

# The Cooperative Advantage in Home Care Operations

Presented by Kippi Waters  
Founding Director  
Peninsula Homecare Cooperative



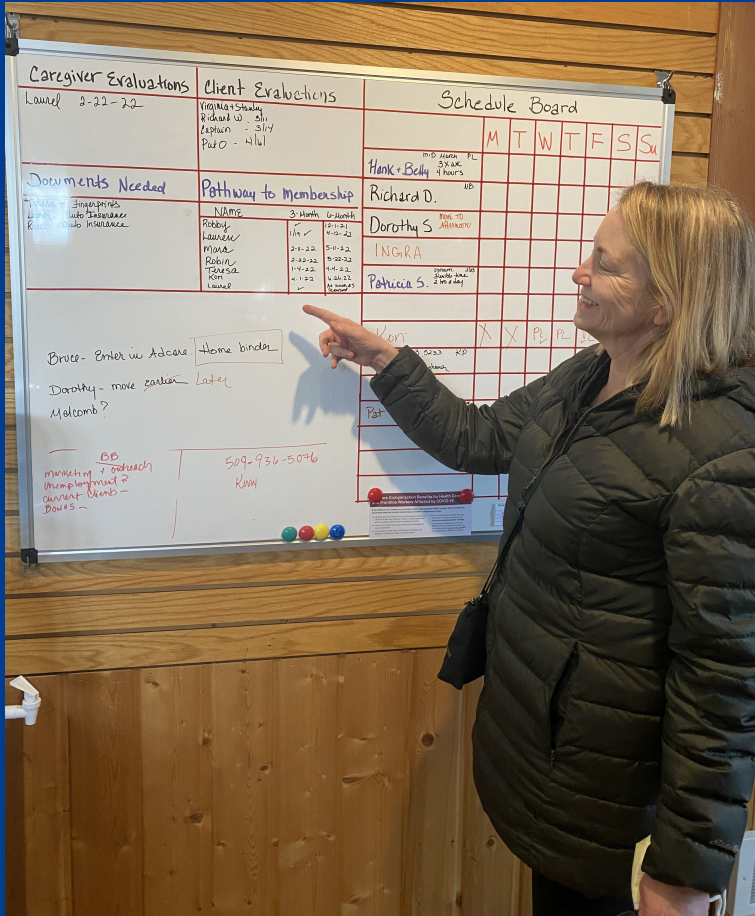
# The Cooperative Advantage in Home Care Operations

- 1) Transparency
- 2) Education
- 3) Participation



# The Cooperative Advantage in Home Care Operations

## Transparency



## The White Board

Founding Member – Rita V.



