

**Senior Care Task Force:
Workforce Subgroup
Discussion of Recommendations**

Jan 20, 2022
9:00am-10:30am
WebEx

Facilitator: Kari Bruffett - KHI **Note taker:** KHI

Attendees: **Working Group Members:** Haely Ordoyne, Kansas Adult Care Executives; Debra Zehr, Leading Age Kansas; Senator Cindy Holscher; Camille Russell, Long-Term Care Ombudsman; Jamie Gideon, Alzheimer's Association; Dan Goodman, KDADS; Shawn Sullivan, Midland Care Connection; Ernest Kutzley, AARP; Leanna Chaffee, Long Term Care Home Representative; Christina Rudacille, Johnson County Community College; Kelly Sommers, Kansas State Nurses Association

Subject Matter Expert: Brad Ridley, KDADS

Other: Harris Sheikh, Charles Peters
KHI Staff: Kari Bruffett, Michele Sumpter, Emma Uridge

- Reviewed Documents**
- Agenda
 - Rate Setting Presentation - KDADS
 - Recommendation List
 - SWOT Analysis and Matrix

Agenda:

9:00AM Welcome and Introductions
New Content Experts

9:10AM Discuss/Review Recommendations
Rate-Setting Presentation and Discussion, Brad Ridley and Dan Goodman, KDADS
Review Task Force Recommendations
- Funding
- Expanding Workforce and Alternatives
- Career Ladder
- Licensing

10:15AM Revisit SWOT Analysis
10:25AM Administrative Updates
10:30AM Adjourn

Minutes

Agenda item: Introductions / Opening Remarks / Review Agenda

- Discussion:**
- Kari Bruffett provided a review of the agenda and outlined working group roles
 - Ground Rules Reviewed
 - Come ready to discuss and compromise.
 - Keep remarks succinct and on topic.
 - Don't hesitate to ask clarifying questions.
 - Start and end on time.
 - Group Introductions and Prompt
 - "What is something you have learned that you would like to share with the group?"

Agenda item: Subject Matter Expert Presentation and Discussion

- Discussion:** Rate Setting
- Brad Ridley, and Dan Goodman, KDADS
 - Presented on:
 - Nursing Facility Rate Setting Summary by Fiscal Year
 - Home Community Based Services (HCBS) Frail elderly (FE) Rates by Service
 - Proposed Rate Increase in Governor's Budget Recommendation

Agenda item: Review Recommendation List for Discussion

- Discussion:** Look at Workforce Assigned Recommendations Related to:
Key Themes and Discussion Points -
- Oversight (Temporary Staffing Agencies)
 - Look to other states to see what is being done
 - Registry to track temporary staff in Kansas Long-Term Care Facilities
 - Federal agency assistance for price gouging investigation
 - Passing of HB2477 - Allow to issue a temporary aide authorization for any person who receives minimum training (as specified by the bill and KDADS) within a nursing facility.
 - Expanding Workforce Alternatives
 - Discuss with MCOs
 - Career Ladder
 - Evaluate Tuition Grants
 - Kansas Nurses Scholarship Program

**Kansas Senior Care Task Force Recommendations
(As of December 7, 2021)**

Workforce Subgroup

Potential Recommendations	Working Group Assignment	Meeting Date Proposed	Committee Member Recommendations Discussed	Meeting Notes
Legislation to provide at least rudimentary regulatory oversight of temporary staffing agencies to address poor quality and unreliability of services by these agencies, exorbitant fees for long-term care providers and the State. Potential legislation should include establishing a state registry, creating a basic regulatory framework, and setting upper payment limit parameters.	Workforce	December 7, 2021	Debra Zehr	Licensing/Oversight; bill introduced 1/19/22; other states looking at similar legislation; Minnesota has current law; Texas is paying for temporary staffing; if employee lives in TX wants to work for temp staffing, they can't be TX resident (either current policy or being discussed); what are temporary staff agencies doing to recruit and retain staff; discussions about what can be/is being done at federal level for interstate regulation; cost margin could be going to direct care staff; price gouging/unfair business practice investigations; important to tackle, but underlying issue is why do NFs need to rely on temp agencies
Temporary staffing agency - establish a registry, create basic regulatory framework, and set upper limits on charges.	Workforce	December 7, 2021	Linda MowBray	Licensing/Oversight (see above)
Reauthorize use of trained temporary aides in long-term care (to help supplement care for residents during the workforce crisis).	Workforce	December 7, 2021	Debra Zehr	Expanding Workforce and Alternatives; bill passed the House and is on docket for Senate today 1/20/22; consider how to track who/where; In first EO, 1200-1300 trained; 65 more in last 14 days
Reauthorization of temporary nurse aides.	Workforce	December 7, 2021	Linda MowBray	Expanding Workforce and Alternatives (see above)
Have MCOs explore alternate supports to address the workforce shortage, such as an individuals' strengths and abilities, supportive relationships/family caregivers, technology, shared living, and community supports.	Workforce	December 7, 2021	Camille Russell	Expanding Workforce and Alternatives; person-centered practices; MCOs could speak to this; Charting the LifeCourse presentation
Better advertise the worker matching registry used by all three MCOs for services in the community.	Workforce	December 7, 2021	Camille Russell	Expanding Workforce and Alternatives – self-direction; work with KDADS to provide additional information
Encourage career ladder - tuition grant program and/or loan repayment program.	Workforce	December 7, 2021	Jamie Gideon	Career ladder; Iowa legislation currently pending aimed at direct care workers but could be modified; pays 50% tuition for 2 years; loan repayment program to not exceed x% of loan; tuition tax credit; KS nurses scholarship program – is it being utilized? Board of Regents could report to this group. Fed grant program (prev.) reimbursed nurses up to 65% for working in underserved communities, not currently funded
KDADS should consider raising the rates for in-home providers for the FE, PD, and BI waivers and specifically require the providers to pass the rate increase on to the direct service staff.	Workforce	December 7, 2021	Annette Graham	Funding
The Legislature could remove restrictions on licensure of APRNs. Currently, APRNs in the state must work under the supervision of a physician in a “collaborative practice agreement,” often paying out-of-pocket fees to the doctor each year. Ending these limitations would improve health care access across the state especially in rural Kansas.	Workforce	December 7, 2021	Ernest Kutzley - The November AARP Nursing Home COVID-19 Dashboard report analyzed federally reported data in four-week periods dating back to June 1, 2020, through mid-October 2021. The November report showed that 58 percent of Kansas nursing homes had a shortage of nurses and aides.	Licensing

Agenda item: Revisit SWOT Analysis

Discussion: Kari provided overview of SWOT Analysis

- Submit changes to current SWOT analysis if needed
- Prepare for next meeting to utilize SWOT Matrix Google Jamboard tool for developing recommendations

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 style="text-align: center;">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 	<p style="text-align: center;">Themes</p> <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 	<p style="text-align: center;">Themes</p> <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 	<p style="text-align: center;">Themes</p> <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

Agenda item: Administrative Updates and Adjourn

Discussion:

- Next Meeting: February 17, 2022
- Next Meeting Topic: Workforce Recommendation Development