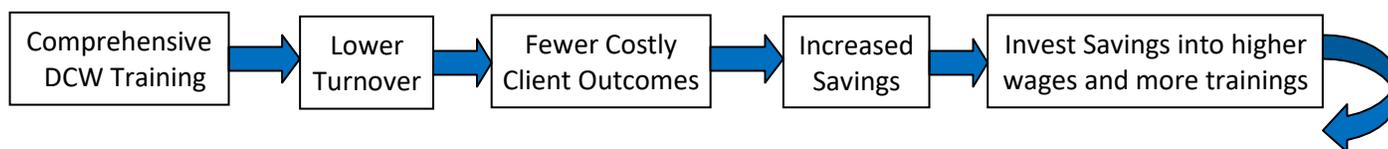


## Direct Care Workers

# Training Reduces Turnover Costs and Can Increase Wages

- In 2018, the median turnover rate among direct care workers (DCWs) employed by home care agencies was 82%; a 15% increase from 2017.<sup>1</sup> Turnover costs about \$2,600 per caregiver; an average of \$171,600 per agency per year.<sup>2</sup>
- Training increases job satisfaction which decreases turnover.<sup>3</sup> Training also decreases costly client outcomes like falls and emergency department visits.<sup>4</sup>

Top reasons DCWs leave	Ways Agencies can help reduce turnover
Better wages & benefits elsewhere, i.e. fast food, retail	Provide wages above the federal minimum wage
Changing or unpredictable hours	Guarantee minimum number of hours; Offer FT work; Incentivize professionalism and difficult shifts; Offer transportation and day care support
Lack of support and respect. Better management and work environment elsewhere	Management training
Unprepared for the work and new clients	Offer comprehensive evidence-based training; Have a thorough onboarding process; Include DCWs in care team; Provide detailed intake information prior to 1 <sup>st</sup> visit
More opportunity for career growth elsewhere	Offer specialized training; Reward it with wage increases; Financial assistance for higher and continuing education



Building Training...Building Quality™ (BTBQ™) is comprehensive, person-centered and provides DCWs with the skills needed to deliver in-home, high quality supports and services.

### Sample Return on Investment

**Small Investments  
Lead to Giant Savings**

BTBQ™ training for 1 In-house trainer and 8 DCWs costs approx. 4K



Turnover rate reduction	Turnover Savings*	Savings after BTBQ™ Training
5%	\$8,580	\$4,520
10%	\$17,160	\$13,100
15%	\$25,740	\$21,680
20%	\$34,320	\$30,260
25%	\$42,900	\$38,840
30%	\$51,480	\$47,420
35%	\$60,060	<b>\$56,000</b>
* Savings based on an agency's avg. annual turnover costs of \$171,600		

<sup>1</sup>Holly, R. (2019). Home care industry turnover reaches all-time high of 82%. *Home Health Care News*. Retrieved from <https://homehealthcarenews.com/2019/05/home-care-industry-turnover-reaches-all-time-high-of-82/>

<sup>2</sup>Kempton, M. (2018) How much is caregiver turnover really costing our business? *Home Care Pulse*. Retrieved from <https://www.homecarepulse.com/articles/much-caregiver-turnover-really-costing-business/>

<sup>3</sup>Leon J, Marainen J, Marcotte J. (2001) *Pennsylvania's Frontline Workers in Long Term Care: The Provider Organization Perspective*. Pennsylvania Intra-Governmental Council Long Term Care. Retrieved from <https://www.aging.pa.gov/organization/PennsylvaniaLongTermCareCouncil/Documents/Reports/PennsylvaniaIntraGovernmentalCouncilOnLTC/PennsylvaniaFrontlineWorkersinLongTermCareTheProviderOrganizationPerspectiveFeb2001.pdf>

<sup>4</sup>Luz, C. C., Hanson, K. V., Hao, Y., & Spurgeon, E. (2018). Improving Patient Experiences and Outcomes Through Personal Care Aide Training. *Journal of patient experience*, 5(1), 56–62. doi:10.1177/2374373517724349