

PROFESSIONAL SOLUTIONS

Indiana Home & Hospice Care Foundation

Goals

Develop a home health training curriculum from the ground up

Train 1,350 Indiana-based hospice and home care homemaker/companions, personal care assistants, and home health/hospice aides over the next three years

Challenge

Shortage of hospice and home care professionals in the state, which requires the quick and efficient development and implementation of a new training program

Solution

A custom-published training manual that serves as both a career ladder for home care and direct care staff, and a basis for the foundation's trainer certification program

Result

A cost-effective and comprehensive training manual that successfully outlines a standardized, portable, and branded curriculum for hospice and home care educators and students

The Indiana Association for Home & Hospice Care advances the cause of home health, hospice, and personal care services through leadership, collaboration, advocacy, and education. Professional education and nursing scholarships are offered through the association's related charitable organization, the Indiana Home & Hospice Care Foundation (IHHC). Via training efforts and placement services, the association and its foundation support one of the fastest-growing career fields and offer the kinds of services that enable the aging and ill citizens of Indiana to remain in the comfort of their own homes.

After Indiana's Department of Workforce Development identified opportunities for retraining workers to serve in hospice and home care, it turned to the IHHC Foundation for subject-matter expertise and guidance in order to create an efficient, scalable, and cost-effective solution. What's more, the department sought measurable results and a quick turnaround.

Charged with increasing the number of home health workers by 1,350 within the next three years, the IHHC Foundation chose to overhaul its outdated training program with a new, streamlined program that increased focus on the complex requirements of home care providers and served as a career ladder program by providing home care employees with the training concepts they need in order to increase their clinical knowledge and thereby advance their careers.

The IHHC Foundation selected a Pearson textbook, *Being a Homemaker Home Health Aide*, by Elana Zucker. Then, to ensure inclusion of the full breadth of skills covered in the foundation's new program, Pearson Learning Solutions worked with a committee of experienced home care leaders to tailor the book's sequence, to include additional content, and to reconfigure the book into a module format. With the Zucker textbook as its basis, a comprehensive home care direct staff training manual was born—a custom textbook that enables the foundation to retain the convenience and cost-effectiveness of a single textbook while ensuring that scaling numbers of student members receive the quality learning experience that is a hallmark of IHHC Foundation programs.

"Pearson offered a wealth of expertise regarding both course content and customization," says Todd Stallings,

executive director of IAHC and the IHHC Foundation. "The customization process was as easy as it could be. The idea that an organization our size can have a professionally produced training manual is exciting."

In addition to being a guideline for entry-level home care providers, the training manual represents a model career ladder for home care and hospice staff as they progress in their training and experience and thereby increase in value in the views of prospective employers. That value-added aspect of IHHC Foundation's custom publication also serves to widen the manual's audience: from agencies that train novice home care workers to agencies utilizing the manual as a refresher for those professionals who wish to expand their skill sets.

The foundation is also leveraging the custom training manual in a trainer certification curriculum, already launched with private agencies and scheduled for future launch at Indiana's state community college system, Ivy Tech. The community college system has adopted the IHHC Foundation curriculum both within its associate degree program and within a three-week intensive course through the school's Workforce and Economic Development department.

Future plans are already in discussion, including further expansion of the home care and hospice training program. "We look forward to working with Pearson again on the creation of enhanced classroom aids, teacher guides, and supplementary materials," says Stallings. Meanwhile, the IHHC Foundation is moving confidently toward its goal of 1,350 new Indiana-based hospice and home care workers in the next three years—as well as solid recognition as the state's premier provider of high-quality, comprehensive certification training.

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