

CASE STUDY:

Bayshore Home Health

Basic Skills Development

Bayshore Home Health is a national provider of Home Health care services. Bayshore employs an average of 500 people in New Brunswick, close to 10,000 nationally. Bayshore, one of many providers in New Brunswick, participated in a Labour Force Adjustment study focusing on recruitment and retention issues facing this industry.

Rationale

Bayshore would be implementing new computer-based programs for employee scheduling, time sheets and accessing shift schedules. Both of these new processes would require basic computer skills to use the system effectively. When Bayshore was implementing these changes, a Labour Force Adjustment Study was completed that identified training as a critical need for their workforce. Management estimated, at that time, that approximately 50% of employees did not possess the required computer skills to take advantage of the new systems being put into place. Adequate training was essential to alleviate any anxiety felt by the staff resulting from the implementation of new technology. Familiarization with computers was deemed a key tool in preventing potential staff turnover.

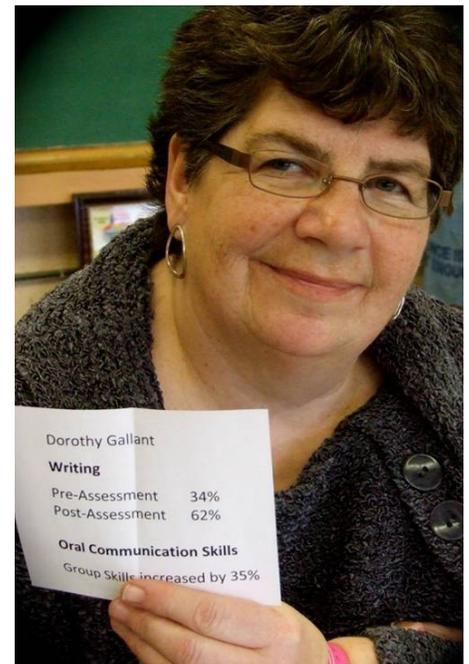
Training

Employer funding for training and skill development, in order to meet ever increasing clinical demands, was not financially viable due to reimbursement rates. WES training was offered with no reimbursement to the students. Staff participated weekly in sessions of 3-4 hours duration for 6 weeks. Two training opportunities, with 6-7 staff in each session, worked on basic computer skills, document interpretation and usage, communication, literacy and numeracy.

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Results

- Participation in WES training was excellent.
- Essential skills were evaluated at the onset with an average 35% increase as a result of the training.
- The instructor reviewed each topic weekly and utilized materials and scenarios relevant to the workplace.
- The coordinators working with the participants have reported a marked increase in the general knowledge and skills of the participants.



The New Brunswick Home Care sector faces challenges within its labor force which are brought on by an increased need for knowledge and skills, coupled with an aging work force and tremendous competition for skilled employees. Due to the current increase in our aging population, this sector will continue to grow for many years to come.