DURHAM REGION

Recruitment and Retention of LTC Workforce

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What I hope to share today

- Who we are

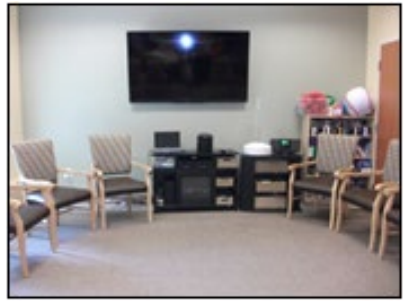
- Impact of COVID-19

- Retention and Recruitment Challenges in LTC

- Micro credentials in dementia care as one response to recruitment and retention challenges

Region of Durham LTC & Services for Seniors

- 4 Long-Term Care Homes
  - Fairview Lodge, Whitby – 198 beds
  - Hillsdale Estates, Oshawa – 300 beds
  - Hillsdale Terraces, Oshawa – 200 beds
  - Lakeview Manor, Beaverton – 149 beds
- 3 Adult Day Programs
- Homemakers Program
- Seniors' Safety Program



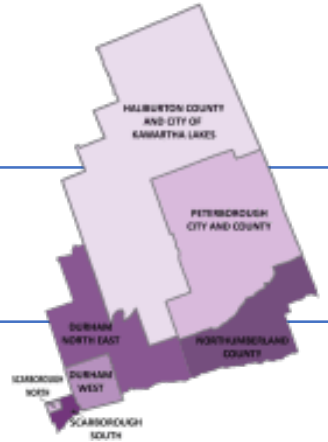
Region of Durham LTC Homes

- Residents - 847
  - Average age – 86 (range 34-105)
  - 68% have some degree of cognitive impairment
  - 38% exhibit responsive behaviours

- Staff – 1400 (FT & PT)
  - 70% PSW
  - 20% RPN
  - 10% RN
  - 1/3 of workplace injuries occur during provision of personal care

Ref: CIHI 2022 Q1 data

LTC in Central East



68 LTC homes

9,514 residents – average age 84

82% have some degree of cognitive impairment

44% exhibit responsive behaviours

Staffing profile is similar to Region of Durham

Ref: CE-LTCH-Waitlist-April2022-EN.pdf (healthcareathome.ca)

CE-LHIN LTCH Demand & Utilization, December 2019

Impacts of COVID-19 on LTC

- Perpetual outbreaks
- Long periods of resident isolation
- Restriction on visitors
- Masks
- Increase in responsive behaviours
- Deterioration in overall health

LTC Workforce – Retention Challenges

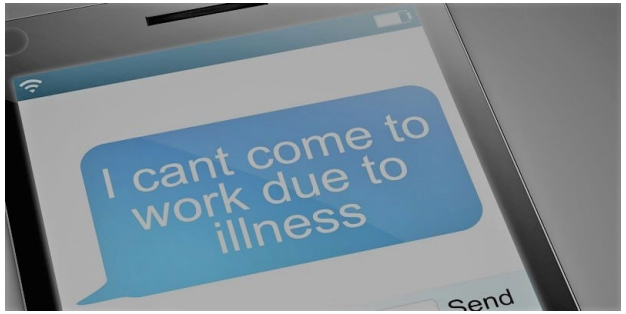
- HHR shortage across the system
- LTC is highly regulated
- Workload is heavier

Ontario

FLTCA, 2021

Leading to

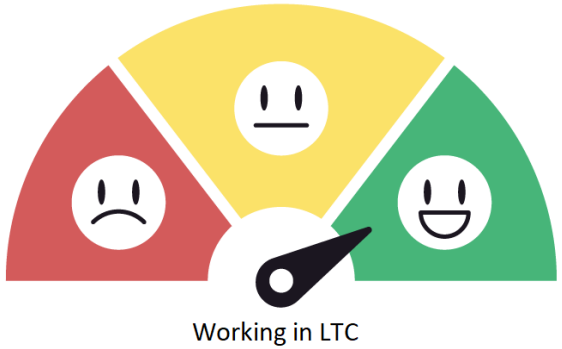
- job dissatisfaction
- increased absenteeism
- burnout
- high turnover



LTC Workforce - Recruitment Challenges

We need to make LTC a more attractive and desirable sector of practice

- Funding increases in order to increase wages and hours of care
- More opportunities for staff professional growth and development
- Remove negative reputation in the general community
- Remove negative reputation in the health community



. . . but it isn't all doom and gloom

Why work in LTC?

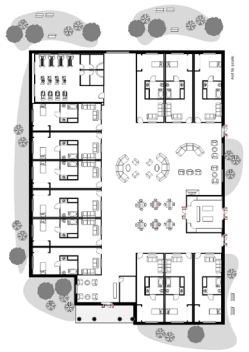
Knowledge-based and highly skilled area of specialization

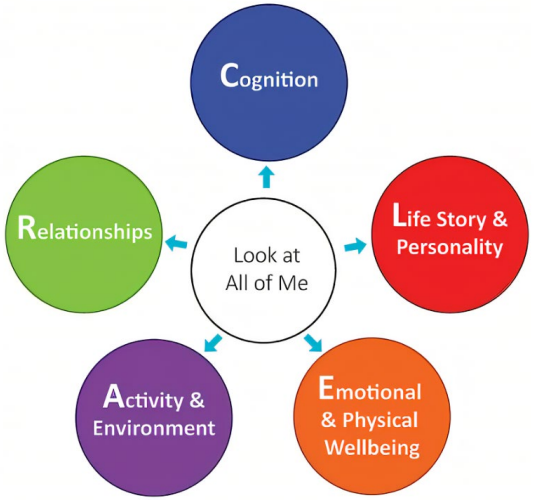
Opportunity to build relationships

Opportunity to take on more complex care

What needs to be done?

- Confront ageism
- Improve LTC home design





- Focus on emotional models of care
- Ensure opportunities for professional growth and development

Micro credentialing

PSWs, RPNs and RNs are the backbone of LTC

Important to continually upgrade or reskill

Stronger relationship with post secondary institutions

Short, focused modules

Micro Credentialing in Dementia Care

Dementia care is a critical area in LTC

Positive impact of BSO

Dementia-capable staff will be more empowered and effective

Incentivize new recruits

Become an employer of choice

Increase retention

Conclusion

Micro credentialing in dementia care will:

- Promote excellence and best practices
- Enable our present and future workforce to be more dementia capable
- Improve overall quality of care
- Enhance job satisfaction and overall wellbeing of people who decide upon LTC as a career choice

Thank you

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