# The Cooperative Advantage in Home Care Operations

## Transparency / Visual Management

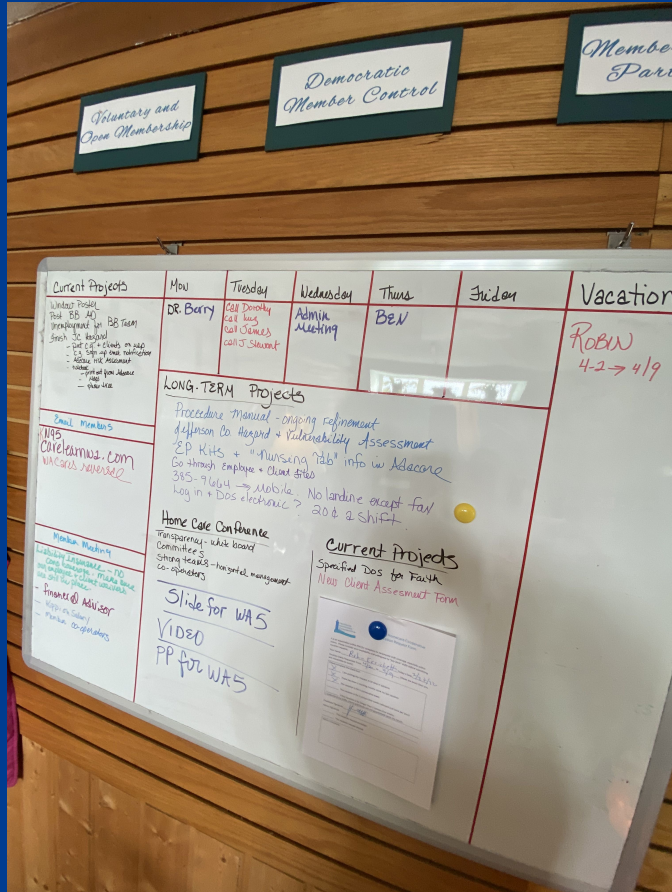
Caregiver Evaluations	Client Evaluations	Schedule Board																																																																														
Laurel 2-22-22	Virginia+Stacy Richard W - 5/17 Leptun - 5/17 Pat O - 4/16																																																																															
<b>Documents Needed</b>	<b>Pathway to membership</b>	<table border="1"> <thead> <tr> <th></th> <th>M</th> <th>T</th> <th>W</th> <th>T</th> <th>F</th> <th>S</th> <th>Su</th> </tr> </thead> <tbody> <tr> <td>Hand + Betty</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>Ingra</td> <td></td><td></td><td>Robin</td><td></td><td>Robin</td><td></td><td></td> </tr> <tr> <td>Bruce</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>Mike D</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>Patricia S</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>Kori</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>Jan D</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>Pat S</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </tbody> </table>								M	T	W	T	F	S	Su	Hand + Betty								Ingra			Robin		Robin			Bruce								Mike D								Patricia S								Kori								Jan D								Pat S							
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<p>2/18 Member Meeting</p> <p>New clients / Ambros (congrats) - LB Compare PHE to 'state of the coop' stats 2021 m - members LB Co-op members - LF Coop Conference - LF - March Secondary coop - LF Admin Retreat LF - June Open House - June Move to signing in/out electronic DOS. Jefferson Co. Hazard Assessment Revenue to create P.O./bonds Growth client hours Growth of caregivers</p> <p>ADD Caregiver Shortage Crisis Looking forward</p> <p>Looking Back on story Local congress Local banking WUCC / cost / usdt state of National Ops. Compare PHE</p>	<table border="1"> <thead> <tr> <th>NAME</th> <th>3-Month</th> <th>6-Month</th> </tr> </thead> <tbody> <tr> <td>Robby</td> <td>1/1 ✓</td> <td>12-1-22 ✓</td> </tr> <tr> <td>Lauren</td> <td>2-1 ✓</td> <td>5-1-22 ✓</td> </tr> <tr> <td>Maria</td> <td>2-1 ✓</td> <td>5-20-22 ✓</td> </tr> <tr> <td>Robin</td> <td>1-4 ✓</td> <td>4-4-22 ✓</td> </tr> <tr> <td>Patricia S</td> <td>4-1 ✓</td> <td>4-20-22 ✓</td> </tr> <tr> <td>Kori</td> <td></td> <td>12-1-22 ✓</td> </tr> <tr> <td>Laurel</td> <td></td> <td>12-1-22 ✓</td> </tr> </tbody> </table>	NAME	3-Month	6-Month	Robby	1/1 ✓	12-1-22 ✓	Lauren	2-1 ✓	5-1-22 ✓	Maria	2-1 ✓	5-20-22 ✓	Robin	1-4 ✓	4-4-22 ✓	Patricia S	4-1 ✓	4-20-22 ✓	Kori		12-1-22 ✓	Laurel		12-1-22 ✓																																																							
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- Clients on the waiting list
- New client open schedules
- Caregivers needing hours
- Upcoming evaluations
- Who is on the Pathway to Membership



# The Cooperative Advantage in Home Care Operations

## Transparency / Visual Management



- Details of current projects
- Outlines of ongoing projects
- Notes for the next board meeting
- Notes for the next member meeting



# The Cooperative Advantage in Home Care Operations

## Transparency / Visual Management



## The White Board

The Cooperative at-a-Glance

The Strategic Plan Unfolding



# The Cooperative Advantage in Home Care Operations

## Transparency / Visual Management



‘Transparency’ is a principle of a practice workplace that helps keep caregivers informed and connected and administrators focused and organized.

