LUNCH AND LEARN:
Improving Patient Health Outcomes Through Family Caregiver Support
IMPROVING PATIENT HEALTH OUTCOMES THROUGH FAMILY CAREGIVER SUPPORT

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WHAT IS THE CAREGIVER INTEGRATION PROJECT?

1. Caregiver Integration Workgroup
   - Workgroup formed to outline and develop a way to provide caregiver resources to local clinics and CHEMS agencies

2. Caregiver Training
   - Training developed and delivered to CHEMS and PCMHs in Ada, Elmore and Valley counties via webinars in June and August, 2017; follow-up in-person training in early December

3. Screening and Referrals
   - CarePlus assesses, refers caregivers to supports and provides follow up

4. Evaluation
   - Caregivers are surveyed for their utilization and effectiveness of referral and supports; that data provided to PCMHs and CHEMS

Additional notes:
- Central Health Collaborative
  - Ada, Boise, Elmore & Valley Counties
- Community Partnerships of Idaho
  - CARE PLUS
- Idaho Caregiver Alliance
WHO ARE FAMILY CAREGIVERS?

An attorney in Boise whose otherwise healthy wife had a stroke and is being discharged from a rehabilitation facility.

A 69-year-old widow in Idaho City who just learned that her daughter has been seriously injured in an auto accident; the widow is the only family member who can care for her three grandchildren, ages 2, 5, and 7.

A young couple in Mountain Home with two small children; the father is currently deployed overseas and they have a new baby with significant disabilities.

A school teacher in McCall who is trying to help her teenage son with disabilities find a job after high school while also supporting her 85-year-old grandmother who has Parkinson’s disease, diabetes and a heart condition.

A long haul trucker from Kuna who learns that his 73-year-old mother in Salmon was found wandering in the street unaware of where she was.

A mother who lives in Eagle who works full-time and whose 10-year-old adopted daughter struggles with critical behaviors due to reactive attachment disorder.
## WHAT DO FAMILY CAREGIVERS PROVIDE?

- Complex medication management
- Care coordination
- Wound care
- Mental health planning & supervision
- Personal care
- Financial management
- Emotional and spiritual support
- Medical equipment operation
- Interpreting medical directions
- Health insurance advocacy
- Transportation
WHY SHOULD YOU BE CONCERNED ABOUT CAREGIVERS?

• 300,000 family caregivers in Idaho
• 201 million hours of uncompensated care annually
• 70% of family caregivers are employed full or part-time
• Looming crisis
  • 2010: 6:1 ratio working-aged to older adults
  • 2020: 3:1 ratio
• Idaho is ranked 42nd in providing support for family caregivers
  • Ranked 49th for high levels of worry, stress, and exhaustion experienced by caregivers
VALUE OF FAMILY CAREGIVERS

- Provide **$2 billion** of unpaid care each year in Idaho
- Delay need for costly institutional care
  - 48% ($2.7 million) of Idaho’s Medicaid budget allocated to care in nursing homes and intermediate care facilities (2014)
- Reduce hospital admissions/re-admissions
- Reduce utilization of emergency rooms for crisis care
- Enable care recipients and families to thrive
WHAT IS HAPPENING IN IDAHO TO HELP FAMILY CAREGIVERS?

Idaho Caregiver Needs and Respite Capacity Report, 2014

October 2014

Tami Cirerol & Sarah E. Toeys
Center for the Study of Aging
http://hs.boisestate.edu/csa/

Work Group Members:
Stephanie Bender-Kitz, Friends in Action
Stephen Gracy, Idaho Federation of Families for Children’s Mental Health
Stephanie Hoffman, Division of Behavioral Health, Idaho Department of Health and Welfare

Caregivers in Idaho

A Report from the Idaho Family Caregiver Task Force and the Idaho Caregiver Alliance

December, 2015

A descriptive analysis of respite in Idaho

Tami Cirerol
Health Science
Stephanie Leonard
Community and Regional Planning

Center for the Study of Aging
Boise State University

Impact of Behavioral Crisis Events on First Responders and Families
Ada County, Idaho
American Public Health Association Annual Conference
October 31, 2016
IDAHO’S LIFESPAN FAMILY CAREGIVER ACTION PLAN

Idaho Caregiver Alliance Action Plan: Solutions through Partnerships

Public Awareness  |  Respite Network  |  Information, Training and Resources  |  Collaboration across systems  |  Caregiver-friendly employment and tax policies  |  Value of caregivers recognized

To achieve these solutions, an organized voice for caregivers is needed.

Outcomes of Action

- Better health for all
- Saves money by reducing hospitalizations and delaying institutional care
- Strengthens workforce stability and productivity
- Improves quality of life for caregiver and family

CAREGIVERS IN IDAHO:

- Have little access to respite (a break)
- Don’t know where to go for help
- Are not recognized as partners in care
- Perform medical tasks without training
- Risk family stability
- Risk losing employment and income
- Neglect their own health
WHAT DO CAREGIVERS NEED TO MEET THEIR CAREGIVING RESPONSIBILITIES?

✓ Recognition of their contribution to their family member’s care (partners with you)
✓ An occasional (or even regular) break from caregiving
✓ Information specific to their loved one’s medical condition/disability and needs
✓ Self-care information and strategies (for themselves)
✓ Support from others/support groups
✓ Training to provide complex care
✓ Financial information and/or support
✓ Information about eligibility for services or supports (eg. Medicaid)
✓ Flexibility in their workplace (for those who are working)
A CAREGIVER’S STORY

Hear from a local caregiver about her caregiving experience, including obstacles and difficulties and what worked well.
A CAREGIVER’S WORLD

This Care Map for caregiver Kathy Skogsberg illustrates the complexity of caregiving in her life.

