





Bridging the Job Preparedness Gap for Care Providers in the Community Sector

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Introduction

- Many factors are influencing movement of healthcare toward homecare and home support services
- Personal Support Workers (PSWs) are unregulated health care providers who are highly autonomous and often report high levels of stress, safety concerns, and difficult-to-work environments. Additionally, PSWs often report challenges related to interpersonal relationships and the challenges of negotiating care in the client home (Craven, et al., 2012).
- There must be increased investment in continuing education for PSWs to help alleviate the pressures related to the profession. E-learning may be a viable solution to address these challenges

Research Purpose

The purpose of this study was to validate and test the usability of 2 e-learning modules for PSWs in the home care sector

Module 1 > Therapeutic Relationships and Communication
Module 2 > Preventing Burnout and Compassion Fatigue

What is required in a Therapeutic Relationship?

As the service provider, you are responsible for the therapeutic relationship. The relationship is given and received. It is not a one-way street.

There are four key elements you must understand in order to establish a successful therapeutic relationship with the client.

Click each of the letters below to learn more about each element.

Self-awareness Empathy
 Self-awareness Boundaries

What Type of Communication is it?

Below are examples of the four types of communication you have just learned about. Drag the correct communication type to each target.



Verbal Written Non-verbal Paraverbal

While speaking to the client, the service provider should always use the following therapeutic communication techniques to ensure that the client understands the information being shared. Drag the correct communication type to each target.

Active listening Reflective listening Empathy Self-awareness

It is not possible to have a therapeutic relationship with a client who does not have a basic understanding of the client's needs and wants.

The service provider responsible for a client who is very frail and does not speak English.

Methodology

Pilot Participants

A convenience sample of students of the PSW program at GBC were invited to participate in the study.

A total of 23 students participated


Age: 20 to 50 years of age



Gender: male and female (8M; 15F)

Self identified as : multicultural backgrounds
English as a second language (15)

Evaluation Criteria

1. usability
2. knowledge uptake
3. knowledge retention



Methodology- Design Elements

The study was designed to evaluate each e-learning module on three axes:

- 1. Usability:** modified think out loud, paper-based usability questionnaire and a short informal exit interviews
- 2. Knowledge Uptake:** Pre and immediately post-knowledge testing
10 questions embedded within the e-Learning modules
- 3. Knowledge Retention:** An on-line knowledge retention survey was delivered to each participant at 6 months

Modules contain

- Clearly defined objectives
- Knowledge checks
- Case Studies
- Opportunities for self reflection

Self-Reflection

Think for a moment about these two examples of non-verbal communication. How would you react in each situation?

Situation 1

You ask the client to raise his leg, and he frowns at you. Is the client:

angry in pain
 not wearing his glasses

Situation 2

You cannot get your client to look you in the eye this morning. Is the client:

upset embarrassed
 confused

Knowledge Check

What are the four (4) requirements for a therapeutic relationship?

Self-knowledge
 Self-consciousness
 Boundaries
 Empathy
 Self-awareness

Case Study

You are caring for a frail elderly woman in the home she shares with her daughter. She does not speak your language very well and is having difficulty communicating with you. You are assisting her with bathing and dressing. Click the letters below to learn how the DIPP'S model applies to this situation.

D
I
P
P
S

Preferences.....

- Always ask the client for their preferences before providing care.
- The client can tell you her own preferences through non-verbal communication. Assess the client's preferences by asking your supervisor or colleague.
- Clients has shared with the client, family, or the client's family member. Examples of non-verbal communication include posturing, eye rolling.
- Remember to also consult other team members about the client's preferences.

Modules contain varied learning modalities

- Audio example
- Video examples
- Written communication

What Type of Communication Is It?

Below are examples of the four types of communication you have just learned about. Drag the correct communication type to each target.

- Assertive**: While speaking to the client, the service provider appears respectful, calm and confident. The service provider also allows the client to respond with any concerns, questions before proceeding to the next step.
- Assertive-Accommodating**: When confronted with a challenging client, the service provider explains, "Understand, if the next service provider who will have to deal with you, not me."
- Agreeable**: A service provider with many years of experience responds to a client when challenged, "Just let me do my job. I know what I'm doing."
- Passive**: The service provider responds in a manner that is very hesitant and timid, and lacking conviction.

SBAR Audio Examples

Click the Example buttons on the phone to the right to watch/listen to examples of SBAR communication.

Duration of call: 50 seconds

10 Situations in which a service provider should seek assistance

When an issue relating to safety is uncertain, clarify issues with the client and your supervisor.

Clarifying safety concerns and issues

Example

The provider had the client, Dorothy, has not been used for four days, and when you ask your client about this, she said she has not realized that she does not need the medication she needs, and she thought she that she can take an herbal remedy for her condition instead.

Results

- Usability
- Knowledge uptake
- Knowledge retention

Strongly (-) Neutral Strongly (+)

1 2 3 4 5

- **Therapeutic Communications**
 - Ease of use: 4.2
 - Useful: 4.8
 - Recommend to others: 4.4
- **Preventing Compassion Fatigue**
 - Ease of use: 4.5
 - Useful: 4.3
 - Recommend to others: 4.3

Knowledge Uptake

Example Questions: Pre/Post

You and Mrs. Jones are talking about her surgery. Which of the following is a closed question? (Select the best answer)

Focusing is a useful communication tool when: (Select the best answer)

Which of the following are barriers to communication? (Select all that apply.)

	Pre e-Learning	Immediately Post e-Learning
Therapeutic Communications	59%	66%*
Preventing Compassion Fatigue	62%	82%*

Conclusions

Limited sample size demonstrated improved knowledge uptake and usability

Well received by students in pilot and with new hires to agency



~ 183 PSW's have completed the e-learning module *Therapeutic Relationships and Communication @ orientation*

Knowledge uptake suggests improved learning

Average pre = 60% Average post = 71%

GBC has intentions of implementing these modules into their curriculum for PSW

Cost effective learning strategy for homecare organization

References

- Craven, C., Bryne, K., Sims-Gould, J., & Martin-Matthews, A. Types and Patterns of Safety Concerns in Homecare: staff perspective's. *International Journal for Quality in Health Care*, 24(5) (2012). 525-531.
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