



Private Duty Home Care Employee Engagement in the Age of COVID and Beyond

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Webinar content was developed by Private Duty Home Care @ NAHC

Benefits of Private Duty Home Care @ NAHC membership include:

- Expert legal and regulatory guidance from NAHC staff and affiliate partners;
- Subscription to *Private Duty Source*, latest updates on news affecting the private duty home care community;
- World-class educational programming at NAHC annual conferences, meetings, and throughout the year via webinars geared to private duty home care legal and operational issues;
- Networking with private duty home care peers and other industry experts through our popular listserv that provides advice on clinical, operational, and policy issues;
- Exclusive discounts on insurance, car/fleet leasing, translation services, and more, from NAHC Business Partner members.
- Private Duty Home Care Certification

For more information, visit nahc.org or call 202-547-7424.



Private Duty Home Care at NAHC

Our Mission

The National Association for Home Care & Hospice seeks to empower organizations to meet evolving needs and consistently deliver the highest quality of private duty and personal care services through leadership, advocacy, education, and innovation.

Our Vision

Powered with the expertise, influence, and resources of the National Association for Home Care & Hospice, Private Duty Home Care at NAHC, in partnership with our members and the greater private duty community aims to set the standard for excellence in practice for the future in private home-based care and services.

Our Purpose

We foster collaboration, knowledge sharing, and unity among our members, business partners, and affiliate associations in private duty home care providing an avenue for engagement, advocacy, and innovation-working together to elevate care in the home.

Objectives

- Explore key factors of employee engagement
- Become familiar with motivating factors for home care employees
- Hear about and take away best practices you can use in your own organization related to employee engagement and motivation

Faculty



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Employee Experience

“A journey an employee takes with your organization. It includes every interaction that happens along the employee life cycle, plus the experience that involves an employee’s role, workspace, manager, and well-being.” –Gallup, 2020

“Employees want jobs that fit their lifestyle, give them opportunities to grow, and connect them to greater meaning and purpose.”- Gallup, 2020

Employee Experience Domains

Growth- *How can I grow?*



Opportunities to learn and grow
Progress in the last six months

Teamwork- *Do I belong?*



I have a best friend at work
My coworkers are committed to quality
Mission/purpose of my company
At work, my opinions seem to count

Management Support- *What do I give?*



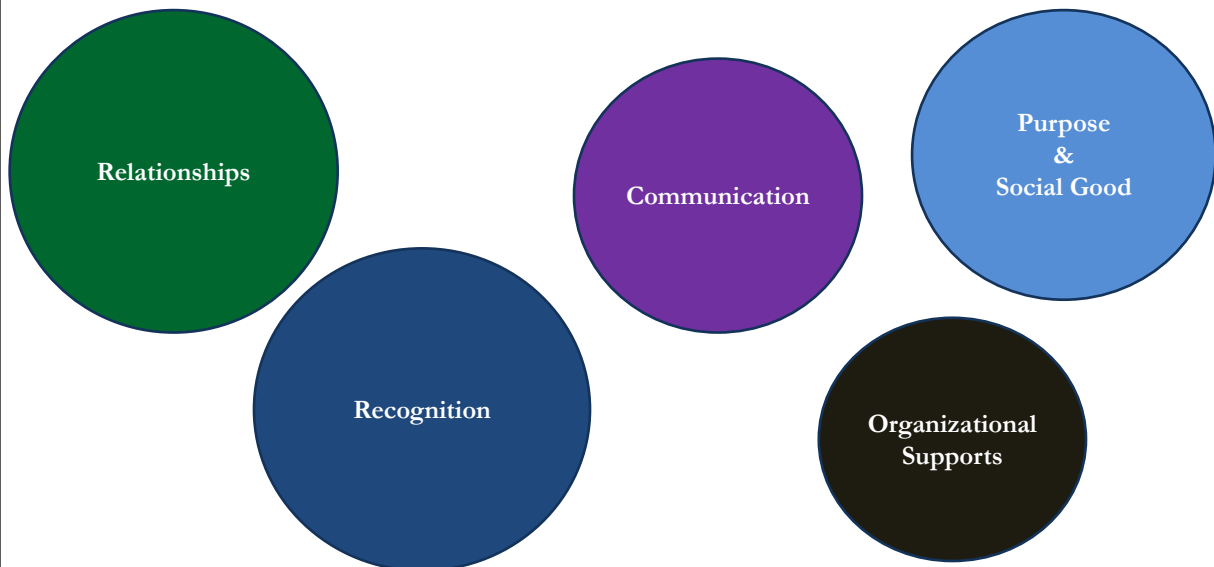
Someone at work encourages my development
My supervisor or someone at work cares
Recognition in the last 7 days
Do what I do best every day

Basic Needs- *What do I get?*



I know what is expected of me.
I have the materials and equipment I need to do my job

Keys for the Home Care Employee



Relationships

**Relationships are a key driver for
engagement**

Primary- Clients & Families
Secondary- Colleagues

How?

*Element of Social Belonging
& Community*

Purpose & Social Good

“Purpose Vs. Task”

**Desire to give back to the
community**

How?

Responsibility
Higher calling

Recognition & Reward

Vital to employee esteem and well-being

Clients & Families
Peers & Organization
Society

How?

Communication

Key to building trust and managing/setting expectations

Continuous
Transparent

How?

Organizational Supports

Crosses all 4 domains of employee experience

- Flexibility/Choice
- Mental & Emotional
- Learning & Growth
- Safety & Working conditions

How?

Key Takeaways

At the heart, home care employees thrive on feeling connected to one another, their clients & families, and their underlying purpose.

- Create deliberate ways to connect
- Involve employees in the work the effects them
- Feedback loops are integral
- Recognize and reward often
- Communicate openly, honestly, & frequently-trust

Upcoming Events

2020 Home Care and Hospice Conference and Expo
 October 19-21, 2020 | Live & On-Demand



Upcoming Events

**Reduce COVID-Related Risk and Costs by Implementing
 Well-Facilitated Screening**

October 6, 2020 | 3:00-4:00 pm ET

Private Duty Monthly Webinar Series

November 5, 2020 | 3:00-4:00pm ET

Contact Information



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