Caregivers can use this exercise to illustrate their own caregiving environment, who it includes, and where the gaps are.
TOOL KIT OF CAREGIVER RESOURCES

Through this project, you will receive some resources that will help you provide information to the caregivers of your patients. This Tool Kit includes:

- Caregiver self-identification flyer to help caregivers connect to supports
- Information on how to draw a Care Map and how it can be used
- An AARP Resource and Referral Guide full of information for caregivers
- An article “Helping Those Who Help Others”, including the Modified Caregiver Strain Index, a tool to help caregivers identify their level of stress and needs
- Infographic on Powerful Tools for Caregivers, a 6-part course providing caregivers with strategies for resilience
- An article on What Not to Say to Caregivers (from AARP)
- Assistance from CarePlus to connect the caregivers of your patients to the resources they need to meet their caregiving responsibilities
- A copy of this Lunch and Learn presentation
- Follow up in-person training in December, 2017 that will include information on community resources that will help you sustain support for caregivers
WITHOUT THE HELP AND SUPPORT THAT FAMILY CAREGIVERS PROVIDE, THERE WOULD BE INCREASED COST AND PRESSURE ON THE HEALTHCARE SYSTEM.

They need you and you need them.
How can you help caregivers to:

- maintain their caregiving responsibilities
- hold down costs
- delay more expensive care (ER visits, nursing home placements)
- avoid/postpone needing care themselves
RECOGNIZE CAREGIVERS AS KEY PARTNERS IN YOUR PATIENT’S CARE

While your organization probably already understands this, there are steps you can take to enhance this practice or help new staff see the importance of caregivers as part of the team:

▪ When elderly or frail patients come in for appointments, does someone come with them? Is there an opportunity at check in or during the patient’s appointment for you to talk with the caregiver to ask them about how they are doing or share information about caregiving?

▪ Many caregivers do not recognize themselves as such. Would you be willing to share information that would help them self identify to get them thinking about themselves as caregivers in order to seek help or resources?

▪ For EMS personnel, when you respond to an emergency, what is your protocol to help caregivers in situations that appear unsafe or challenged?
CAREGIVER SELF-IDENTIFICATION FLYER

CLINICS: Place this flyer in your waiting room

EMS PERSONNEL: Provide a copy when you are called to an emergency in a home or elsewhere
REFER TO RESOURCES AND SUPPORTS

- The self-identification flyer is a great conversation starter for helping a caregiver recognize themselves in a caregiver role, but it also can open the door for you to offer them help.

- Even when it is obvious that a caregiver could use some information and support, you may not know what help is available or not have the time to research options for the caregiver.

- That is where Care Plus steps in.
CARE PLUS

Community Partnerships of Idaho Care Plus is a care coordination, resource and referral agency that has contracted with Central Health Collaborative to support PCMHs and CHEMs agencies and others to connect caregivers with the information and resources they may need. They have experience coordinating services for Idahoans who are dually eligible for Medicare and Medicaid, many of whom have chronic health conditions and complex needs.

Care Plus can assist you by:

- Accepting a referral from you of a caregiver who you believe could benefit from some information and support.
- Telephonically assessing supports needed and providing referral and support to access available resources.
- Following up with the caregiver to determine if the referral was completed and the extent to which it was helpful.
- Providing information to you as the health care provider to facilitate your patient’s care.
HERE’S HOW THIS COULD WORK

CHEMS or CLINICS: Doorway to caregivers

Distribute Caregiver Self-Identification Flyer

Assist caregiver to connect with Care Plus

Care Plus assesses for supports/resources needed

Information on caregiver use of resources provided to each CHEMS or CLINICS

Care Plus follows up with caregiver about use and/or effectiveness of resources

Care Plus refers to appropriate supports and/or resources

CHEMS or CLINICS incorporate that information into patient’s file as needed
REFERRAL INFORMATION

To reach the Information and Referral specialist at Care Plus, call

208-629-3610

8 am – 5 pm (Mountain Time),
Monday-Friday

or email questions or requests to
caregiver@mycpicp.com
TOOL KIT TO SUPPORT CAREGIVERS

- **Caregiver Self Identification Flyer** – helps caregivers see their caregiving role and connects them with supports.

- **Modified Caregiver Strain Index** – a one-page tool listing issues that caregivers have found to be difficult.

- **Care Map** – an exercise that caregivers can do to draw out their caregiving situation; the map can provide an illustration to the caregiver, the family, friends, the medical professionals, and others of where there may be gaps in caregiver support or opportunities that have not been utilized.

- **Referral Assistance** – Community Partnerships of Idaho Care Plus, a care coordination and resource agency is prepared to assist with assessing caregivers and connect them with community resources.


- **Powerful Tools for Caregivers** - information for caregivers on strategies for self-care through a 6-session course offered across Idaho

- **A copy of this Lunch and Learn presentation and Follow up Training** for PCMH and CHEMS staff will be provided in early December in Boise.
QUESTIONS?

In addition to the Tool Kit information, all webinar participants will receive an evaluation of this training. You can complete and submit the evaluation electronically. It will provide valuable feedback for future trainings. Thank you.
For referrals to resources and supports:

caregiver@mycpicp.com

208-629-3610

(Support through this project available through January 31, 2018)