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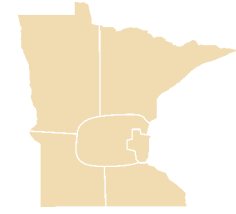
PROJECT/REQUEST

LOCATION

Systemwide

Improving Long-term Health Care

\$3,000,000



Project at a Glance

- Develop online training courses for nursing assistants and other caregivers in long-term care facilities to improve patient care
- Reduce the turnover rate of nursing assistants and increase workplace satisfaction and career ladder opportunities
- Reduce or minimize training expenses to long-term care providers

Project Description

Demand for long-term care services (skilled nursing, assisted living, community-based services) is increasing, driven by the nation's aging population. An estimated 43 percent of people over the age of 65 will at some point in their lives require long-term care. In 2004, 41 percent of elderly Minnesotans with a disability that prevents them from caring for themselves were living in a nursing home. Long-term care is essential to the elderly because it integrates health services and support for activities of daily living.

The continued and increasing demand for care will require a supply of skilled front-line caregivers. However, on both a national and state level, nursing homes are experiencing a shortage of well-trained care providers. In addition, staff turnover of nursing assistants presents

serious problems for nursing homes and their clients by affecting the quality of care and increasing expenses. The American Health Care Association recently reported that annual turnover rates for nursing assistants exceed 60 percent in more than 30 states.

A growing body of evidence shows increased training of the health care workforce will promote improved patient care and greater job retention, lead to more stability in the workforce and increase opportunities for advancement through career ladders.

This health care workforce training project will serve to meet a primary concern of the U.S. Department of Health and Human Services, which recently reviewed the training provided to nursing assistants and concluded it has not kept pace with the needs of the industry to care for patients with increasingly complex health conditions.

This project is jointly sponsored by the Benedictine Health System, the American Health Care Association and the Minnesota State Colleges and Universities system through its online education portal, Minnesota Online, and its Healthcare Education Industry Partnership. The project will develop and deliver online courses to



Long-term care providers are at the front line of supporting our nation's aging population.

nursing assistants and other caregivers through a Long-Term Care Provider Portal hosted by Minnesota Online.

The Benedictine Health System, in consultation with the American Health Care Association and the Healthcare Education Industry Partnership, will identify the necessary course content for the online courses. The Health and Human Services Department report indicates that nursing assistants need training in cognitive disorders, catheter

care, colostomy care, lifting, feeding, hydration and infusion therapies as well as interpersonal skills, teamwork, coping with death and dying, time management and new technologies.

The participating organizations will assure that training is accessible at the work site and available at all times through online learning. Courses will be provided to meet the specific learning needs of employees at times most convenient for learning and at "teachable moments."

Project Goals

- To improve the recruitment and retention of front-line care-giving staff through the development and implementation of new or expanded online training courses.
- To expand current efforts to assess the impact of training programs, as well as related institutional policies and culture, upon employee turnover.
- To establish a national prototype to address a growing need to effectively train long-term care workers to improve the quality of care.

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Project Participants:

- **Benedictine Health System** is a non-profit health system based in Minnesota that owns or manages nine acute care hospitals and 50 long-term care facilities located across nine states. It currently serves more than 5,000 long-term residents daily.
- **Minnesota Online** is an online gateway to the 32 institutions in the Minnesota State Colleges and Universities system. Minnesota Online was established to be an internal “innovative enterprise” for the development and operation of e-learning. The strategic goal of Minnesota Online is to assist and support the Minnesota State College and University system as a provider of choice for innovative, high-quality e-learning opportunities.
- The **American Health Care Association** is a non-profit federation of affiliated state health organizations, together representing more than 11,000 non-profit and for-profit assisted living, nursing facility, developmentally disabled and sub-acute care providers that care for more than 1.5 million elderly and disabled individuals nationally.
- The **Healthcare Education Industry Partnership** is the health care strategic planning program for Minnesota State Colleges and Universities. It develops initiatives targeted to training and education needs of health care providers, and it created an inventory of curriculum uniquely suited to the needs of entry-level direct care staff including the Core Healthcare Curriculum (also for English language learners), the Assisted Living Direct Care Curriculum, and the Community Health Worker Curriculum. Other services include workforce planning and projections, development of career ladders in health care, and liaison to workforce development initiatives and funding.



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