



CANADIAN HOME CARE HUMAN RESOURCES STUDY
ETUDES NATIONALE DES RESSOURCES HUMAINES
DU SECTEUR DES SOINS À DOMICILE



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Groundbreaking Study

- First Pan-Canadian HR study of its kind
- Directed by a 40 member Pan-Canadian Steering Committee of diverse stakeholders, including governments
- 5 member Management Committee with 2 Co-chairs
- Funded by federal government - HRDC



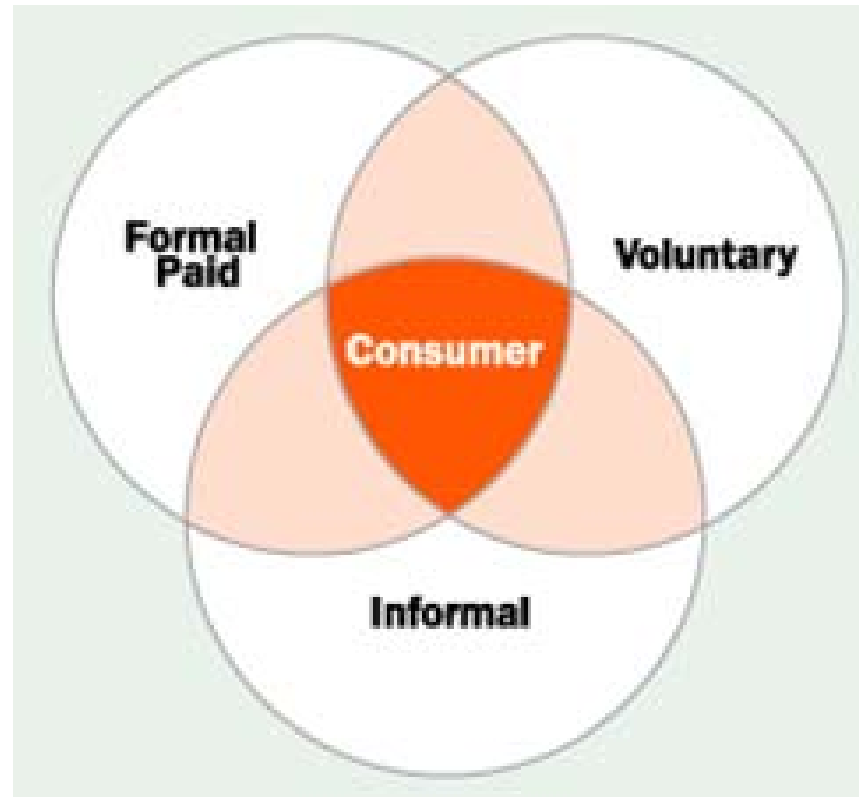
Overall Goals

- Analyze short- and long-term human resource challenges in the home care sector
- Provide insight on how to improve home care for all Canadians
- Serve as the basis for coordinated action by the sector



