

IHSS+ HOME CARE INTEGRATION TRAINING ANNUAL REPORT

August 2023

**YEARS
1-6**



**Center for
Caregiver
Advancement**

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



IHSS provider
Amber Peña with
her mother

IMPACT: YEARS 1-6

5,960
Total number
of trained students

Over 93%
Graduation rate
of enrolled students

6
languages

Training delivered in Spanish,
English, Armenian, Mandarin,
Cantonese and Korean

197
Number of classes
held in five years



**Significantly reduces
hospital admissions and
ER visits***

**Source: Evaluation of IHSS Training
on Health Care Outcomes, 2023*

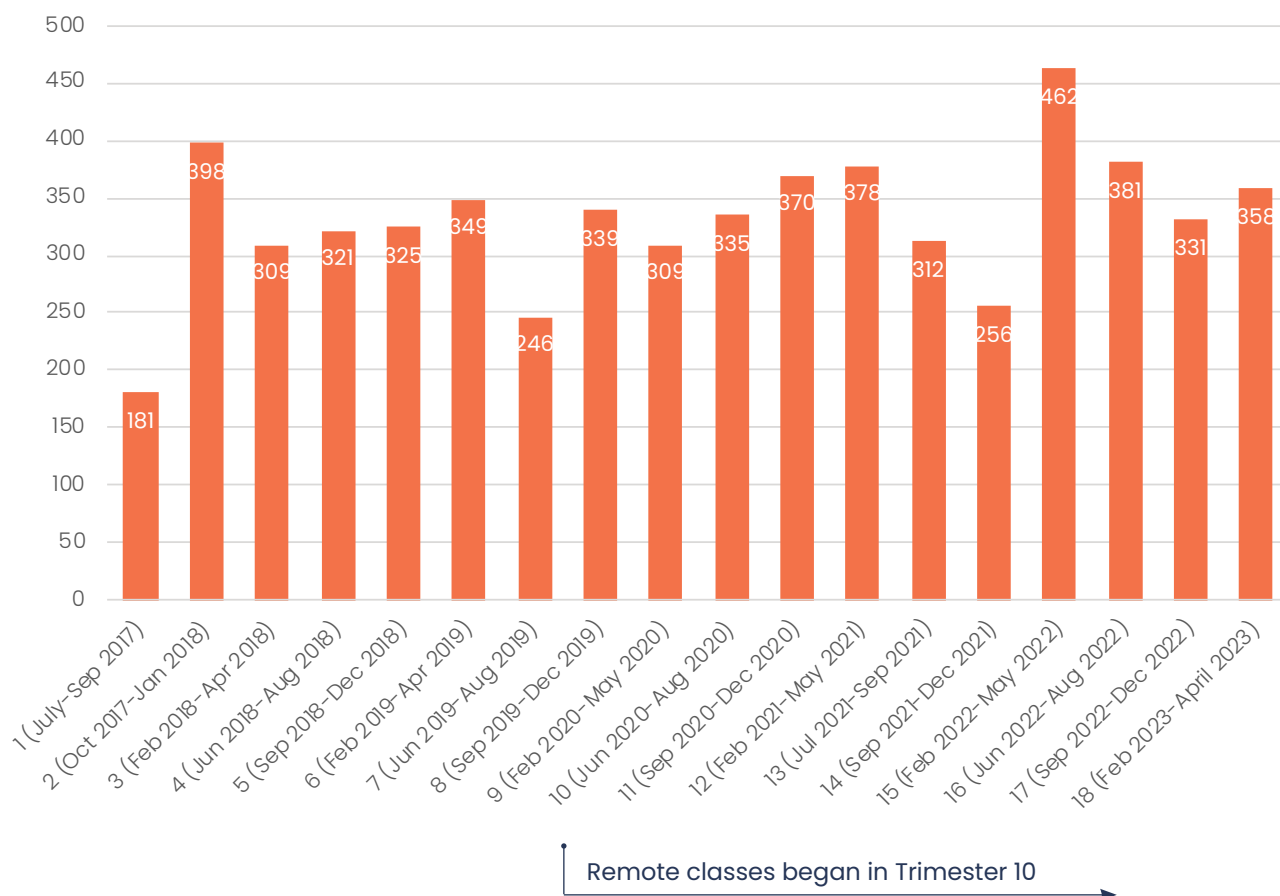
PROJECT OVERVIEW

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. Since we started this partnership with L.A. Care in 2017, we have **trained 5,960 IHSS providers in six languages**.

