

SURVEY E-BOOK

The State of Home Care Training 2023



Tech-Forward Training in Home-Based Care

The widespread adoption of new technology in home-based care is resonating in every facet of provider organizations as they seek new ways to navigate today's challenging operating environment. With staffing and patient experience closely intertwined, training technology platforms have become a primary area of interest. In fact, more than 60% of respondent organizations currently use a training platform, according to The State of Home Care Training 2023 survey.

From May 16 to June 12, 2023, Home Health Care News conducted this survey in partnership with CareAcademy to learn how home-based care providers are leveraging technology to improve training and bolster their staffing efforts.

Home Health Care News is pleased to share these survey results in hopes that they will help equip providers to make more informed decisions around staffing technology, optimize their recruitment and retention efforts, and provide the best possible care.



Andrew Donlan

Editor
Home Health Care News

In today's ever-evolving landscape of home-based care, the rapid integration of innovative technology is making a profound impact on provider organizations. These organizations are constantly seeking fresh approaches to navigate the complex operational challenges they face.

Recognizing the interconnectedness between staffing and patient experience, our recent findings from The State of Home Care Training 2023 survey show how training platforms can optimize recruitment and retention efforts, ultimately enabling caregivers to deliver the highest quality of care to those in need.



Robyn Lunsford

Chief Growth Officer
CareAcademy

The State of Home Care Training 2023 Survey Report

Results show the views of 97 professionals who identify as working for organizations that provide home-based care, the majority of whom are C-suite leaders, directors or VPs, and provide an executive perspective on how their organizations are approaching training.

The survey, conducted online, asked about how companies of all sizes are:



**Using training
to overcome recruitment
and retention challenges**



**Investing in training programs
and platforms**



**Improving care quality
and customer satisfaction
through training**

Key Takeaways

Does your organization currently use a training platform?

