

Senior Care Task Force: Workforce Subgroup

Dec 16, 2021

9:00am-10:30am

WebEx

Facilitator:	Kari Bruffett - KHI	Note taker:	KHI
Attendees:	Working Group Members: Haely Ordoyne, Kansas Adult Care Executives; Senator Cindy Holscher; Camille Russell, Long-Term Care Ombudsman; Jamie Gideon, Alzheimer's Association; Janis DeBoer, KDADS; Dan Goodman, KDADS; Jan Kimbrell, Silver Haired Legislature; Shawn Sullivan, Midland Care Connection; Tanya Dorf-Brunner, Oral Health Kansas Other Attendees: Jessie Pringle, Office of the Revisor of Statutes; Harris Sheikh, KLRD KHI Staff: Kari Bruffett, Miranda Steele, Ehi Idoko, Emma Uridge		
Reviewed Documents	<ul style="list-style-type: none">• Agenda• Google Jamboard<ul style="list-style-type: none">○ SWOT Analysis (Strengths, Weaknesses, Opportunities, Threats)		
Agenda:	9:00am – Welcome and Introductions 9:20am – KOMA/KORA (KS Open Meetings/Open Records Act) Jessie Pringle, Office of the Revisor of Statutes 9:30am – Brainstorm Vision Statement for Working Group 9:45am – SWOT analysis (Successes, Weaknesses, Opportunities, Threats) via Google Jamboard 10:15am – Administrative Updates 10:30am – Review schedule for 2022 and adjourn		

Minutes

Agenda item: Introductions / Opening Remarks / Review Agenda / Working Group Process

Discussion:

Group introductions and List Individual Goals for Working Group

- Key Themes from Introduction
 - Bring people back into this industry and retain those serving in it
 - Focus on mental health of caregivers
 - Be prepared to take recommendations to legislature
 - Support career ladder
 - Rebalancing Kansas
 - Having support that people need
 - Empowering members and all Kansans to have good choices as they age
 - We need long term solutions
 - Short term: funding
 - Long term: career path and attracting people into the field
 - Foster environment for dignity, and promote self-sufficiency
 - Lift concerns from residents who are dealing with workforce shortage
 - Highlight workforce issues within rural communities
 - Assist and emphasize rural communities
- Kari Bruffett provided a review of the agenda
 - Ground Rules Reviewed and Adopted
 - Come ready to discuss and compromise.
 - Keep remarks succinct and on topic.
 - Don't hesitate to ask clarifying questions.
 - Start and end on time.

Agenda item: KOMA/KORA – Jessie Pringle – Office of the Revisor of Statutes

Discussion:

- Kansas Open Meetings Act (KOMA) -
 - Committees and sub-committees
 - No more than seven individuals should gather to discuss the business of the gathering body
 - Make reasonable efforts for public to attend meetings
 - When speaking: State name before making remarks
- Kansas Open Records Act (KORA) -
 - Any notes not subject to KORA unless they are presented during the meeting
 - Violation: Civil fine for \$500+ and possibly complete training on KOMA/KORA
 - Keep to the set meeting time
 - Questions for potential violations: Reach out to Jessie

Agenda item: Brainstorm Vision Statement for Working Group

Discussion:

- Key Themes
 - "To utilize a systematic approach to understand the needs of the workforce serving seniors in the state of Kansas. While discovering these needs, also creating a long-term approach to entice a workforce to return to and be retained in the senior services industry."
 - Short term and long-term goals to serve seniors
 - Recruit and retain workforce in all areas
 - Promotion, retention, recruitment
 - Include families to have support as well as seniors
 - To provide and ensure adequate workforce for long-term care, families, and caregivers

- Language specification – Clarify who is included in the workforce
 - Unpaid vs Paid
 - Formal vs Informal
 - Families & Caregivers
- Clarify vision includes development of public policy recommendations
- Final vision statement will be revisited later. Potential language discussed in the meeting: *“To utilize a systematic approach to understand the needs of the [paid and unpaid, or formal and informal] workforce serving seniors in the state of Kansas. While discovering these needs, also creating a long-term approach [with public policy recommendations] to entice a workforce to return to and be retained in the senior services industry, [to enable seniors and their families to have supports to make choices for their best lives, in their preferred environment].”*

Agenda item: SWOT Analysis

Discussion: Group used Jamboard to brainstorm Strengths, Weaknesses, Opportunities, and Threats for three topics of study