The IHSS+ Home Care Integration Training (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 2023 report, titled *Evaluation of IHSS Training on Health Care Outcomes* and authored by Dr. Matthew Pirritano, suggests that the training benefits L.A. Care members and that the trainings might be causally related to the changes in utilization.

of Caregivers Trained Since 2017 (per cohort)



Remote Learning

We started offering the training sessions as remote learning opportunities when the pandemic lockdown restrictions took effect in mid-March 2020. Since Trimester 10, all training has been offered as virtual classes that are live and led by instructors via the video conferencing app Zoom. The curriculum now features interactive quizzes and instructors utilize Zoom's breakout rooms to conduct small group discussions and competency checks. The CPR module is offered in a hybrid format, with the skills assessment portion held in-person.



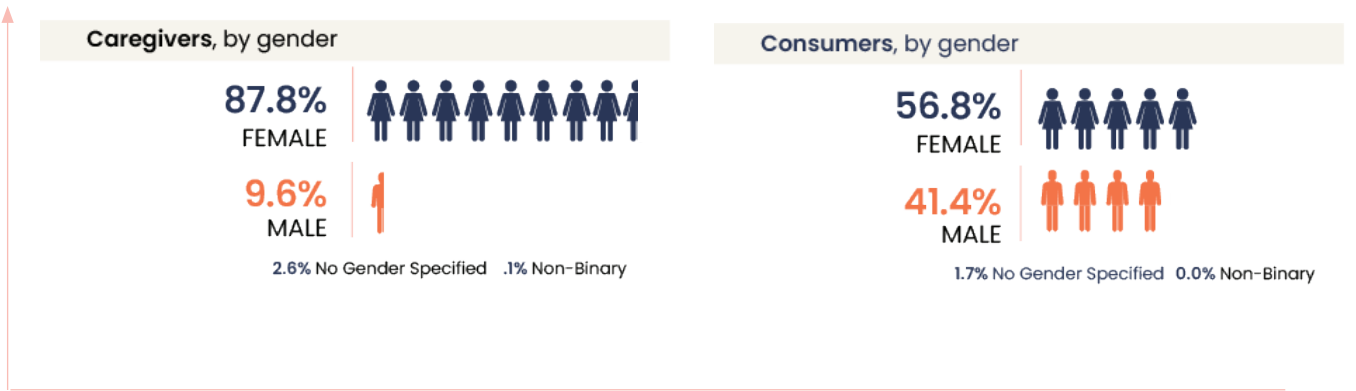
“[The training] really helped because, being a caregiver, sometimes you feel like you’re isolated, and you’re alone, you don’t have anyone to really talk to. So these courses really helped me with that. It allowed me to interact and talk with other caregivers, which was very helpful.”

LaShawn Saunders, IHSS provider

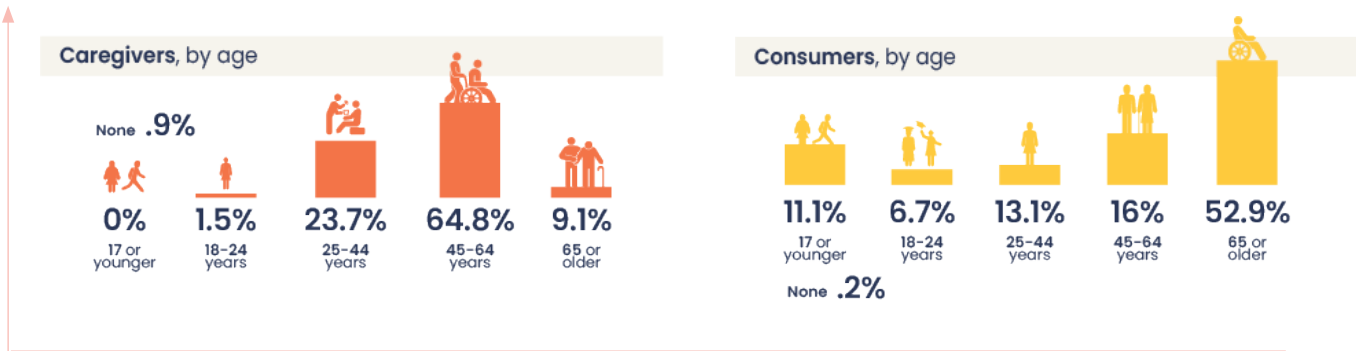
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DEMOGRAPHICS YEARS 1-6