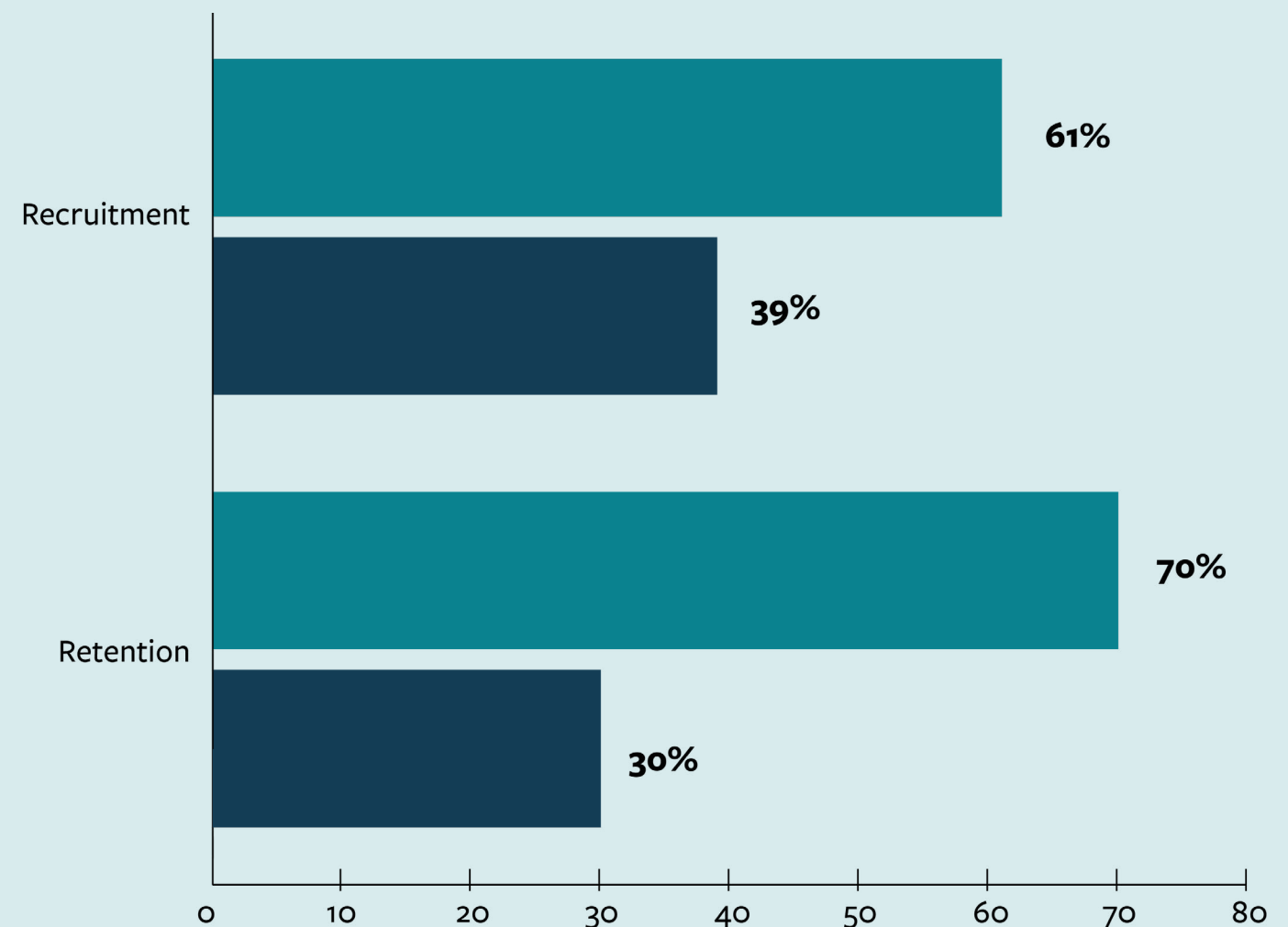


Home-based care providers are utilizing training platforms to combat staffing challenges.

Approximately **63%** of respondent organizations currently use a training platform, **59%** of which believe it has made an impact on recruitment, and **70%** of which also believe it has made an impact on retention.

To what degree has your training program impacted staff recruitment and retention?

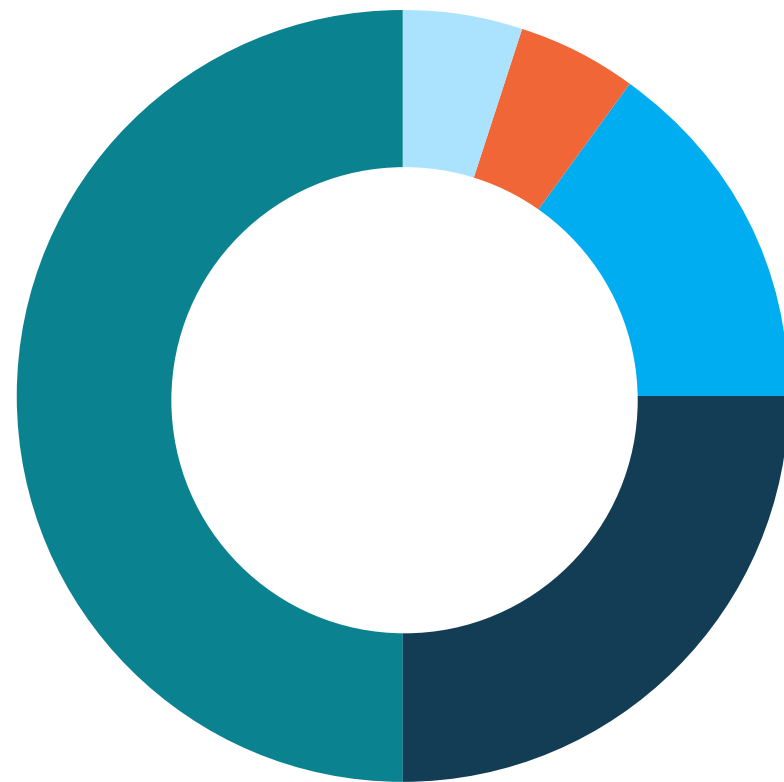
■ It has made a significant impact
■ It has not made an impact



- 63% - Yes, we are using a training program
- 14% - No, we are neither using a training platform nor interested in training platforms
- 14% - No, we are not using a training platform, but we are interested in training platforms
- 9% - Not applicable

Key Takeaways

Which best describes your organization's approach to training?