- Key themes:
 - Strengths:
 - Acknowledgement and awareness of workforce issues
 - Eagerness by communities and leaders at the state and local level to support seniors
 - Dedicated staff caring for seniors
 - Access to federal relief funding
 - Weaknesses:
 - Lack of broadband access
 - Scope of practice
 - Lack of dental benefits and access to services
 - Address mental health needs for workers
 - Opportunities:
 - Technological supports
 - Training and possible linkage with vo-tech schools and high schools
 - Financial and mentoring support for individuals interested in joining workforce
 - Person-centered training across disciplines
 - Programs to enable seniors and families to make choices about their services and place of care
 - Promotion of CNA career
 - Threats:
 - Demonstrated resistance to change when proposed with new models of care
 - Workforce issue ubiquitous across multiple sectors
 - Low wages
 - Impact of COVID, both short-term and long-term

Agenda item: Administrative Updates and Next Steps

Discussion:

- Supplemental expert nominations for working group
 - UMKC – Charting the Life Course (Dr. Sheli Reynolds, Jenny Turner)
 - Geriatric psychiatrist (MCO) – presented to SCTF
 - Dr. Stephen Benson, Wichita
 - BH provider to health care workers – KU
 - Unemployment process/employment trends/incentives – KDOL
 - Health occupation credentialing – process for current career ladder
 - National organization, ADvancing States; Rebekah Mason (AARP)
 - Kansas State Nurses Association, Kelly Sommers

**SWOT Analysis
Workforce Subgroup**

Workforce	Strengths	Weaknesses	Opportunities	Threats
	<ul style="list-style-type: none"> • Kansans care about their neighbors • Identified that there is a problem • Acknowledging that the state has an issue to address in long-term care (LTC) workforce. • Dedication of many employees and people in this group who truly care about seniors and want to improve the situation • Small/homelike environments in Skilled Nursing Facilities (SNF)/Assisted Living (AL)/Independent Living (IL) where staff build a relationship with those they serve • Access to federal relief funding • Task force is meeting 	<ul style="list-style-type: none"> • Promotion of the positives from people who love what they do ...why • Improve the culture with most organizations and providers. • Internet/broadband services to provide technology-based support • Full scope of practice for APRNs • Dental care is not included in Medicaid or Medicare • Believe there needs to be a cautious approach to increasing resources to LTC workforce. Institutional rate increases need to be balanced with rate increases in community-based settings so not to create an employment option imbalance and thus access to care issues. • Establish competency-based training requirements for care workers. 	<ul style="list-style-type: none"> • Reaching out to even the high school aged workers to consider the allied health professions, including the Certified Nurse Aide (can) and how one can bridge to Licensed Practical Nurse (LPN) or Registered Nurse (RN) while working in the environment as well and earning a paycheck and gaining experience. • Are we using community colleges, vo-tech, or other resources completely for training/education of potential workforce? • Technological support to serve in a home setting • Increased training for dental providers about the unique needs of seniors. • Start with what the person wants and only apply the paid support they ask for • Free or reduced educational costs at the junior/community colleges for trades that can be useful in addressing LTC workforce. • Provide training in caring for people with dementia. • Cheerleading for the CNA career in an LTC setting, appealing to compassion and care for the residents • Provide education and training for long-term services and support (LTSS) services • We need to approach high school students as to the opportunities in allied health professions 	<ul style="list-style-type: none"> • Resistance to change models of care • The workforce crisis in all industries. This isn't just a healthcare related workforce shortage. • Covid-19. Many staff have left the healthcare workforce due to covid-19. Either re-evaluating their priorities, fear for their safety, fatigue over everything that is happening, etc. • A human service business being operated like a manufacturing business • The traveling nurse theory does not work well in all environments and is especially disconcerting for dementia residents • Mental health needs of those providing care • Lack of numbers in human capital and lack of financial capitol • The reluctance of many staff in areas to be vaccinated to work in the LTC setting is problematic
<p>Key themes</p>	<ul style="list-style-type: none"> • Acknowledgement and awareness of workforce issues • Eagerness by communities and leaders at the state and local level to support seniors • Dedicated staff caring for seniors • Access to federal relief funding 	<ul style="list-style-type: none"> • Lack of broadband access • Scope of practice • Lack of dental benefits and access to services • Address mental health needs for workers 	<ul style="list-style-type: none"> • Technological support • Training and linkage with vo-tech schools and high schools • Financial and mentoring support for individuals interested in joining the workforce • Person-centered training across disciplines • Programs to enable seniors and families to make choices about their services and place of care • Promotion of CNA career 	<ul style="list-style-type: none"> • Demonstrated resistance to change when proposed with new models of care • Workforce issue ubiquitous across multiple sectors • Low wages • Impact of covid, both short-term and long-term