IMPROVING THE QUALITY OF GERIATRIC & DEMENTIA CARE AND CNA RETENTION
The Central Susquehanna Intermediate Unit was established as a non-profit educational service agency by the 1971 Pennsylvania General Assembly. CSIU provides an array of cost-effective educational, workforce development, and technology products and services in central Pennsylvania and throughout the state.
• The healthcare industry faces critical shortages of skilled workers, especially experienced nursing assistants (CNAs).

• To help this growing need, the Department of Labor awarded grants to develop Registered Apprenticeship training opportunities in several occupations - including CNAs working in long term care facilities.
• The Registered CNA Apprenticeship Program is a new and innovative training model for the healthcare industry in Pennsylvania.

• The Office of Apprenticeship and State Apprenticeship Agencies are working together to educate employers about this program’s benefits.
With the healthcare workforce shortages looming over the next several decades, providers need to look at new ways to recruit and retain workers, improve patient care, and watch the bottom line. This includes patient and family satisfaction.
WHAT ARE WE GOING TO TALK ABOUT TODAY?

- Terms
- Industry Needs
- CNA Needs
- CNA Apprenticeship Program Overview
- Benefits for Both Facility and CNA
- Sample Curriculum
- How to Get Started!
WHAT IS AN APPRENTICE?

• An Apprentice is someone who is learning on the job.

• An Apprentice is paid while learning.

• An Apprentice learns valuable advanced skills that are nationally recognized.
“Nationwide, 150,000 employers across 1,000 different occupations participate in apprenticeship programs.”

Pennsylvania Department of Labor and Industry
With the rapid growth of the aging population and the continuous advances in medical technology, the healthcare industry faces critical worker and skill shortages, especially in nursing occupations.

Bureau of Labor Statistics

According to employers, the Registered Apprenticeship is a natural fit for them to promote employee advancement and reduce turnover.
Apprenticeship Value

Healthcare employers indicate that they value Registered Apprenticeship as a long-term solution to their workforce needs. Including Registered Apprenticeship as an opportunity for career advancement may attract applicants and raise the professionalism of the CNA position. This is particularly critical for long-term care facilities, where experienced CNAs are in high demand.
“For every dollar spent on apprenticeship, employers get an average of $1.47 back in increased productivity.”

Pennsylvania Department of Labor and Industry
• High turnover of CNA staff
• Poor CNA critical thinking skills lead to increased LPN/RN workload
• Work conditions/atmosphere may not be positive/”teamwork-oriented”
• Rural area with limited pool of applicants
• Competition from nearby facilities drawing from the same limited pool
• Short retention means fewer experienced CNAs
• High cost to replace a CNA - about $5000
• Empathy
• Communication skills
• Being a team player
• Dealing with pressure
• Strong work ethic
• Positive mental attitude
• Flexibility
• Time management
• Self-confidence
• Dealing with criticism
• Only 74% reported that they had enough initial training in communication with residents, families, co-workers and supervisors.
• Only 41% reported that they had enough training in the special needs of residents with Alzheimer’s, dementia, memory loss and confusion.
CNA SUGGESTIONS

- Understanding/dealing with patients
- Specialized/expanded training
- Working/interacting with families
- Handling/coping with death and dying
- Handling heavy workload
CNA SUGGESTIONS

- Separate/specific class
- Communication and management
- More detailed information
- Managing difficult behavior
- Managing aggressive behavior
- Required/mandatory training
WHAT DO CNAS WANT?

- Mentoring
- Disease processes
- Difficult resident behaviors
- Personal safety
- Working with difficult families
- Diversity/other cultures
- How pain is communicated
- Recognizing abuse
- Leadership
- Life skills for self
- Death and dying
- How to improve resident quality of life
WHAT ARE CNA BARRIERS?

• Cost
• Not knowing what’s available
• Time of day education offered
• Day of week education offered
• Family responsibilities
• Lag in reimbursement
• Distance to class
CNA Apprenticeship Program

• Training program by employers for employees
• Employees don’t have to quit work to learn
• Apprenticeship lasts for about 1 year
• Mentoring on the job builds confidence
• Approved by the US and PA Apprenticeship Offices
HOW DOES IT BENEFIT YOUR FACILITY?

- Higher retention
- Increased clinical knowledge
- Increased critical thinking skills
- Increased teamwork
- Increased collaboration
- Increased resident/family satisfaction
- Increased quality of care
- Positive CMS ratings
- In-demand employer
- Employee loyalty
- Word of mouth advertising
HOW DOES IT BENEFIT THE CNA?