Founding Member – Rita V.



# The Cooperative Advantage in Home Care Operations

Education

Establishing Strong Care Teams





# The Cooperative Advantage in Home Care Operations

## Education

### Establishing Strong Care Teams

- Ongoing education about best care practices
- Observation
- Real-time problem solving
- Communication skills

Active team participation develops  
life-enhancing professional and  
personal skills



# The Cooperative Advantage in Home Care Operations

## Education / Establishing Strong Care Teams



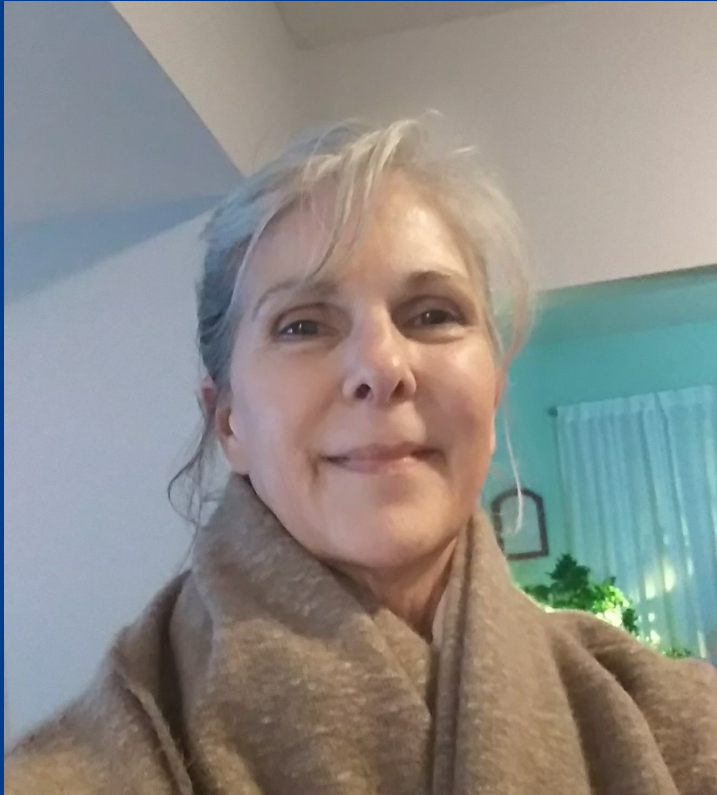
Robby  
Caregiver  
Board of Directors

“Working on a strong care team makes all the difference. When team members communicate with each other and our clients, we are all able to share experiences and observations to come together in a truly collaborative manner. This optimizes care team effectiveness and engages clients in the process of their care. My experience with PHC, as a member of strong, collaborative teams, has been the best employment experience of my life. I have grown in my capacity as a team member, a leader, and caregiver. Most importantly, I know the collaboration and cohesiveness of our care teams allows us to provide the best possible care to our clients.”



# The Cooperative Advantage in Home Care Operations

## Education / Establishing Strong Care Teams



“Being a part of a home care co-op has shown me how rewarding it can be to work as a team. Knowing that we all have different areas of strength and experience, our clients receive a deeper level of overall care. Continual communication between team members has given me a sense of support and connection in my work. It can be fun when another member comes up with a solution, I would not have thought of. I feel that I learn and grow from these interactions. This has been a different and much richer experience than I have had with other home care companies where there can be little to no communication between co-workers. I believe everyone – caregivers and clients alike, benefit from this way of working.”

Teresa  
Caregiver on the  
Path to Membership



# The Cooperative Advantage in Home Care Operations

## Education / Establishing Strong Care Teams



Helen  
Member &  
Team Leader

Working on a team builds valuable caregiver connections. I appreciate collaborating with team members because we each benefit from sharing our unique observations and insights. When we are thinking collectively as a hive, we have a deeper well from which to draw innovative ideas, solutions and inspiration.

Caregiving as a team also elevates our work to a higher level by making each of us more accountable to our clients.



