

Literature Review

Essential Healthcare Workers


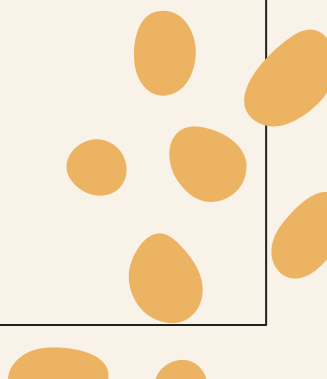
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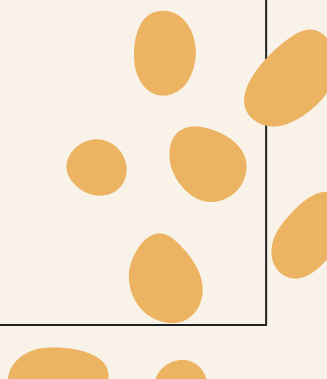
Questions We Were Trying to Answer



- What is meant by “essential healthcare worker”?
 - Narrowing down the definition of essential healthcare workers
 - What issues do essential healthcare workers face?
 - Finding the issues faced by essential healthcare workers
 - How can we resolve these issues?
 - Finding interventions to resolve issues faced by essential healthcare workers
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How Was the Search Conducted?

- Internet searches via Google
 - Academic Research looking through the University Library journal databases
 - Some findings were found in the:
 - Journal of Ethics
 - PubMed
 - The Brookings Institution
 - Centers for Disease Control and Prevention
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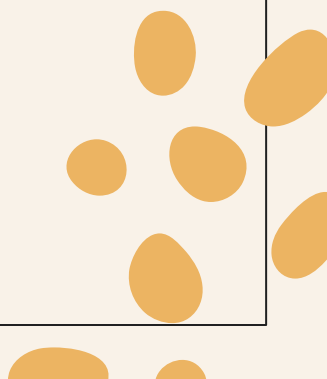

Some of the Findings...

- Many workers have irregular or unpredictable schedules which can change without notice
- Many workers lack paid sick leave, health insurance, and retirement benefits
- Black and Latina females represent many essential healthcare workers
- About 76% are hospital cleaning staff and are people of color
- About 30% are immigrants
- Lack viable career paths for upward career movement



Common Names and Groups



- Other category umbrella names for essential healthcare workers:
 - Frontline workers, essential workers, low-wage healthcare workers, or low-income healthcare workers
 - Categories of essential healthcare groups:
 - Entry-level workers, direct care workers, administrative workers, or allied health
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Common Titles

- Some job titles for essential healthcare workers:
 - Community healthcare workers, pharmacy aides, phlebotomists, medical assistants, ward assistants, nursing assistants, personal care aides, healthcare aides, healthcare attendants, healthcare orderlies, cleaners at healthcare facilities, social workers, physical therapists, healthcare technicians, radiologist technicians, home healthcare workers/aides, dietitians, housekeeping, janitors at healthcare facilities, psychiatric aides, laundry service workers, unit clerks, dental assistants, receptionists, greeters, nurse managers, registered nurses, security guards at healthcare facilities, respiratory therapists, physician assistants, public health workers, community workers, residential care aides, licensed practical nurses, emergency medical technicians, patient care assistants, paramedics, pharmacy technicians, and medical records/health information technicians

Important Considerations

- Are we looking at Rural vs City when looking at a national level?
- Are we trying to find the most vulnerable? Such as...
 - Differentiating between the **level of nurses** we serve. For example, a certified nursing assistant and a licensed practical nurse, and someone with an associates of nursing are very different than someone who is a nurse practitioner (NP) or a healthcare worker with a Bachelors of Science in Nursing degree or a healthcare worker with a Doctorate of nursing
- Are we trying to look for the invisible behind the scenes healthcare worker?
 - Such as a janitor or laundry service worker at a hospital

Important Considerations (con't)

- Do we want to look at **Immigration status**? If a healthcare worker is an hourly employee with no benefits versus a full time with benefits?
- Is serving a NP who is **serving underserved communities** someone we want to support even though the NP may not be a low-wage healthcare worker?
- **Special circumstances** to consider:
 - An essential healthcare worker with a partner making high earnings
 - A NP that lost their job
 - Families or a single parent household may need more help

Some Main Issues

- Not enough resources
 - Eligible for government assistance like SNAP for part of the year but the rest of the year they may not qualify for SNAP because they are making too much even though they do need the resource. This could be from their inconsistent income
- Unpredictable, stressful schedules, burnout, and job insecurity
- Instability for women with children
- Lack of maternity benefits and PTO; risk being fired for missing work due to childbirth
- Delayed healthcare needs for themselves and their families
- Not enough money to cover an emergency

Some Main Issues (con't)

- On the job sexual and physical harassment
- Not enough solidarity/comradery with their colleagues
- Not enough realistic pathways for higher/better career opportunities/career mobility
- Missing credit for prior work experience
- High cost for education and training
- Difficulty gathering prerequisites and education while working full-time
- No time for training given full-time work schedule; even for recertifications

Some Interventions by Unity Bands

- Team building/camaraderie strengthening
- Laughter: Pro bono comedian
- Teaching skills to decompress such as meditation or yoga
- Harassment training and how to combat job stress within their control
- Training for higher paid staff on how to approach and help the low-income healthcare staff
- Providing resources with information sheets
- Free and low-cost/sliding scale services like food pantries and mental health support

Some Interventions by Unity Bands

- How to find and access support groups/mental health services
- Distributing hygiene products and PPE products
- Partnering with local and state officials to pass laws/policies by advocating for an improvement of benefits and job protections for low-wage essential healthcare workers
- Enhancing essential healthcare workers' career paths by working with local unions and/or hospital administrators to improve benefits and career pathways
- Partnering with local schools that are trying to create a path for low-wage healthcare workers to get training/degrees to improve their careers

Where and How to Implement

- Locations
 - Long-term facilities, hospitals, in-home care, nursing care facilities, birthing centers, urgent care centers, primary care clinics, mental health clinics, addiction clinics, fertility clinics, community health centers, and/or dialysis centers
- Facilities and Population Groups the organization wants to work with:
 - More vulnerable population groups like immigrants or people of color who attend Holy Cross Hospital or Community of Hope
 - General Population - Labcorp, Quest Diagnostics
 - Other types of marginalized groups like LGBTQIA+ - Whitman Walker
 - Children - Children's National Hospital