A Call to Action to Build the Workforce Capacity in the Long-Term Care Setting

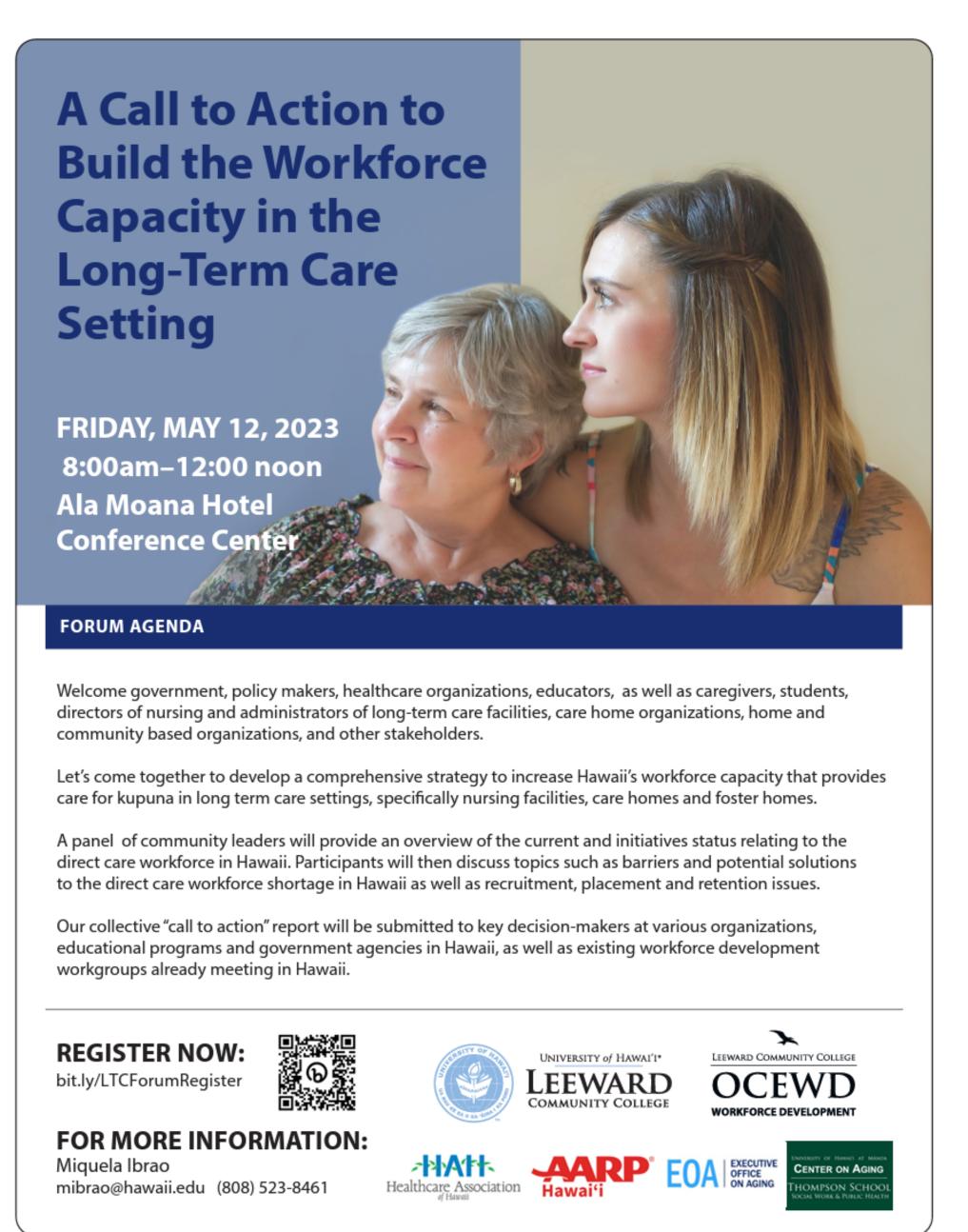
Miquela Ibrao, MPH, MSW^{1,2}; Katharine Santilena, MPH, MS²; Kendi Ho, PhD³

Department of Geriatric Medicine, John A Burns School of Medicine; Thompson School of Social Work and Public Health, University of Hawai'i at Mānoa; Center on Aging, Thompson School of Social Work and Public Health, University of Hawai'i at Mānoa³

INTRODUCTION: THE LONG-TERM CARE WORKFORCE (LTC) FORUM

Nationally, the United States is experiencing a critical staffing shortages for Long-Term Care facilities, resulting in long wait times for seniors who need access to LTC facilities, including nursing homes, assisted living facilities, care home & foster homes.¹ The staffing shortage in Hawai'i, which worsened during the COVID-19 pandemic, has resulted in long waitlist and high rates of staff burnout.²

In response, the Long-Term Care Workforce Forum was created and co-sponsored by the University of Hawai'i's (UH) Department of Geriatric Medicine, Leeward Community College, UH Center on Aging, AARP Hawai'i, Executive Office on Aging, and the Healthcare Association of Hawai'i. Local and national leaders in the LTC movement converge to discuss current initiatives, barriers and solutions the direct workforce faces.



