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Training of In-Home Supportive Service (IHSS) Caregivers to Improve Older Adult Care

A faint, light gray background illustration showing a caregiver assisting an elderly person. The caregiver is on the right, leaning forward and holding the elderly person's arm. The elderly person is on the left, leaning back and holding a cane. The entire scene is framed within a large, stylized outline of a person's torso and arms, suggesting a focus on human care and support.

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Background

- The older adult population in Orange County, California is rapidly expanding from 16.5% of the total population in 2010 to a projected **24.4%** by 2020.
- Our current healthcare system is ill-equipped to meet older adult care needs, especially among underserved populations.
- The Orange County Social Services Agency's **In-Home Supportive Services (IHSS)** program has over over **14,000 IHSS caregivers** providing personal care for individuals who are unable to live at home safely without help.
- IHSS caregivers receive little practical training for the care they provide.

Purpose of the project

Objectives:

- To enhance the geriatric knowledge and skills of In-Home Supportive Service (IHSS) caregivers
- To improve health outcomes and quality of care for older adults in the home setting

Methods

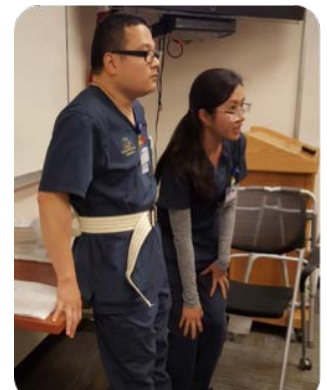
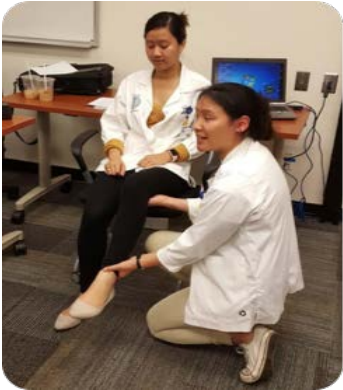
- Nursing students under the supervision of nursing faculty developed curriculum for two-hour training sessions for IHSS caregivers on topics prioritized by the IHSS program leaders.
- IHSS caregivers were recruited from the Orange County Social Services Agency
- The training **topics** included (1) diabetes management, (2) bowel & bladder care, (3) fall prevention, and (4) dementia care.
- Pre- and post-anonymous surveys, including 6- 10 questions related to training content, and overall training evaluation surveys were performed in each session.
- Student Experience Surveys were conducted at the end of the last training.

Methods

- Nursing Students prepared training educational materials through nursing courses taught and supervised by nursing faculty.
- BS nursing students through the courses:
 - Older Adult Health Care
 - Community Health (Geriatric Interest Group),
 - Research credit (Undergraduate Research Opportunity Program)
- MS (Nurse Practitioner Program) nursing students through the courses:
 - Health Promotion & Disease Prevention
 - Adult Primary Care- Geriatrics

Education Methods

- Each 2-hour training included:
 - Didactic portion (~20 minutes + Q& A)**
 - 4-5 skills stations (~15 minutes per station)**to provide hands-on demonstrations and practice.
- Educational materials included:
 - Persentation slides (handouts), brochures, & resource guides.



Results

- A total of **five** 2-hour training sessions were conducted for over a year (April 2016-May 2017).
- In each session about **10** nursing students with a nursing faculty were involved in on-site training at the OC IHSS office.
- A total of **101** IHSS caregivers participated in one or more education sessions during the period (on average 20 IHSS caregivers attended each session).

Participant Demographics

- About half of participants (n=54/ 101, 53%) completed the demographic survey
- Most identified as Hispanic (~40%), White (~42%), or Asian (~17%)
- Most were female (83%)
- Most were 50 years or older (70%)
- The mean **English proficiency** self-reported by the participants was **4.35** out of 5 (1=poor, 5=excellent)

