

## SAFE HOME CARE PROJECT WHAT'S NEW

### Highlights of Fall 2019/Winter 2020

#### New Grant

In September 2019, NIOSH – part of the U.S. Centers for Disease Control and Prevention (CDC) – awarded us new funding to identify safety solutions that can benefit both aides and clients. This study builds on our previous work investigating prevention of sharps injury and other blood exposure (2005-2009), the benefits and safety challenges of home care (2010-2014) and safe and effective cleaning and disinfection methods (2014-2019). By engaging home care aides, agencies and home care recipients, our new study seeks to improve safety outcomes for home care providers and their clients. The three focus areas of our work include:

- Developing a booklet on safe practices for home care recipients
- Developing safety tools and techniques that can be introduced to home care clients when they are assessed for home visits
- Conducting qualitative and quantitative evaluation of the safety interventions

Press Release - <https://www.uml.edu/News/press-releases/2020/SafeHomeCaregrantrelease-Feb2020.aspx>

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#### New Paper

The American Journal of Industrial Medicine has published a paper by recent doctoral program graduate Nicole Karlsson Sc.D. and other Safe Home Care researchers. This paper presents findings on home care aides' experience of boundary-challenging behaviors of clients, the risks and conflicts home care aides face when encountering these client behaviors, and possible interventions to manage this complex problem.

To find a reader-friendly summary of this paper, along with summaries of several other recent project papers, go to our website at [www.uml.edu/SafeHC](http://www.uml.edu/SafeHC) and click on Publications.

Karlsson ND, Markkanen PK, Kriebel D, Galligan CJ, Quinn MM. "That's not my job": A mixed methods study of challenging client behaviors, boundaries, and home care aide occupational safety and health. Am J Ind Med. 2019;1–11. <https://doi.org/10.1002/ajim.23082>

Find more on our website, including:

- Links to our publications
- Resources for Safe Home Care

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The Safe Home Care Project is a project of the Lowell Center for Sustainable Production at the University of Massachusetts Lowell and is funded by the National Institute for Occupational Safety and Health (NIOSH), Centers for Disease Control and Prevention (CDC), Grant R01OH008229.

## Featured Partner: Tandem Care Associates, Acton MA

Our **Featured Partner** for this edition of the newsletter is **Tandem Care Associates of Acton, MA**

The agency's mission statement is:

"Tandem Care Associates was founded in 2017 with the goal of improving the lives we touch through the compassionate delivery of quality client-centered care and a holistic family approach. Our unique style of service is delivered by highly-trained caregivers with specialized knowledge of those suffering from memory care issues and a Tandem Care management model for close oversight of our clients' changing needs. We strive to provide clients with a consistent team of experienced caregivers who help them stay healthier and happier in their own home."



Co-founders Dan Forbes (l) and John Carroll (r) with Office Administrator, Rashidah Namutebi - Tandem Care Associates

Tandem Care Associates founders Dan Forbes and John Carroll offered the following responses to a couple of questions we posed.

What does caregiver safety mean to Tandem?

*"Caregiver/Client safety are the top priorities at Tandem Care. We are constantly looking to educate and improve our practices to make the workplace safer. Anything that reduces injuries is invaluable."*

What is the benefit to Tandem of working with the Safe Home Care Project?

*"Working with the Safe Home Care Project allows us to gain valuable insight from our Caregivers. Having a transparent 3rd party gathering data gives us a non-biased view on our Caregivers' concerns and thoughts."*

[tandemcareassociates.com](http://tandemcareassociates.com)



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### Fall 2019/ Winter 2020 Conferences

**Private Care Conference, Home Care Alliance of Massachusetts** in Worcester. Dr. Quinn and Dr. Sama made a presentation to attendees from the home care industry titled, **The Safe Home Care Project: Preventing Verbal Abuse towards Home Care Aides.**

**Mass Home Care's Annual Network Conference** in Boxboro. Dr Quinn and Dr. Markkanen made a presentation to attendees from the home care industry titled **The Safe Home Care Project: Promoting the Health & Safety of the Home Care Workforce**

**Eastern Sociological Society Carework Conference** in Philadelphia PA. Dr. Markkanen's presentation will feature "Home care aides' job experiences of verbally abusive client behaviors."

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