



The PHI Coaching ApproachSM

Programs that Build Skills for Relationship-Centered Care

Direct-Care Worker Training Services

Building a skilled, compassionate workforce through competency-based learner-centered training

The staff of PHI have over 25 years of experience designing and delivering adult learner-centered training programs for direct-care workers: personal care aides, home health aides, and certified nursing assistants. Incorporating our unique methodology for teaching communication and problem-solving skills—The PHI Coaching Approach—our entry level and in-service competency-based trainings address the full range of skills, knowledge, and attitudes direct-care workers need to deliver quality care. Because of the emphasis on supporting learners, and also holding them accountable to high learning standards, our programs have been shown to increase the employment success of graduates.

In addition to training programs for workers, PHI offers train-the-trainer programs that introduce staff developers to the adult learner-centered training approach. These programs provide an opportunity for trainers to learn and practice the interactive training methods that we have found to be most successful with direct-care staff.

Training Design and Curriculum Development Services

PHI offers a full range of training and curriculum development services. We partner with provider organizations, workforce development agencies, union training funds, public authorities, community colleges, and state education and labor departments to design training programs, develop curriculum, and train trainers.

PHI Personal Care Services Curriculum

This 77-hour model entry-level curriculum for delivering personal care services is available online at no cost (at www.PHInational.org/training/resources). This is a highly interactive, learner-centered training that covers the core competencies for all direct-care service positions and is based upon the values and principles of person-directed care.

A range of providers, including Cooperative Home Care Associates of New York (www.chcany.org), Local 775 SEIU in Washington State (www.seiu775.org), and the Pennsylvania Department of Labor and Industry (www.dli.state.pa.us) have worked with PHI to tailor this program to meet their needs.

The curriculum can serve as the first building block within a formal apprenticeship program, consistent with the US Department of Labor's "21st Century Registered Apprenticeship" framework for home health care and certified nurse assistant occupations (www.PHInational.org/apprenticeships).

If you wish to work with PHI to adapt the curriculum to meet the specific needs of your program, please contact PHI curriculum manager Jill Tabbutt-Henry, jtabbutt@PHInational.org.

Designing Training Programs

PHI consultants can help you design and implement effective learner-centered training programs for new or incumbent direct-care workers. Depending on your specific needs, we can partner with you to design an entry-level training program, from recruitment and selection strategies through working with you to ensure high retention. Or, we can provide consultation on specific aspects of program development. For example, we can work with you to:

- Determine the scope of your training needs through a competency assessment
- Choose and/or adapt appropriate training materials
- Sequence course content and develop a training program schedule
- Identify a training team and assess the team's need for skill development or support
- Provide a train-the-trainer program to familiarize trainers with the content of your training program and the adult learner-centered approach to teaching
- Design appropriate evaluation tools

Tailoring PHI Curriculum

PHI offers several direct-care worker training curricula online at no cost, including our model 77-hour entry-level personal care curriculum (see www.PHInational.org/training/resources). For training institutions or employers who want to adapt these programs to focus on particular consumers—e.g., elders, people with specific illnesses or disabilities, self-directed consumers—or specific care settings, PHI provides various levels of technical assistance.

PHI has tremendous expertise in developing training programs for direct-care workers. Their quality care through quality jobs philosophy ensures that they approach program design with a holistic perspective that incorporates respect for the learner, recognition that direct-care work is challenging and requires relationship-building skills, and a thorough understanding of the intricacies of eldercare/disability services policy.

–Scott Moyer, President
The Jacob & Valeria Langeloth Foundation
New York, NY

We can work with you to:

- Ensure that the teaching materials address all the competencies workers will need on the job.
- Adapt activities to reflect the population(s) your trainees will be assisting
- Shift the content area emphasis by rebalancing the time spent on different activities
- Structure the program to work within a more limited timeframe; and/or restructure the training for pre-employment or in-service/on-the-job training, as appropriate.

Developing Specialized Curricula

Our model entry-level curriculum addresses the learning needs of direct-care staff delivering personal care services. For employers or training institutions that would like to offer more advanced training, PHI offers curriculum development services. We will work with you to develop additional modules for home health aide or CNA certification, or to develop specialized advanced skill training in areas such as:

- Dementia care
- End-of-life care
- Working with clients with specific chronic illnesses such as MS or HIV/AIDS
- Individualized, person-directed caregiving skills

We have partnered with PHI for two decades in developing and refining our nationally recognized training program. Most importantly, PHI helped us to integrate the teaching of communication and problem-solving skills with core personal care and clinical skills in order to ensure that graduates are prepared to build strong caregiving relationships.

–Gloria Pichardo, RN
Chief Clinical and Learning Officer
Cooperative Home Care Associates
Bronx, NY

Train-the-Trainer Program

In our experience, direct-care workers learn best through highly interactive learning programs, structured to engage participants in critical thinking and problem solving in the classroom. We call this “learner-centered” education.

PHI offers an introduction to learner-centered teaching methods for trainers planning to use a PHI-developed and -tailored curriculum. These workshops provide an introduction to the content of the specific curriculum trainers will be teaching, a foundation in the theory and practice of adult learner-centered training, and opportunities to experience and practice a range of interactive teaching methods.

An overview of the PHI learner-centered approach to direct-care training, *Adult Learner-Centered Training: An Introduction for Educators in Home and Residential Care*, can be downloaded for free at www.PHInational.org/training/resources.

How Direct-Care Worker Training Services Can Help Ensure Employee Success

PHI direct-care worker training programs can help your organization to:

- **Equip entry-level staff** with the core clinical, relational, and communication skills they need to begin and remain successful on the job.
- **Improve in-house training** by providing your internal trainers with a shared conceptual framework, common skill-set, and language to implement effective adult learner-centered programs.
- **Enhance the quality of care and increase productivity** by fully preparing and supporting your direct-care staff for the challenges they face on the job.

Learn More

To learn more about direct-care worker training and design services, please contact Peggy Powell, National Director of Curriculum and Workforce Development, at ppowell@PHInational.org or 718.402.7463.

The PHI Coaching Approach is a suite of programs and services uniquely designed to help employers and their employees build the skills necessary to deliver highly personalized, relationship-centered care. For more information about training and consulting services available in your area, contact todservices@PHInational.org or visit our website at www.PHInational.org/training.

PHI is accredited as a provider of continuing nursing education by the American Credentialing Center's Commission on Accreditation. Call or e-mail us for more information on contact hours for specific training programs.



PHI Direct-Care Worker Training Services represent one of several programs developed by PHI (see www.PHInational.org) to help eldercare/disability services organizations grow and sustain relationship-centered cultures. We work with employers across the country to build organizations that value direct-care workers and their relationships with those they assist. In all of our training and organizational development programs, PHI seeks to involve key staff at every level — from direct-care workers through executive leaders — in shaping the quality of caregiving.