Age (categories)	n=54
20-29 years	5 (9.26%)
30-39 years	2 (3.70%)
40-49 years	9 (16.66%)
50-59 years	20 (37.04%)
60 and Over	18 (33.34%)
Gender	n=53
Female	44 (83.02%)
Male	9 (16.98%)
Ethnicity	n=51
Hispanic/Latino	20 (39.22%)
Non-Hispanic/Latino	31 (60.78%)
Race	n=51
White	30 (42.25%)
Asian	12 (16.90%)
Black	1 (1.41%)
American Indian or Alaska Native	1 (1.41%)
Native Hawaiian or Pacific Islander	1 (1.41%)
More than one race	6 (8.45%)
Employed	n=47
Yes	46 (97.87%)
No	1 (2.13%)
Employment Status	n=49
Full time	16 (32.65%)
Part time	31 (63.27%)
Other	2 (4.08%)

Note: There were missing data for some demographic variables.

Education Effectiveness (Pre-Post Surveys)

Topics of Training Session	N	Pre-knowledge Survey* Mean (SD)	Post-knowledge Survey* Mean (SD)	Difference p -value
1. Bowel & Bladder (April 2016)	n=36	Not available	4.66 (0.42)	N/A
2. Diabetes Care (September 2016)	n=17	4.02 (0.69)	4.30 (0.45)	0.135
3. Bowel & Bladder (November 2016)	n=22	3.76 (0.88)	4.01 (0.87)	0.026
4. Fall Prevention (April 2017)	n=15	4.00 (0.56)	4.56 (0.47)	0.007
5. Dementia (May 2017)	n=11	4.09 (0.66)	4.68 (0.36)	0.024

Note: *Likert scale 1=poor, 5= excellent

Overall Training Evaluation: Fall Prevention

	Very poor (1)	Poor (2)	Adequate (3)	Very Good (4)	Excellent (5)	Average
Training content/materials	0%	0%	0%	4/15 (27%)	11/15 (73%)	4.8
Training format/methods	0%	0%	1 (7%)	4/15 (27%)	10/15 (67%)	4.7
Effectiveness of presenters	0%	0%	0%	3/15 (20%)	12/15 (80%)	4.8
Increased your knowledge	0%	0%	0%	4/13 (31%)	9/13 (69%)	4.7
Had content/material at a level of difficulty that was appropriate to your needs	0%	0%	0%	6/13 (46%)	7/13 (54%)	4.5
Satisfied with the training	0%	0%	0%	6/15 (40%)	9/15 (60%)	4.6
Will attend next trainings	0%	0%	0%	5/14 (36%)	9/14 (64%)	4.6

Overall Training Evaluation: Dementia care

	Very poor (1)	Poor (2)	Adequate (3)	Very Good (4)	Excellent (5)	Average
Training content/materials	0%	0%	0%	4/11 (36%)	7/11 (64%)	4.64
Training format/methods	0%	0%	0%	4/11 (36%)	7/11 (64%)	4.64
Effectiveness of presenters	0%	0%	0%	2/11 (18%)	9/11 (82%)	4.82
Increased your knowledge	0%	0%	0%	4/11 (36%)	7/11 (64%)	4.64
Had content/material at a level of difficulty that was appropriate to your needs	0%	0%	0%	4/10 (40%)	6/10 (60%)	4.18
Satisfied with the training	0%	0%	0%	1/11 (9%)	10/11 (91%)	4.91
Will attend next trainings	0%	0%	0%	3/11 (27%)	8/11(73%)	4.73

Results

- IHSS caregivers wanted additional trainings in areas including:
- dialysis care
- disability care
- hospice care
- medication management
- relaxation exercises (e.g. TaiChi)
- rehabilitation exercises
- substance abuse
- wound care



Results

- Some IHSS caregiver participants requested that education materials be available in other languages
Spanish, Vietnamese, Korean, Chinese, Farsi.
- **Student Experience Surveys** (10 BS students)
- Before training, knowledge of the topic – 4 ~4.5
- After training, knowledge of the topic – 5 (=extensive knowledge)
- Satisfaction of training involvement - 5 (=very satisfied)

Conclusions/Implications

- The pre-post training evaluation showed improved comfort levels for IHSS caregivers in performing basic caregiver skills.
- The findings identified specific educational needs for IHSS caregivers, validated the nursing-student model of education, and established priorities for future education of those caring for our vulnerable geriatric populations.

Thank you!



Questions ?