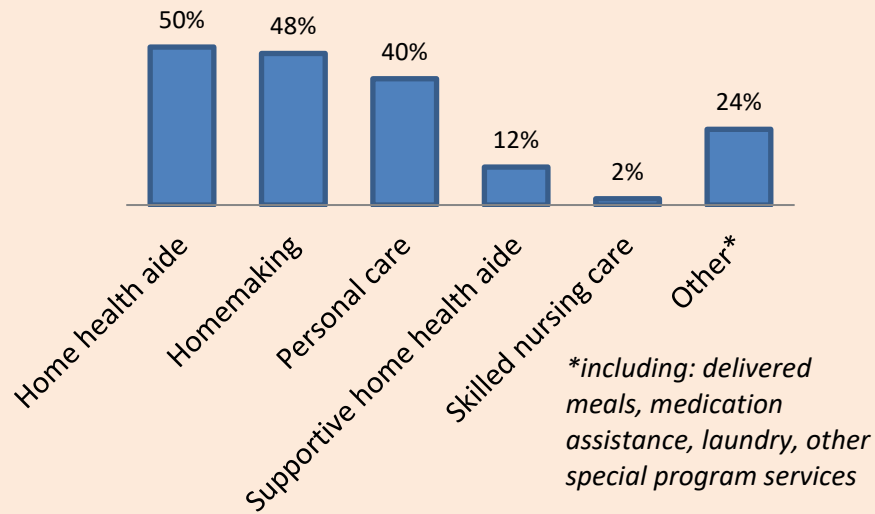


Safe Home Care Intervention Field Study

Who participated?

- 3 private home care provider agencies (full study)
- 2 elder service agencies (special pilot)
- 33 home care aides
- 8 nurse supervisors / care managers
- 5 liaisons; one at each participating organization
- 42 homes were surveyed

What services did the homes receive?



PREPARING YOUR HOME FOR
SAFE HOME CARE



SAFE HOME CARE PROJECT
UNIVERSITY OF MASSACHUSETTS LOWELL



Our safety coaching intervention package, including the safety handbook, is available at:
www.uml.edu/safehc

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The Safe Home Care Intervention Project: Safety and Health for Home Care Workers

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Safety Coaching for Home Care Clients: Preliminary Findings of Our Intervention Field Study

March 2023

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Thank you for supporting the Safe Home Care Project's Intervention field study.
Here are some key findings.

Goal of the Safe Home Care Intervention Study

Determine if coaching home care clients about safety improves the safety and health of aides, clients and other caregivers.

The Safety Coaching Package or “Intervention”

- Online training for agency managers: *Motivational Interviewing (1 CEU)*
 - Optional online training: *Occupational Safety and Health Practice*
- Safety handbook & coaching for clients: *Preparing Your Home for Safe Home Care*
 - Optional 4-minute video: *Preparing Your Home for Safe Home Care*
- Nurse manager provides the handbook and coaches the client on safety during the intake visit

Data Collected

1. Nurse managers completed 35 baseline and 34 follow up surveys for the intervention group.
2. Home care aides completed 204 safety surveys on 42 clients’ homes (approximately 5 surveys per home). These were a mix of clients with the standard intake process and clients who received safety coaching.

Findings from Nurse Managers’ Surveys

Safety coaching at baseline

- *The vast majority of the clients (94%) were either very interested or maybe interested when coaching with the safety handbook.*

Follow-up 1-2 weeks after coaching

- *About 63% of clients had implemented safety changes.* Nurse managers estimated that about ¾ of these clients might continue implementing safety changes in the future.

Nurse managers told us about benefits:

- *“Clients [who received handbook & coaching] enjoyed the visuals and discussion with the nurse regarding handbook contents.”*
- *“It seems like the booklet was informative for elder, and the motivational interviewing assisted him with understanding what he could do better on his end in order to minimize service disruptions.”*

And challenges:

- *“The client’s attention was scattered at times as she had recently been discharged home from the hospital. ... which may be why she was slightly easily overwhelmed.”*
- *“... the client was willing to listen, but not willing to change anything”.*

INTERVENTION CLIENTS

Nurse manager:

- Completes training in Motivational Interviewing.
- At client intake visit, introduces safety handbook and coaches client on safety.
- 1-2 weeks later, follows up with client about handbook & safety actions.
- Completes survey about client’s receptiveness at intake & follow-up.

CONTROL CLIENTS

Nurse manager conducts standard client intake. *Nurse manager is not trained in Motivational Interviewing & clients aren’t offered handbook.*

Aides provide standard services and complete a safety survey after each of 5 visits to clients’ homes. *Aides are unaware of which clients received the safety coaching.*

Overall, the use of Motivational Interviewing techniques to introduce occupational safety and health concepts in the safety handbook raised client awareness about aide safety and affected change in some homes.

Findings from Aides’ Safety Surveys

When nurse supervisors used Motivational Interviewing with the safety handbook and reported that clients were thinking about or actively making safety changes, HC aides’ safety surveys reported fewer hazards in those clients’ homes.

Most common hazards reported by aides

First visit:

- Loose pets in the home (21% of homes)
- Clients not taking enough steps to protect aide from COVID-19 (17%)
- Requests for aides to do tasks outside their job duties (14%)
- Safety hazards in bathroom (14%)

Reports of these 4 hazards decreased over 5 visits, though our dataset was small so we could not establish statistical significance.

Across all visits: Clients smoked or vaped while aides were in the home (6%)