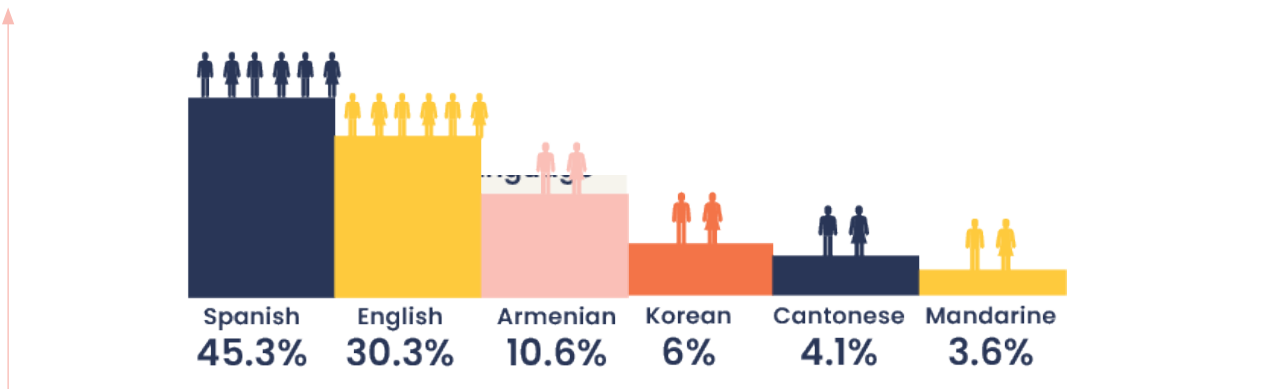
Gender: Majority of the caregivers and consumers were female



Age: More than half of the caregivers were 45-64 years old; half of the consumers were 65 or older.



Language: Majority enrolled in the English and Spanish classes



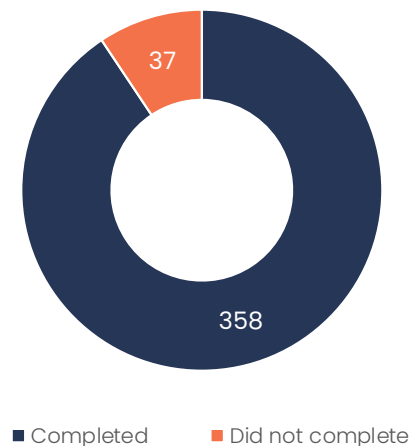
TRIMESTER 18

FEBRUARY – APRIL 2023

Cohort overview

Out of the 395 students who attended at least two class sessions in Trimester 18, 358 completed their training (pending CPR certification). There were 12 classes offered in 4 languages: English, Spanish, Cantonese, and Korean.

Graduation Rate: 90.6% of students completed their training



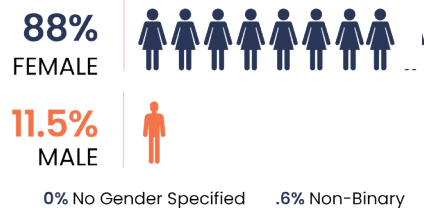
395 IHSS caregivers enrolled and attended at least two class sessions
90.6% (358 students) completed training*
12 classes were conducted via Zoom
4 languages. Training was delivered in English, Spanish, Cantonese and Korean