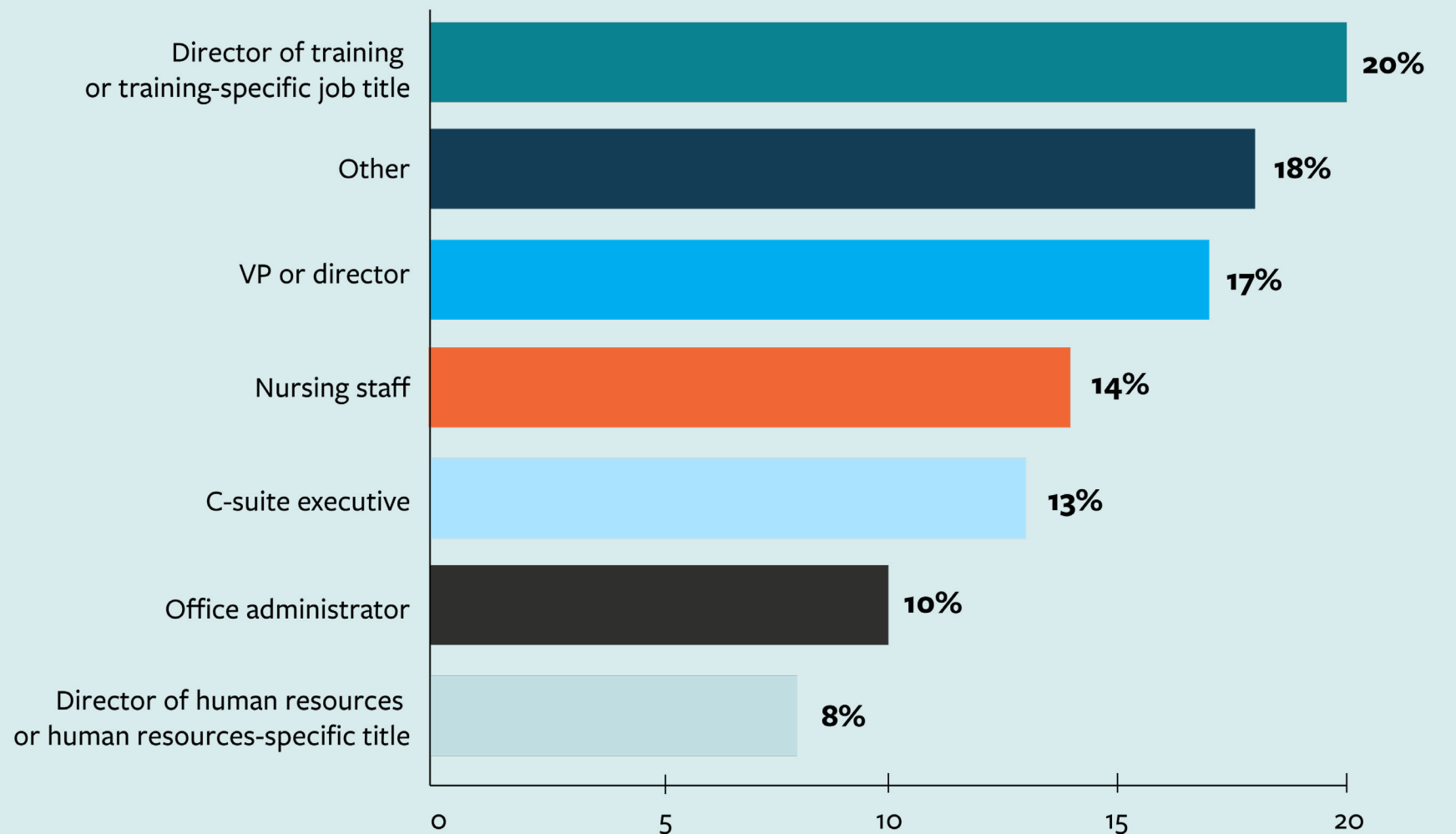


- 50%** - Training is provided by a combination of an online training provider, third party staff and in-house staff
- 25%** - Training is primarily in-house with an on-staff nurse
- 15%** - Training is primarily provided by an online training provider
- 5%** - Training is primarily provided by third party (such as outsourced training, training school, etc)
- 5%** - We do not have a training program in place

Organizations are outsourcing more of their training.