A Call to Action to Build the Workforce Capacity in the Long-Term Care Setting

Time	Topics	Speakers		
7:30- 8:00am	Doors Open	Registration table Refreshments		
8:00- 9:00am	Opening Speakers	 Keali'i Lopez, AARP Hawai'i State Director Caroline Cadirao, Director of the State of Hawaii Executive Office on Aging Hilton R. Raethel, MPH, MHA, President and CEO, Healthcare Association of Hawaii (HAH) Haeyoung Yoon, Senior Director of Policy and Advocacy, National Domestic Workers Alliance 		
9:00- 10:00am	Panel of Experts	 Janna Hoshide, Sr. Director of Workforce Development, Healthcare Association of Hawaii (HAH) Jade Butay, Hawaii Director of Labor and Industrial Relations Wesley Lo, CEO, Ohana Pacific Health and Hale Makua Health Services Todd Pang, Association Advocate, Alliance of Residential Care Administrators (ARCA) Senator Sharon Moriwaki, Council on State Governments Long-Term Care Working Group 		
10:20- 11:50	Breakout Groups	Participants driven discussions on successes, barriers and strategies for our Long-Term Care Workforce		
11:50-12	Closing	Keali'i Lopez, AARP Hawai'i State Director		
Register at: Oit.lv/LTCForumRegister OCCUMP Friday, May 12, 2023				

LEEWARD OCEWD

Ala Moana Hotel

Conference Center

METHODS

The aim of the forum was to develop strategy to comprehensive Hawai'i's workforce increase capacity that provides care for kupuna in long term care settings, specifically nursing facilities, care homes and foster homes. This was through collaborative, interdisciplinary brainstorming, community building and networking. This poster is part of a larger evaluation. A report on the forum findings is in development.

OBJECTIVES

During the LTC Forum, participants were invited to participate in one-hour long focus groups where successes, barriers and strategies for the Long-Term Care workforce were discussed. Participants could join a focus group on the topics of (1) recruitment, (2) retention or (3) placement. Focus groups were led by a facilitator using a structured interview guide developed using the Imi Hale Focus Group Guide.³ A notetaker collected themes via an online Google Jamboard. Member-checking occurred during the focus groups. Groups were asked to identify successes, barriers, and strategies to overcome those barriers. Demographic information and evaluations were collected using Qualtrics software.⁴

RESULTS

- 102 people attended the LTC workforce forum: 77 in-person, 25 virtually
- 42 participated in focus groups:
 - Gender: 27 women, 14 men, 1 identified as other
 - Race: 15 Asian, 7 Native Hawaiian/Pacific Islander/Filipino, 8 White, 4 Mixed Race, 8 non-disclosed
 - Education: 2 high school or less, 5 some college or technical school, 5 college, 30 Graduate or Professional Degree
 - Employment: 14 LTC, 7 educators, 3 retired, 3 government, 15 other (attorney, architect, Adult Day Care, pastor)

Table 1: Focus Group Themes						
		Successes	Barriers	Strategies		
	Recruitment	 Referral programs Introducing potential workforce members in fun & engaging ways Career pathways & job shadowing Scholarship programs 	 Challenging to increase pay for workers to compete with other career fields Lack of flexibility in scheduling Staffing shortages lead lack of mentorship & inability to facility capacity to accommodate new recruits/volunteers 	 Recruit new populations (high school students, non-traditional) Create mentorship support programs & career advancement pipelines Expose current CNA students to LTC in their course work Program to recruit foreign nationals as employees in LTC field. 		
	Retention	 Passion about the career field Supportive company cultures (flexible scheduling, workforce appreciation) Strong & compassionate leadership 	 Workforce burn out Constantly shifting policies & mandates Aging workforce moving towards retirement Low salary & lack of benefits Workforce leaves for alternative employment (hospital setting) 	 Create more glide paths for career development Pay for workforce education Build a culture of mission, service, loyalty, genuine care and trust Create innovative ways to provide better wages, flexible schedules & benefits 		
	Placement	 Opportunities for exposure to kūpuna through high school courses & service tasks Partnerships with healthcare providers for clinical placements LTC facilities want student 	 Lack of awareness of LTC as a career option Requirements to enter LTC workforce burdensome, unclear & inconsistencies between facilities Lack of clear career advancement opportunities 	 Employ navigators to assist with credentialing & career mentorship Teach business management to students Incentivize entry into the career field, ex: hiring students so they are employed as they finish clinical placement Encourage ohana culture: bringing children to the LTC facility 		

EVALUATION

67% of focus group participants completed an evaluation. Participants were asked to rate each question on a Likert-Scale of 1=low, 5=excellent.

interns

Table 2: Evaluation Results				
Evaluation Question	Score			
My knowledge of this topic prior to this forum	3.75			
My knowledge of this topic after this forum	4.25			
The breakout groups were a valuable way to discuss LTC Workforce.	4.5			
The facilitators were respectful of breakout group participants	4.8			
I felt all voices were heard during the breakout groups	4.8			

CONCLUSION

The LTC Workforce Summit promoted multi-disciplinary collaboration & networking in the ongoing effort to serve the kūpuna of Hawaiʻi. It assisted in an increase of 2 to 4 classes of CNAs interested in LTC at Leeward Community College in the Fall 2023 semester. These CNAs will be supported with improvements to the geriatric curriculum and additional clinical sites for experiential learning opportunities.

REFERENCES

¹American Health Care Association, National Center for Assisted Living. Historic Staffing Shortages Continue to Force Nursing Homes to Limit New Admissions, Creating Bottlenecks at Hospitals and Reducing Access to Care for Seniors. https://www.ahcancal.org/News-and-Communications/Press-Releases/Pages/Historic-Staffing-Shortages-Continue-To-Force-Nursing-Homes-To-Limit-New-Admissions,-Creating-Bottlenecks-at-Hospitals-and-

²Star Advertiser. Waitlists grow for Hawai'i's long-term care facilities. https://www.staradvertiser.com/2023/04/10/hawaii-news/waitlists-grow-for-hawaiis-long-term-care-facilities/ ³JoAnn Tsark & Kathryn L. Braun. Imi Hale Focus Group Guide.

⁴Qualtrics, Provo, UT, USA. https://www.qualtrics.com