**Pending CPR certification*

Demographics: A snapshot of who we trained

Gender: Majority of the caregivers and consumers were female

Caregivers, by gender

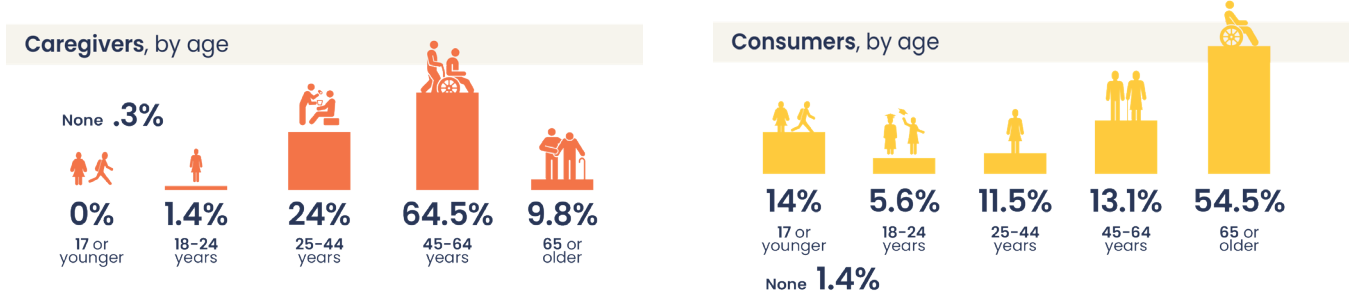


Consumers, by gender

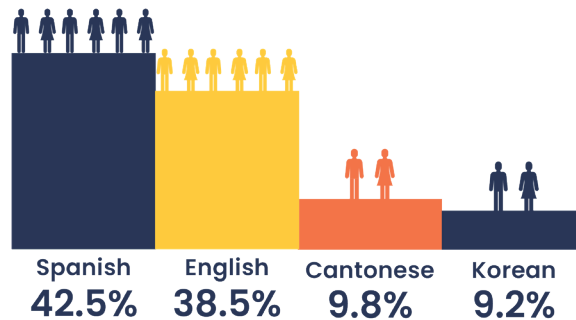


N = 358

Age: Nearly two-thirds of the caregivers were 45–64 years old; more than a third of the consumers were 65 or older.

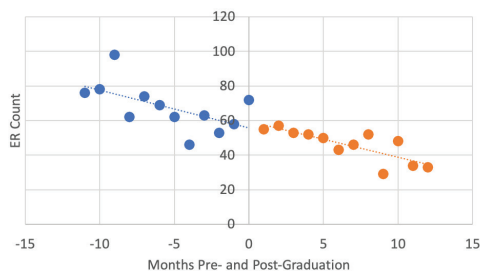


Language: Majority enrolled in the English and Spanish classes

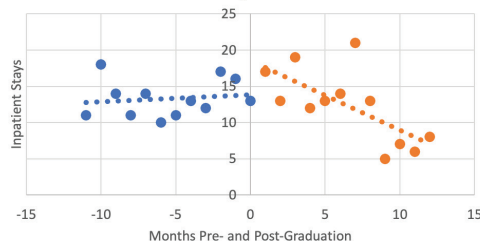


N = 358

ER Impact Pre Covid, Before January 2020



Inpatient Impact Pre Covid, Before January 2020



TRAINING'S IMPACT ON ER AND INPATIENT UTILIZATION

L.A. Care's new utilization report (May 2023) shows that the IHSS+ training program reduces consumer emergency room visits and inpatient utilization.

The utilization study, entitled ***Evaluation of In-Home Support Services (IHSS) Training on Health Care Outcomes*** and authored by Matthew Pirritano, PhD, says that among the consumers whose caregivers participated in the training, "there was a statistically significant decrease in ER utilization over time." This trend was reported as decreasing prior to the end of the training and subsequently continued to decrease after graduation. Similarly, "inpatient utilization went from relatively flat prior to graduation to decreasing."

