

## INTRODUCTION

It is well established that the health professional workforce is not adequately prepared to meet the demands of an aging older population. Caregivers are often the backbone supplemental workforce for seniors, providing daily care with assistance with activities of daily living, with little training. Part of the mission of the Nova Southeastern University South Florida Geriatric Workforce Enhancement Program (NSU SFGWEP) is to support and empower caregivers through community-based training programs.

## METHODS

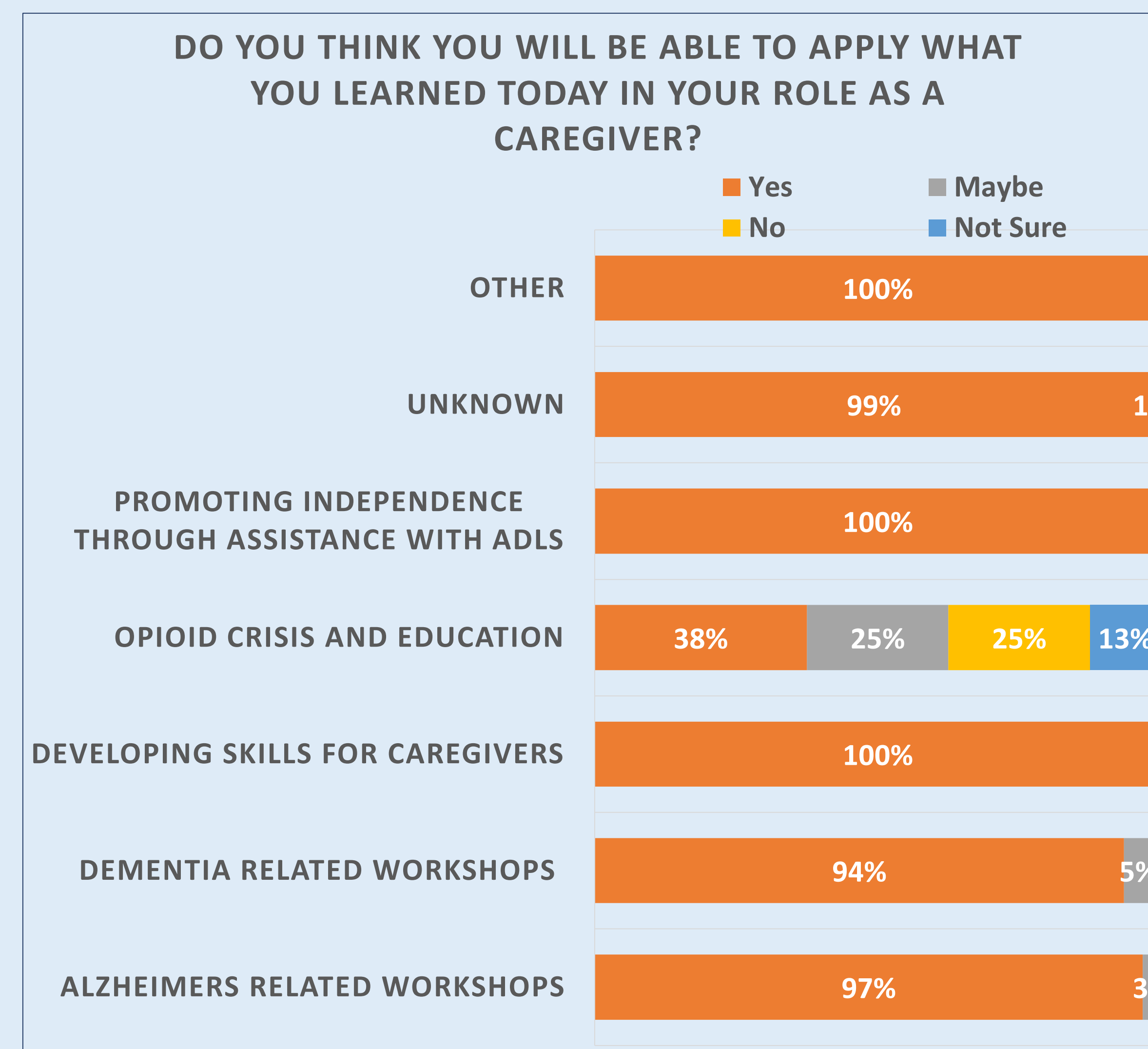
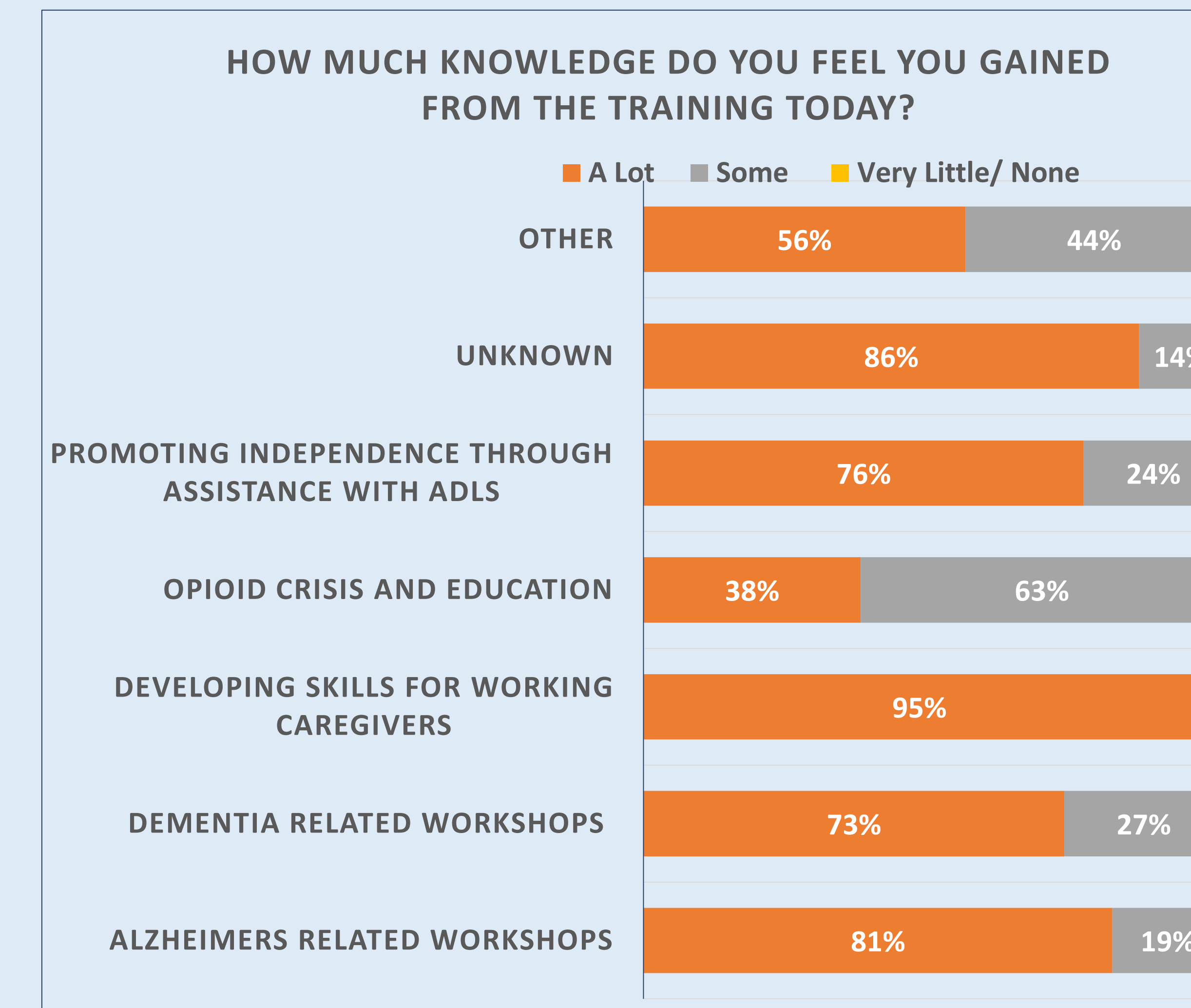
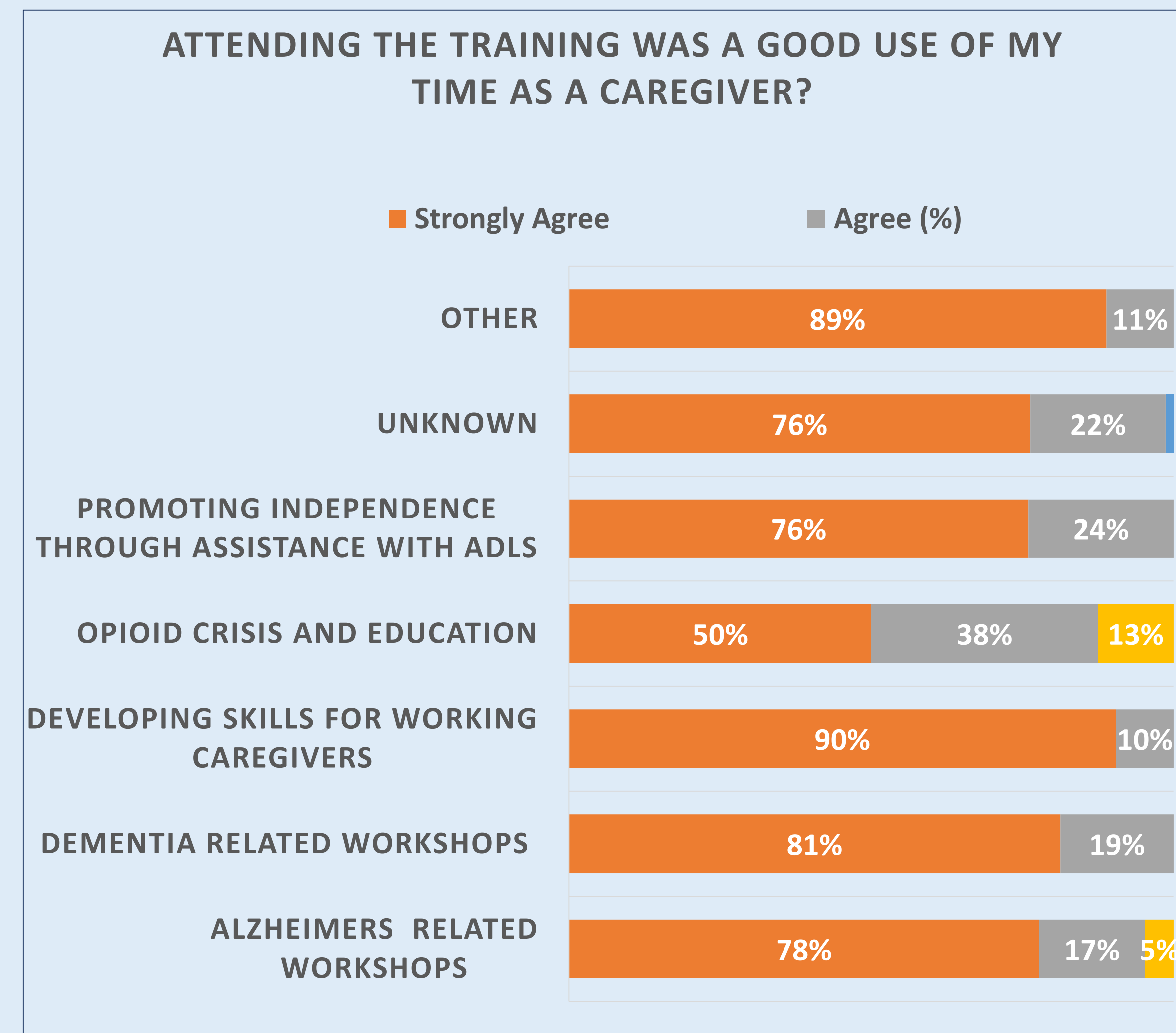
Between January 1, 2020, to January 31, 2021, SFGWEP provided face-to-face education to more than 340 caregivers on topics related to opioid use, effective communication with individuals with dementia and other topics. Attendees responded to a short evaluation survey, which included three multiple-choice questions: 1) if attending was a good use of their time; 2) if they gained knowledge; and 3) if they plan to apply material. Frequencies were calculated for each question. The survey also included three open-ended questions to identify opportunities for improvement in future trainings. A modified thematic approach was used to analyze open-ended responses.

