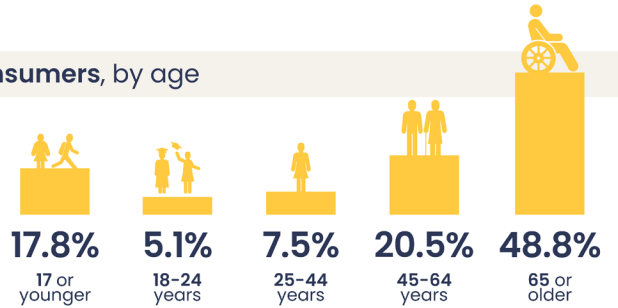
Gender: Majority of the caregivers and consumers were female

Age: Nearly half of consumers were 65 years or older; 62% of caregivers were 45-64 years old

Consumers, by gender



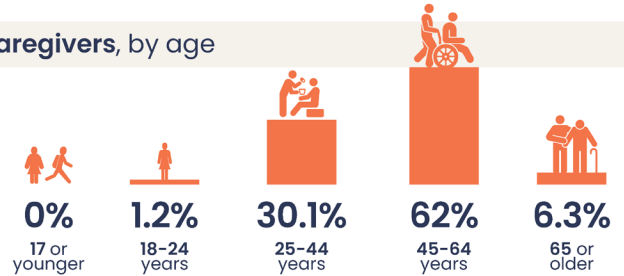
Consumers, by age



Caregivers, by gender

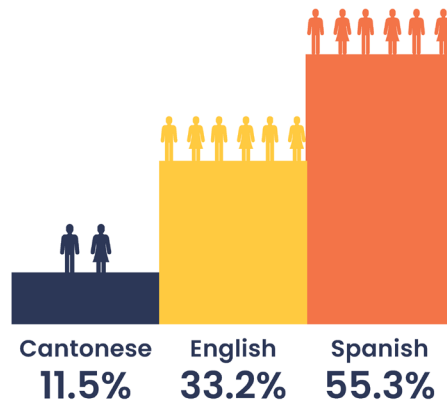


Caregivers, by age



Language: More than half enrolled in the Spanish classes

Language, by class

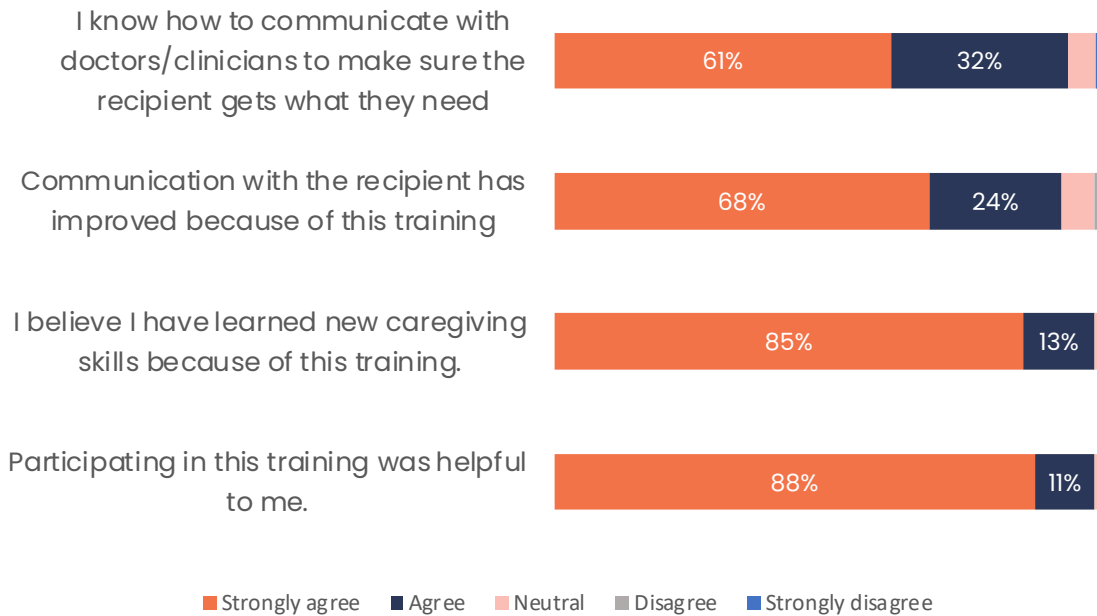


N = 331

TRIMESTER 17

Survey: Assessing our impact on caregivers and L.A. Care members

According to the post-training survey responses, **99% of the students believe that participating in the training was helpful** to them in their roles as caregivers, and **93% strongly agree/agree that they know how to communicate with doctors/clinicians** to make sure the recipient gets what they need.