Half of respondents indicated that their organization approaches training with a combination of an online training provider, third-party staff and in-house staff, and only **20%** have dedicated training staff in-house.

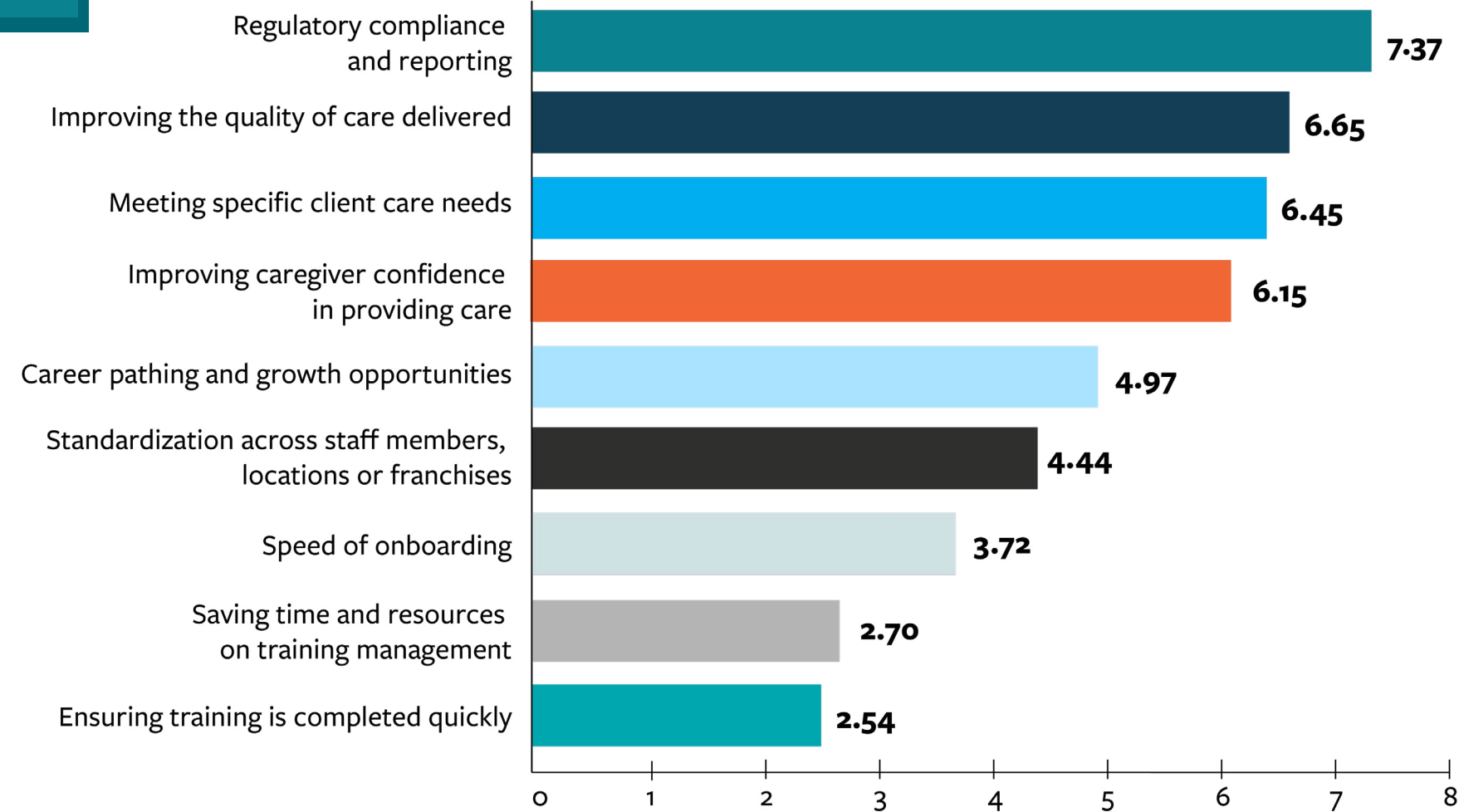
Who is in charge of training in your organization?



Key Takeaways

Which best describes your organization's approach to training?

