

ALLOW USE OF REMOTE INTERVIEWS IN HOMECARE HIRING



BACKGROUND

From May 2020 to October 2022, a COVID-19 waiver allowed homecare agencies to interview direct care workers (DCWs) using remote, two-way video technology. The practice created significant efficiencies in hiring, without negative impact to consumers. 28 Pa. Code §611.51(a)(1) requires providers to conduct “face-to-face” interviews prior to hiring DCWs. Since the expiration of the waiver, a number of agencies applied for and received permanent exceptions to the PA Department of Health’s (DOH) interpretation of this rule, allowing those providers to continue remote DCW interviews.

SUPPORTING FACTS

- Homecare agencies across Pennsylvania continue to experience significant workforce shortages and need tools and efficiencies to recruit and onboard quality caregivers as quickly as possible.
- The Department of Labor estimates Pennsylvania will need 45,000 direct care workers in the coming years to address workforce shortages and consumer demand.
- Agencies continue to oversee the work of DCWs and communicate with consumers to ensure the provision of quality care.
- Many DCWs rely on public transportation or have more than one job, making it difficult to schedule in-person interviews.
- This flexibility will ensure that Pennsylvania is not creating unnecessary barriers to accessing the care that is so critical to Pennsylvania’s most vulnerable citizens.

CALL TO ACTION

Support House Bill 155. Health care providers across the continuum are increasingly using remote technology to provide or supplement care. Real-time, two-way audio/video interviews are substantially the same as an in-person meeting. They are much easier to schedule and conduct, without the challenges of scheduling, transportation, and other delays. Allowing homecare providers across Pennsylvania to continue to conduct remote ‘face-to-face’ interviews will help to ensure that individuals in need have access to timely, quality care, and prevent inconsistent rules and expectations among providers.



Learn more at www.pahomecare.org