# The Cooperative Advantage in Home Care Operations

## Education / Establishing Strong Care Teams

“I know the collaboration and cohesiveness of our care teams allows us to provide the **best possible care to our clients.**”

“Caregiving as a team also elevates our work to a higher level by making each of us **more accountable** to our clients.”

“It can be fun when another member comes up with a **solution**, I would not have personally thought of.”



The Cooperative Advantage in Home Care Operations  
Education / Establishing Strong Care Teams

Team Ingra

Team Barbara

Team Margie

TEAM FAITH

Team Malcomb

TEAM HANNAH

TEAM JIM



# The Cooperative Advantage in Home Care Operations

## Education / Establishing Strong Care Teams

Team Ingra

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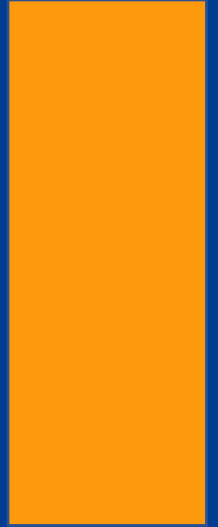
TEAM HANNAH

- Talk about 'care teams' upfront
- Establish email communication
- Maintain email records by team
- Client information accessible
- Specialized logs and documents
- Stay involved

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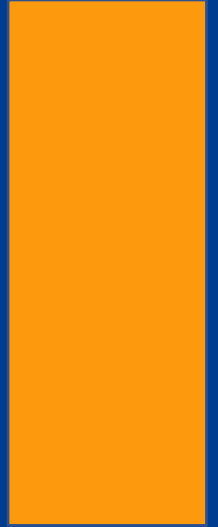
Participation

Committees





# The Cooperative Advantage in Home Care Operations



The Cooperative Advantage in Home Care Operations

Participation

Co-operators

Member Participation in Operations

Special Projects/Specialized Skills





**Jefferson County**  
Dept. of Emergency Management

**Hazard  
Identification  
&  
Vulnerability  
Assessment**



Scheduling	Clients	Staff	<b>Nursing</b>	Marketing	Administration	Support
			<b>Client Medical Information</b>			
			Daily Assessment Review			
			Daily Care Task Review			
			Manage Care Plans			
			Record Assessments			
			Setup			
			Print			



# The Cooperative Advantage in Home Care Operations

Democracy in the Workplace  
Keep it Real



# Building Work-Life Balance as a Home Care Administrator

The Cooperative Advantage in In-Home Care  
Presented by Nora Edge, Capital Homecare Co-op



**NORA EDGE**  
**FOUNDER, GENERAL MANAGER**



# Who Am I?

My name is Nora Edge and I am a caregiver, an owner, and a founding member of Capital Homecare Cooperative!

I have been the primary administrator at CHC for four full years of operations.

Thank you for having me and Kippi today!

# Major Topics



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Today I'm going to talk about finding work-life balance in home care administration;

Home Care Administration- Why So Stressful?

Status Quo vs The Cooperative Difference

Some Tips and Tricks

Building for Better Balance





Am I an expert in  
finding work life  
balance?

The answer is NO.



As a start-up administrator at  
CHC, I spat in the face of  
balance!

I donated countless hours, labor,  
tears, as well as my general  
sanity, to the creation of this job  
and business.

Why?

***Well, isn't that what a good  
manager does?***





The fact is, overwork and burnout are not just status quo, they are often idolized

IN A CAPITALIST  
CULTURE,

'OVERWORKING'

TRANSLATES TO

'IDEAL EMPLOYEE'



# Portrait of a Home Care Administrator

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To add to our dysfunctional view of what an 'ideal worker' is, Home Care Administration is a pretty tough job.

## Why so stressed?

Home Care Administration is a deceptively difficult job.