• Increases knowledge and skills
• Increases confidence
• Provides experience while learning
• Offers national credential
• Enables the CNA to have a life-long career
• Provides opportunity for self-improvement
• Increases upward mobility
• Creates a more qualified and experienced CNA
• Increases CNA value
“By building your confidence and gaining experience, you will take better care of your patients.”
WHAT’S THE PROGRAM LIKE?

1. Worksite, online and distance learning options
2. Time and competency-based learning
3. Mentors help apprentices stay on track throughout the program
4. A nationally recognized credential is earned upon completion
WHAT ELSE?

• Learning modules taught by nurses
• Advanced CNA instruction with hands on practice
• Specialty instruction with hands on practice (geriatrics, dementia, mentoring)
• Instruction using a video-based curriculum
• Textbook, workbook, worksheets, and interactive CD-ROM
• Instruction supervised by a CNA Apprenticeship Instructional Coordinator
• Mentoring for each apprentice by employer staff
• OJT and competency check by employer staff
WHEN FINISHED?

• Upon successful completion of the Advanced CNA program in 12 months or 2150 hours, apprentices earn a nationally recognized industry certification and potential college credits (RAC).

• Other specialty modules available:
  - Geriatrics
  - Dementia
  - Mentoring
Orientation is a brief introductory module completed prior to the start of the Advanced Module.
Orientation Covers:

- ✓ Expectations
- ✓ How to study
- ✓ How to learn
- ✓ Soft skills
- ✓ Time management

- ✓ Stress management
- ✓ Grammar and usage
- ✓ Test taking strategies
WHAT’S COVERED?

- Functioning as a part of the team
- Effective communication
- Effective documentation
- Ethical and professional practice
- Scope of practice
- Regulations
- Infections control
- Basic anatomy & physiology
- Fall prevention & safe transfers
- Incontinence & elimination issues
- Pain recognition
- Quality of care
- Assisting with treatments, procedures & specimen collection
WHAT ARE THEY ABOUT?

Geriatrics
- 23 week curriculum that includes: Understanding the physiology of the aging process, recognizing cultural, spiritual and mental health needs, social needs, nutrition, safety and death and dying issues.

Dementia
- 23 week curriculum that includes: Understanding basic disease process, effective communication, difficult behaviors, ADL management, cultural sensitivity, hydration, nutrition challenges, medications, safety, end of life issues and professional self care.
WHAT IS IT?

- 21 week curriculum that includes: role of the mentor, communication skills, leadership skills, developing the mentoring relationship, ethical practice, regulatory issues, standards of care, adult learners and learning styles, dealing with negative behaviors, cultural and generational issues, research, QMS, problem solving, risk management, hiring, orientation and professional development.
WHY SHOULD YOU CONSIDER THIS PROGRAM?

- CNA retention
- CNA hiring
- Soft skills problem
- Poor teamwork
- Loyalty concerns
- Resident or family satisfaction issues
- Quality of care concerns
- Regulatory or certification issues
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<thead>
<tr>
<th>Number</th>
<th>Description</th>
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<tr>
<td>75,000</td>
<td>Pennsylvania is 5th highest state in nurse aide employment</td>
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<tr>
<td>150,000</td>
<td>Employers nationwide using apprenticeship program</td>
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<tr>
<td>12 Months</td>
<td>Time needed to complete Advanced CNA program</td>
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<tr>
<td>16 months</td>
<td>Time needed to complete Advanced program and 1 specialty module</td>
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<tr>
<td>$2000</td>
<td>Cost per person for Advanced program and one specialty module</td>
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<td>$750</td>
<td>Cost per person for each additional specialty module</td>
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<td>$5,000</td>
<td>Cost of hiring and orienting new CNA</td>
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<tr>
<td>$1.47</td>
<td>Amount employers get back in productivity for every $1 spent</td>
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<tr>
<td>$300,000</td>
<td>Additional amount workers completing apprenticeship programs earn over their lifetime compared to peers who don’t</td>
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“The CNA Apprenticeship Program has helped me increase my nursing job knowledge in general. My co-workers look up to me, ask me questions and my opinions, and they respect what I have to say.”

Former CNA Apprentice
“We believe in the Apprenticeship Program because increased knowledge means increased care.”

Director of Human Resources
THANK YOU!