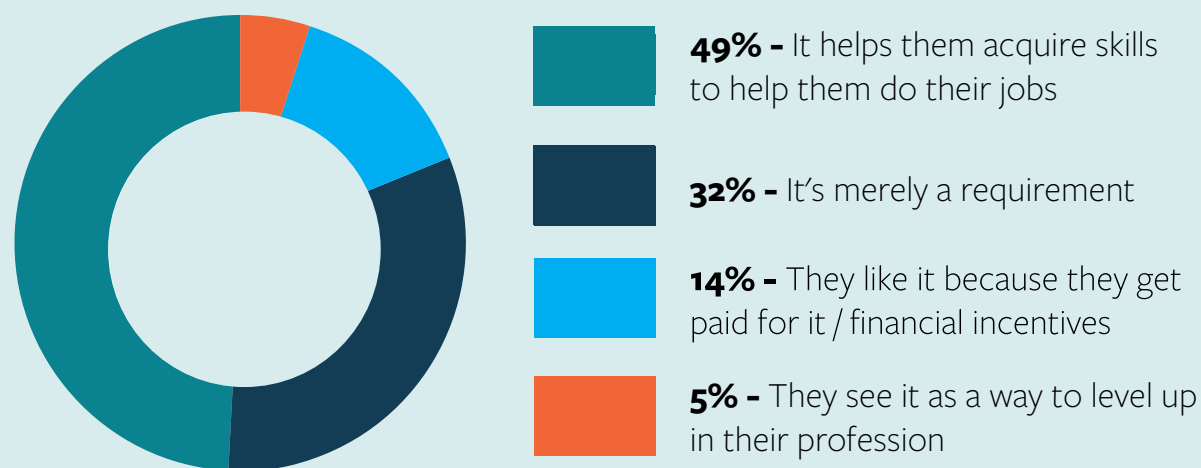
****Scores calculated as an aggregation of responses for each row.**



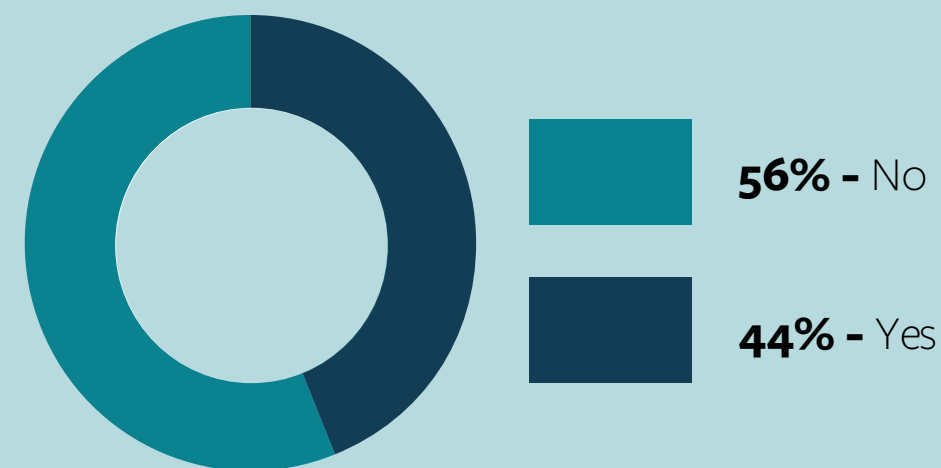
There is undeniable value in home-based care training for staff and care recipients alike.

Regulatory compliance and reporting, improving care quality, and meeting specific care needs are the top 3 benefits a training program can provide, according to survey participants. Additionally, nearly half of respondents believe the home-based care workforce sees training as an opportunity to develop new skills that can help them perform their duties more effectively, and nearly half of organizations are incentivizing their staff to pursue it.

Which best describes how your workforce feels about training?



Do you incentivize your caregivers to complete trainings?



Key Takeaways

How much does your organization invest in training programs on an annual basis?