# Home Care Administration in a 'nutshell'

Hiring/Recruitment  
Supervision  
Disciplinary Action  
HR Management  
Licensing  
Insurance  
Taxes  
State Regulations  
Grant writing  
Loan Management  
Covid19  
Grief Counseling  
Conflict Resolution

Discharges/Intakes  
Care management  
End of Life Care/Hospice  
Marketing Campaign  
Quality Assurance  
Branding  
Grievance Processes  
Website Management  
After Hours Phone  
Emergency Planning  
Adult Protect Services  
...and **MORE**



"In a nutshell"

**In addition to all these tasks,** the Home Care Manager often is engaged in crisis management, and can experience lateral trauma, anger and anxiety that our employees and clients are feeling. The job in its nature is isolating, often we are dispatching from an empty room, and it can be hard to leave and 'end the day'.

**Every home care manager faces burnout.** That's the reality, 'in a nutshell'.



Some 'nutshell',  
huh?



So if we're all burnt out and stressed, does that mean.... we're doing it right?







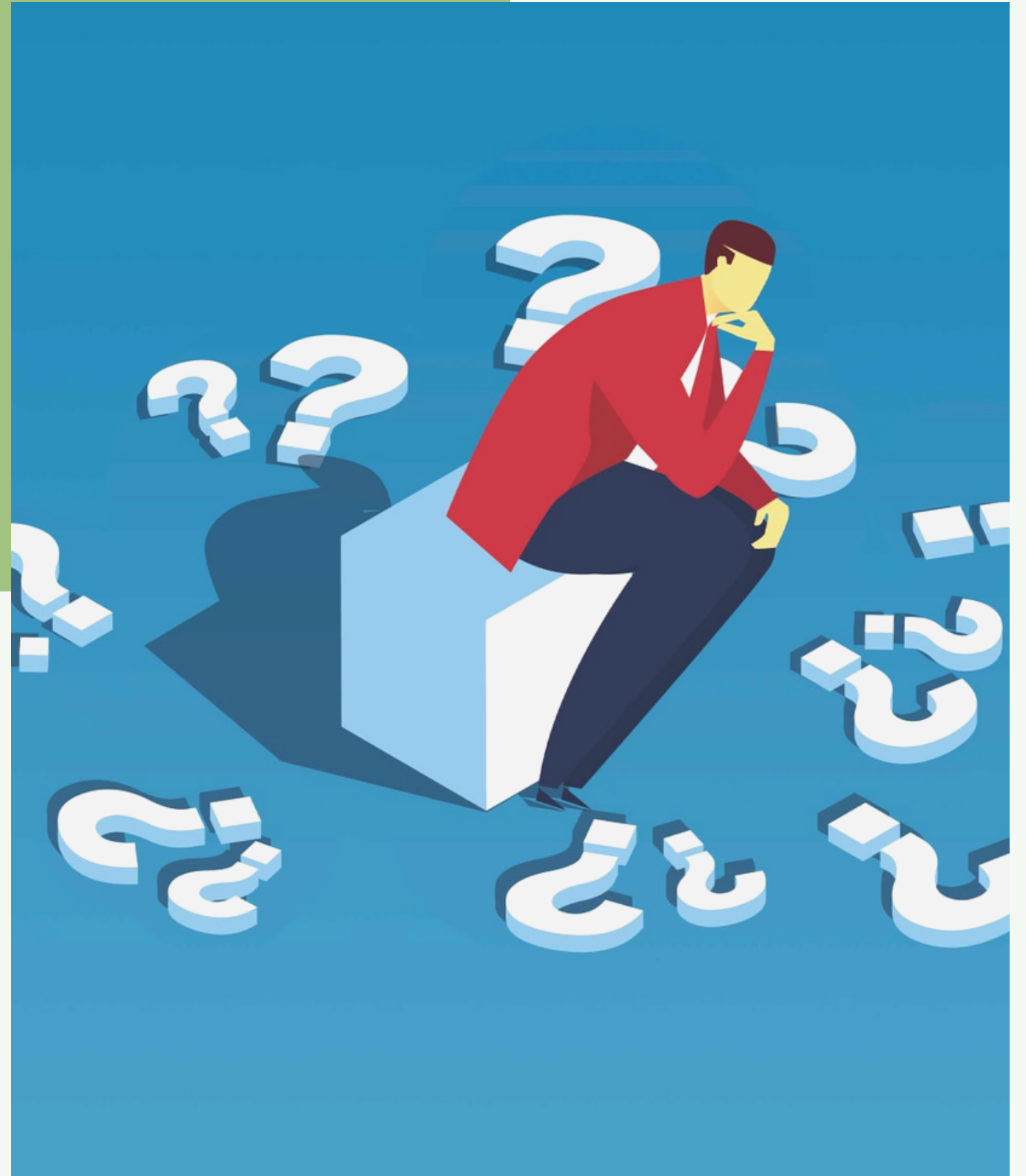
Absolutely not.

