

Direct Care Workforce Issues

Stephen Campbell, Policy Research Associate





Who are direct care workers?



Defining Quality Jobs

Defining Quality Jobs



COMPENSATION	OPPORTUNITY	SUPPORTS
 Family-sustaining wages Family-supportive benefits Full-time hours if desired, stable work schedule, balanced workload, and no mandatory overtime 	 Excellent training that helps workers develop and hone relational and technical skills Participation in workplace organization, care planning and public policy discussions Career advancement opportunities 	 Linkages to organizational, community, and public benefits to resolve barriers to work Supervisors who set clear expectations while providing encouragement and support Owners and managers willing to lead participative, ongoing quality improvement

HIGH QUALITY JOB



Care Connections Project

Care Connections Project



Components

- Telehealth technology
- Care Connections Senior Aide (CCSA)



Care Connections Project





Outcomes

- Emergency room visit rate fell 8 percent
- Hospitalizations and institutionalizations prevented
- Improved communication and coordination
- Career pathway



Stephen Campbell Policy Research Associate scampbell@PHInational.org

400 East Fordham Road, 11th Floor • Bronx, New York 10458 • www.PHInational.org



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