20% - Between \$10,000 - \$30,000 per year

14% - More than \$30,000 per year

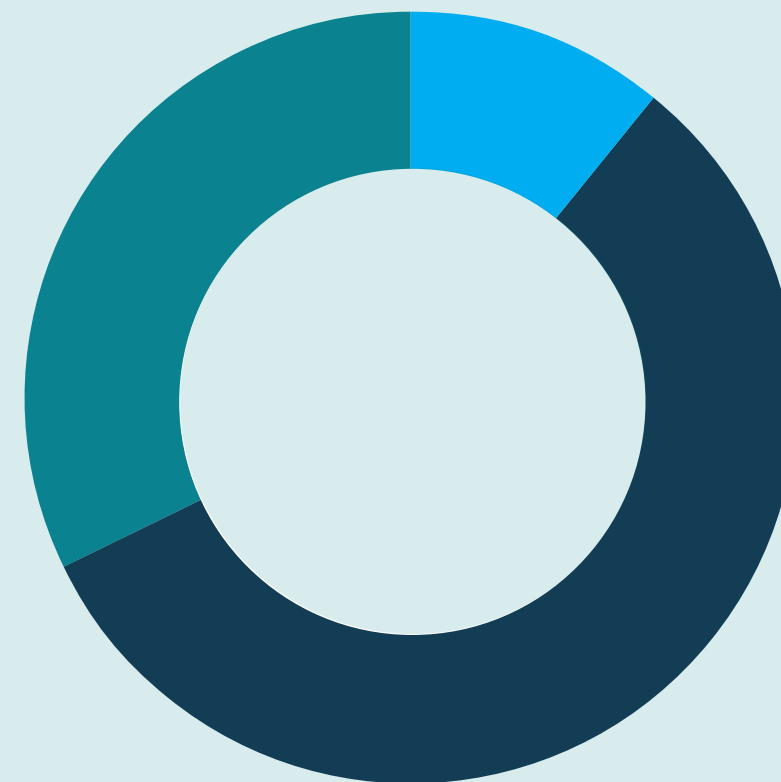
34% - Less than \$10,000 per year

31% - I don't know

Providers are willing to invest to reap the benefits of home care training programs.

About **34%** of people are spending more than \$10,000 on training programs on an annual basis, and **32%** believe that their organization's training spend will increase in the year ahead.

Do you expect your organization's investment in training programs to increase, decrease or stay the same over the next 12 months?