WHY WOULD I WORK TO  
CREATE BETTER JOBS FOR  
**OTHERS**, AND NOT FOR  
**MYSELF**?

IF I WAS A JOB SEEKER,  
**IS THIS A JOB THAT I WOULD  
BE EXCITED ABOUT?**

The reality is that we build from what we know.

When creating the admin job at CHC, I replicated something I knew very well.



Which is burnout work!

In all of my previous positions in the caregiving industry, working to excess was considered the premium sign that you are an empathetic and caring person, a worthwhile team member.

I unintentionally re-created that standard for my current position.



The Cooperative  
Difference  
Challenged Me to  
Envision  
Something Better  
for *Myself*.

I realized that doing something  
different for myself created hope  
for the people around me.





Because again, who would want a job that would burn them out?

Part of good administration is to create jobs that are desirable, that people would apply to.

## Co-ops are about HOPE

People don't apply to work at a co-op to rotate through the same old grindstone.

People apply to work at and own co-ops with a desire for something better..

So again:  
What does an ideal  
administrative job look  
like?

ASK YOURSELF EVERY DAY  
PRACTICE EVERY DAY

# Envisioning a Desirable Administrative Position

## OPERATIONAL CHANGES

If that system isn't  
working, fix it!

Every dysfunctional  
moment is an  
opportunity for  
positive growth.

## SELF VALUE AND POSITIVE REINFORCEMENT

Consider, what if we  
considered the  
mental health of the  
administrator in the  
way we consider our  
clients needs?

## RESPECT YOUR OWN BOUNDARIES

Respecting yourself  
comes first.

# TIPS AND TRICKS TO WORK TOWARDS WORK-LIFE BALANCE



## BOUNDARIES

Boundaries with employees, with your clients, and primarily, with yourself.



## MODELING THIS BEHAVIOR TO OTHERS

It takes a village to unlearn the toxic habits of a perpetually grinding culture



## THE COOPERATIVE DIFFERENCE

Worker co-ops are about envisioning and building towards a better future, a hope.



## BOUNDARIES WITH STAFF

Creating clear lines  
around when it is  
appropriate to call

## BOUNDARIES WITH CLIENTS

Creating clear  
expectations around  
when to call, why to  
call, etc

## SYSTEMS OF SUPPORT TO REINFORCE BOUNDARIES

After hours phone  
system, having a  
backup staff trained  
in all elements of  
admin.

## BOUNDARIES WITH YOURSELF

**WITH IN-  
HOME CARE,  
VIGILANT  
BOUNDARIES  
ARE KEY TO  
WORK-LIFE  
BALANCE**

# Create Boundaries With Yourself!

- PROTECT YOUR PERSONAL TIME
- TAKE YOUR VACATIONS
- TURN OFF EMAIL NOTIFICATIONS WHEN YOUR DAY IS OVER
- LIMIT TO 2-3 MEETINGS PER DAY
- PRACTICE LETTING YOUR SUPPORT SYSTEMS SHARE YOUR BURDEN, DON'T BE AN ISLAND

#1 Tip to Step  
Towards Balance

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# Work-Life Balance Comes With Practice

REDEFINE WHAT A HEALTHY  
WORK ETHIC IS EVERY DAY

PRACTICE BEING KIND WITH  
YOURSELF

PROTECT YOUR PERSONAL  
TIME

I still have to work hard every day to define a space for balance and for myself.

But I know that in working for this, I am creating a better job for every administrator after me, and living up to my ideal for what a job should be, and what I believe true personal success is.



# Thank you!

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