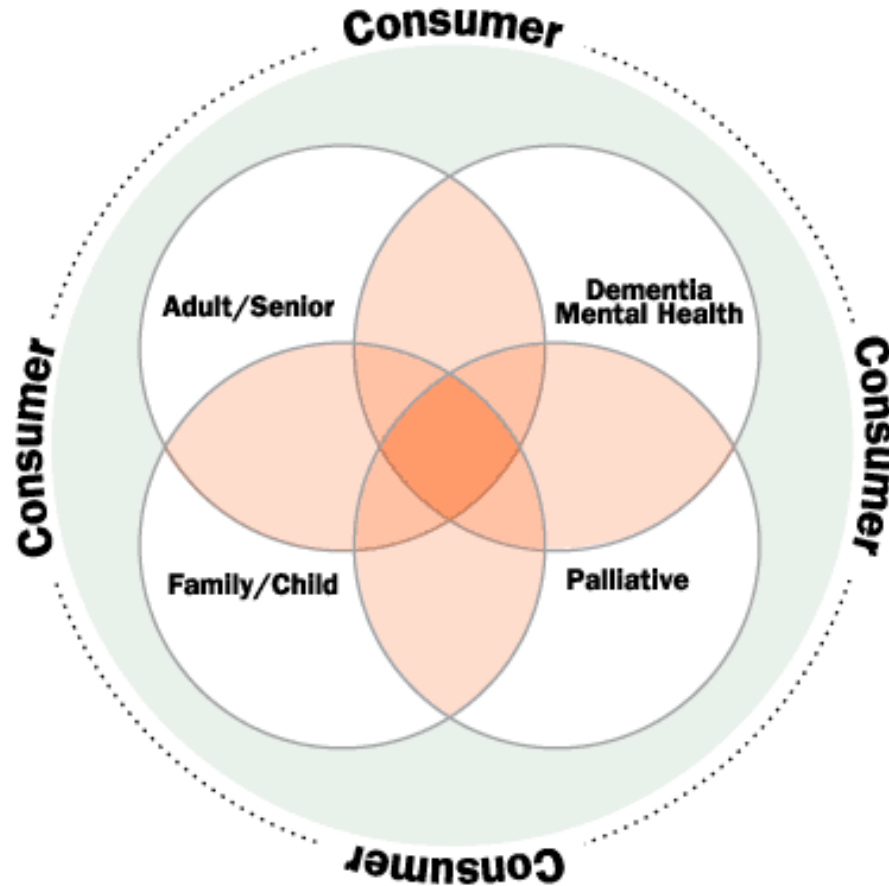
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Study Scope





Consumer Driven





Process

- Multiple data collection instruments used including surveys of formal and informal caregivers
- Focus on building cross-sector consensus
- 3 reports produced: **Phase 1**, Synthesis, and Technical reports



Key Conclusions



Sector-level and individual-level human resource issues identified around 8 themes:

- changing context of home care
- supply of workers
- recognition and image
- education / training
- funding availability
- changing nature of work
- wages and benefits
- nature of services



Key Conclusions



Changing context

- increased demand for home care services for all age groups

Supply of Workers

- perceived shortages of home care workers particularly in rural and isolated areas
- significant recruitment and retention issues of workers to the sector



Key Conclusions



Recognition and Image

- lack of recognition and inaccurate image of home care
- lack of recognition of the role of both formal and informal caregivers

Education and Training

- challenges to match consumer needs and work skills
- challenges to provide education and training opportunities to formal and informal care providers



Key Conclusions



Funding Availability

- increased demand for services has not been met with increased funding for services resulting in increased demand for informal and volunteer caregivers
- this in turn has affected employment stability, compensation and nature of service provided, supports available to formal caregivers, and supports for informal and volunteer caregivers



Key Conclusions



Changing Nature of Work

- nature of work is challenging and continuously changing
- concerns about working conditions and lack of supports

Wages and Benefits

- lack of parity in wages and benefits
- disincentives for workers entering and remaining in home care
- lack of additional support for informal caregivers



Recommendations and Strategies



Ten recommendations with accompanying strategies call the sector to action:

Overall Strategy:

- Promote the provision of an appropriate supply, distribution and mix of adequately prepared formal care providers, informal caregivers, and volunteers to meet population health and social needs for care at home.



Recommendations and Strategies



- Define and promote the profile of the home care sector.
- Re-examine the organization and funding of the home care sector.
- Promote the provision of appropriate compensation for people providing home care.
- Improve working conditions for formal and informal caregivers.
- Enhance management practices and supports.
- Develop strategies for educational preparation, formal continuing education and employer-provided training.



Recommendations and Strategies



- Address the opportunities and challenges in using technologies to enhance the delivery and quality of home care services, including the impact on caregivers.
- Develop information systems to collect appropriate data, and conduct timely, policy-relevant research to support health human resources management and planning activities.
- Recognize the central and integral role of informal caregivers and volunteers and the benefits they provide to people's lives and well-being.