32% - Increase

57% - Stay the same

11% - Decrease

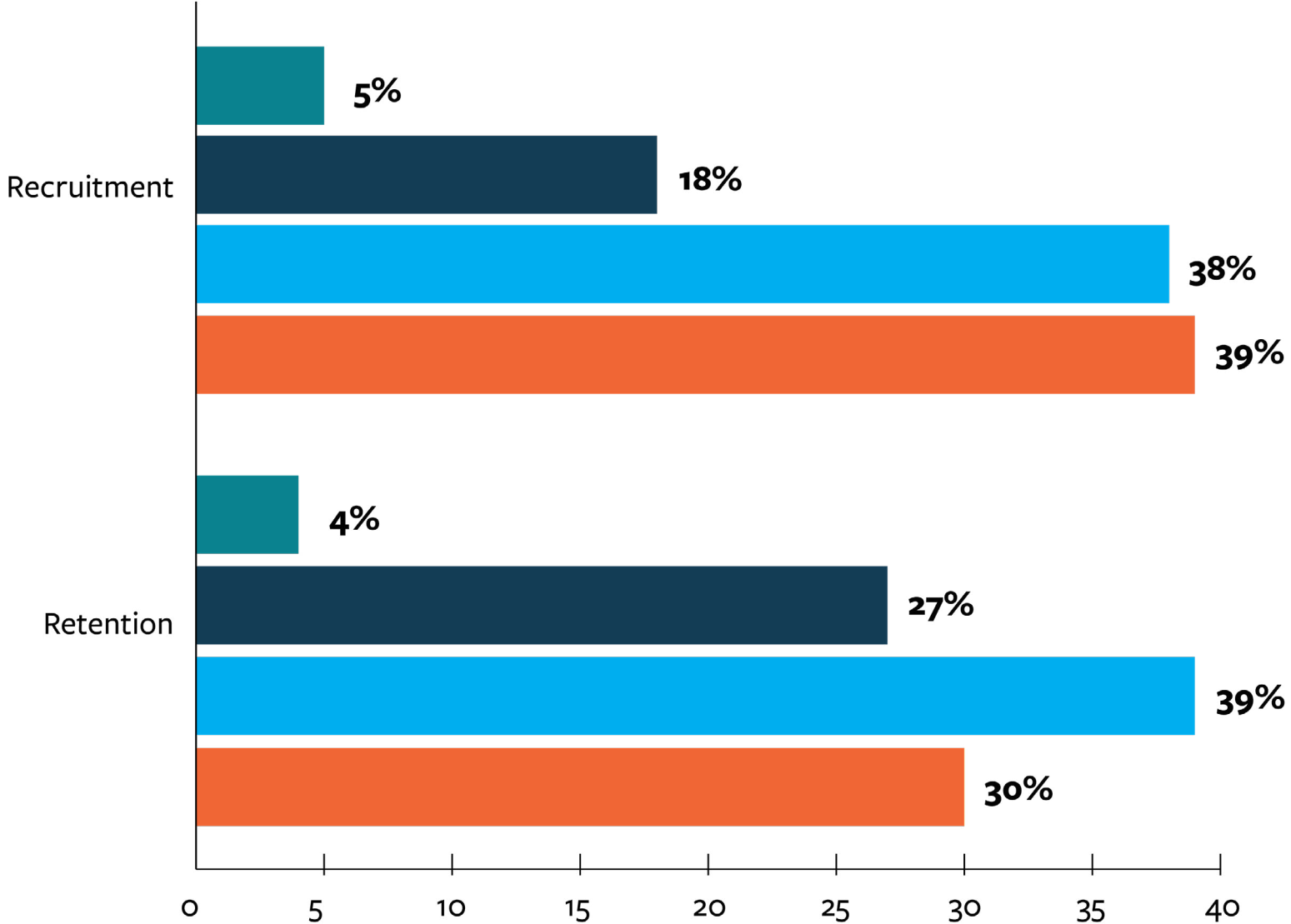
Additional Survey Results

To what degree has your training program impacted staff recruitment and retention?

- It has made a very significant impact
- It has made a significant impact
- It has made somewhat of an impact
- It has not made an impact

Of the respondent organizations that have a training program in place, 59% believe it has made an impact on recruitment, and 69% believe it has made an impact on retention

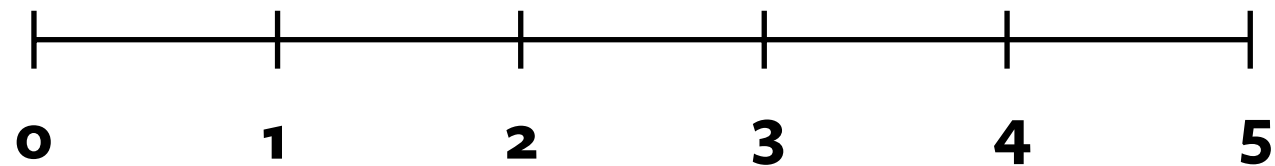
**Percentages calculated excluding n/a responses*



Additional Survey Results

Q. On a scale of 1-5 with 5 being the highest, how important is it for a training partner to provide supplemental services and support such as defined career paths and specializations versus required training modules alone?

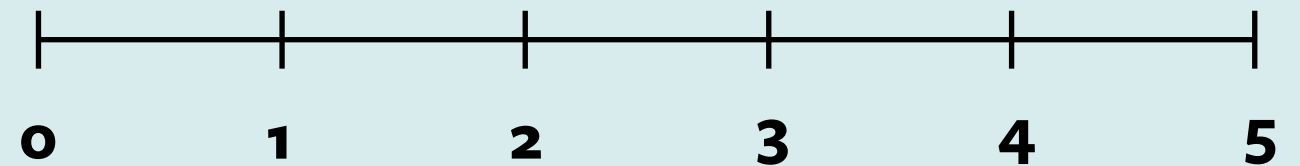
Average Response: 3



A. On an scale of 1-5 with 5 being the highest, respondents rated the importance of providing supplemental training beyond the required modules a 3.

Q. On a scale of 1-5 with 5 being the most important, rank the importance of integrating your training program with existing technology or software.

Average Response: 4



A. On an scale of 1-5 with 5 being the most important, respondents rated the integration of training programs with their existing technology or software a 4.

CONTACT



CareAcademy.com



866-227-3895



Teamcareacademy@Careacademy.com



CareAcademy™



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