Write-in responses

Providers

What is the most important thing you have learned in this training?

- *I learned I'm not alone. Others feel as I do and I learned how to communicate better with my client and people in general.*
- *To value the consumer option and respect them as a human being without making them feel helpless.*

Consumers

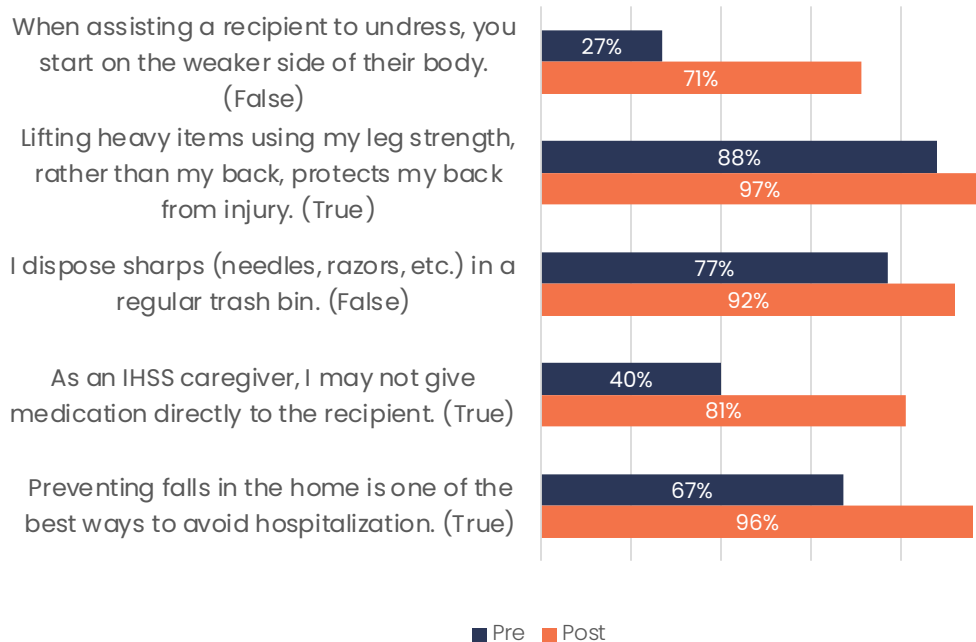
What is the most important thing your caregiver learned in this training? How did your IHSS caregiver use what they learned in this training when caring for you?

- *Just a little more attentive and allows me to make more decisions on my own.*
- *Meeting all of my needs professionally and with heartfelt care.*
- *I like that she has put my preferences and well being first. She also has made a daily agenda. This helps us both to continue my care without forgetting daily tasks. The same with doctor's appointments with my primary doctor, speech therapist, physical therapist.*

IHSS+ HOME CARE INTEGRATION

TRIMESTER 17

Our pre- and post-training surveys include a section that assesses the students' baseline knowledge compared to knowledge attained (captured in the post survey). The biggest gain in knowledge fell in the medication adherence and assistance in daily living categories.



Write-in responses

Providers

What is the most important thing you have learned in this training?

- The most important thing of the training was going over medication and also the various points of assisting a consumer with daily living tasks and getting key points towards those tasks. I found the CPR class important and key to this training.
- Pasos mas correctos a seguir en una emergencia con mi consumidor, datos importantes sobre su medicina, como ayudarlo si esta pesado sin lastimar mi espalda, como ayudarlo en sus necesidades basicas de alimentaci3n y vestimenta y atravez de las historias. Most correct steps to follow in an emergency with my consumer, important facts about his medicine, how to help him if he is heavy without hurting my back, how to help him in his basic needs of food and clothing. (Spanish)

Consumers

What is the most important thing your caregiver learned in this training? How did your IHSS caregiver use what they learned in this training when caring for you?

- The useful devices that exist in order to assist in my care.
- Putting more fruit and vegetables on my plate.
- When to use Urgent Care vs. Emergency in determining which for my abdominal pain. Also prescription administering is good to know.

In total, 331 caregivers responded to the pre-training survey and 329 to the post-training survey, while 49 consumers responded to the pre-training survey and 11 to the post-training survey.