READ MORE

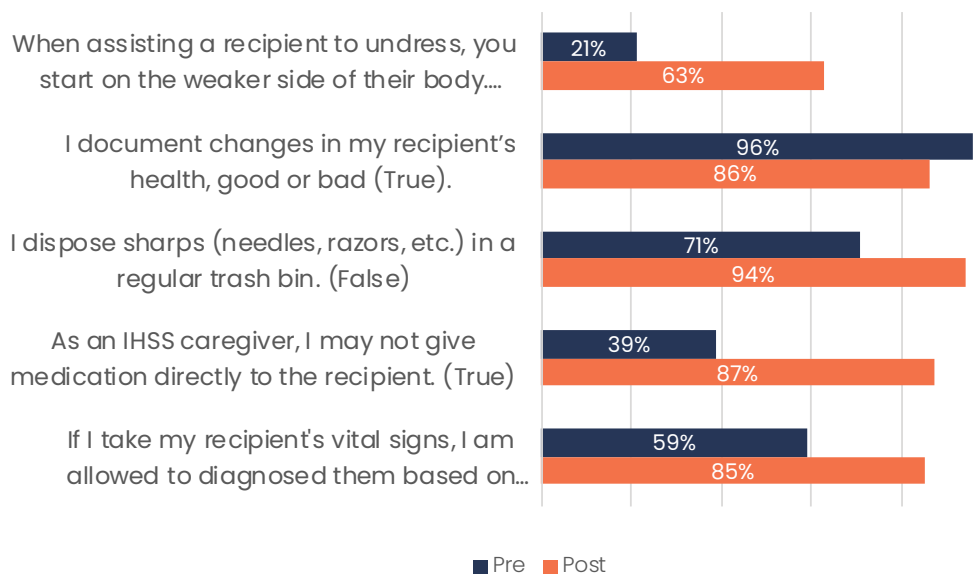
advancecaregivers.org/our-impact

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 94% strongly agree/agree that they know how to communicate with doctors/clinicians to make sure the recipient gets what they need (up from 88% before training).



Our pre- and post-training surveys include a section that assesses the students' knowledge attained (captured in the post survey) compared to baseline knowledge (pre survey). Similar to the previous session, the **biggest gain in knowledge for Trimester 18 participants fell in the medication adherence category**: The number of caregivers who gave the correct answer to the statement "As an IHSS caregiver, I may not give medication directly to the recipient" (Answer: True) more than doubled post-training (from 39% to 87%).



Survey: Write-in responses

We also provided caregivers and their consumers with a space to write, in their own words, how the training has made an impact on their lives.

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

- *As a care giver, sometimes I feel I'm under too much stress and having a difficult job with too much responsibility. Before I attended to this class, I thought it's only me who thinks like that. But in this class I realized that all the caregiver have the [same feelings].*
- *In my particular consumer's case, I found the most important items I learned were the Dos and Don'ts of medication assistance, oral hygiene, the how-to videos on washing hands, and vital checks in which I didn't previously know there "Respiratory Rate."*
- *That I'm not just a care giver, but a part of health care team.*
- *To be a better IHSS provider and to know how to use the resources that exist in LA Care. (Translated from 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?

- *Care methods, communication, and health care. My health status was checked, inquired, and recorded every time. During the consultation with the attending physician of the hospital, I passed on the records to help me get the correct treatment. (Translated from Korean)*
- *The difference between assistive devices and what works best for me.*
- *She is more prepared regarding emergency situations.*
- *The most important thing is to learn various skills. Use what they learn in this training in infection prevention and standard practices, oral and dental care, grooming and personal hygiene care, anticipating falls and fires, diet and nutrition, medication management, and more. (Translated from Cantonese)*
- *Improved communication skills, improved care skills, and the ability to notice things that are usually overlooked. (Translated from Cantonese)*
- *After the training, pay more careful and patient attention to whether the physical health of the elderly is normal, to take medicine and see a doctor, etc. After the training, my caregiver often checks whether the handrails in the bathing area are strong, whether there are non-slip mats in the bathtub, the toothbrush is guaranteed to be changed frequently. (Translated from Cantonese)*

TOTAL NUMBER OF SURVEY RESPONDENTS		Pre-survey	Post-survey
	Consumers	74	35
	Caregivers	351	358

LOOKING FORWARD

We are thrilled to continue providing quality training opportunities to caregivers for L.A. Care members. To help address the need for caregiver training that addresses specific health conditions, we have revised our curriculum framework to include specialized learning tracks that are provider-consumer focused.

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