No commercial relationships to disclose.

# Learning Best Practices for Educating a Caregiving Workforce

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How will you apply what you learned?

- Use skills learned every day as a caregiver
- Recognize signs to promote early screening
- Improve communication skills including eye contact while talking and active listening

What additional trainings are you interested in?

- Communicating and supporting QOL of people with dementia
  - Non verbal cues
  - Promoting independence
  - Support for Activities of Daily living
- Interacting with, and supporting, family dynamics
- How to provide support around institutionalization, therapy, avoidance and denial
- More information on neurocognitive disorders and latest research including physiological changes in brain during disease, etiology, symptoms, medication side effects and treatments

How can training be improved?

- More case studies
- More videos
- More clinic and situational examples integrated into training

## RESULTS

A total of 341 caregivers attended training. Responses were positive for most trainings (exception being Opioid Crisis and Education.) The three open ended questions suggest that attendees plan to be more mindful about communication (e.g., improve eye contact, listen more) and that they want more information on neurocognitive disorders and current research, including psychological changes due to disease and medication side effects. In terms of improvement, attendees said the programs should integrate more engaging materials (videos and case studies).

## CONCLUSION

Results of didactic training to caregivers over 24 months demonstrated that training was well received and can be effective in terms of application and identifying curricular development and improvement.

During the pandemic, all trainings provided by NSU SFGWEP were shifted to on-line both synchronous and asynchronous. Evaluation for online trainings indicate a need for increased engagement, shorter presentations, and technology support.