

Navigating Caregiver Support


From Benefits to Assessment for Improved Outcomes on Complex Cases



● Your Speakers


Sara MacDonald
 Chief Operating Officer | RN, CCM, CPC

Sara brings her expertise as a RN, Case Manager, and Operations Executive to lead Family First's clinical operations and pioneering the development of care management technology, including a fully integrated platform engaging caregivers, patients and expert clinicians across the world. Previously, she expanded Teladoc's operations into the health plan space and served as a Nurse Leader at South Shore Health. She is also a caregiver for family members and pursuing a MBA.



Kerri Sennott
 Clinical Manager | RN, ACM

Kerri has extensive expertise in subacute care, oncology, and acute-level case management. Previously a Nurse Leader at South Shore Health, Kerri has over 15 years of experience. She is also a caregiver for family members and is in the midst of completing her Bachelor's in Nursing at Southern New Hampshire University.




● Setting the Stage

Objectives

Objective 1: Participants will learn and describe how caregivers' wellness impacts the care of patients in the community, and overall healthcare system.

Objective 2: Participants will learn and understand the different resources available to support caregivers and their loved ones.

Objective 3: Participants will learn how to apply a mini caregiver assessment within the case management process.



• Disclosure

The presenters of this presentation are employees of Family First, a caregiver benefit. There are no other conflicts or financial disclosures with the presented material.

• The Caregiving Crisis

Caregiver Definition

A caregiver is a person tasked with managing the health and wellness needs of their loved one(s). They are often referred to as "family" "unpaid" or "untrained" caregivers.

Caregiving often involves intertwined activities:

- Direct caring for a persons' physical and/or emotional care needs
- Support with SDOH, including nutrition, shopping and transportation
- Logistical and administrative tasks, such as managing appointments and insurance claims
- Coordinating care and following treatment plans
- Ensuring safety in the home.



• The Caregiving Crisis

Every year, millions of Americans become family caregivers. When it happens, most aren't prepared for the complex problems they face.

61%

Of caregivers also work full-time ¹

71%

Receive no training from loved one(s)' providers ²

40%

Manage 2+ chronic conditions of their own ³



¹ American Time Use Survey (2020) * US Bureau of Labor Statistics
² AARP & the National Alliance for Caregiving 2020
³ Caregiving for Family and Friends – A Public Health Issue, Centers for Disease Control

• The Caregiving Crisis

Caregivers experience higher rates of depression, anxiety, insomnia, and untreated chronic conditions.

88% Of caregivers report caregiving responsibilities has negatively impacted their health ¹

59% Of caregivers experience high emotional distress ²

¹ National Business on Group Health - The Impact of Caregiving on Work
² Family First Caregiver Risk Index Data Source

• The Caregiving Crisis

Top Caregiving Challenges

Caregivers have reported the following challenges to the Family First team, which prevent them from providing optimal care for themselves and their loved ones:

- Mental health issues & neglected care needs
- Challenges caring for multiple loved ones; childcare
- Knowledge gaps and health literacy
- Financial stressors
- Familial relationship dynamics

• Case Study

Meet Wanda



Care Recipient | 78 Years Old

Retired, former smoker. Lives alone in 3rd fl. apartment with only her son for support.
DX: COPD, CHF, HTN, Type 2 Diabetes, Anxiety & Depression.

Obstacles
Low stamina and preservation of energy. Unable to prepare meals (relying on delivery).
Utilities at risk for shut-off.

• Case Study

Obstacles (cont.)
 Difficulty managing medications on her own. Unable to afford inhalers.
 Homebound due to lack of elevator access and broke portable oxygen.






Existing Outcomes
 Two hospitalizations and 1 ED visit in the last 30 days for COPD exacerbations.
 Losing independence, losing weight and muscle mass. Uncontrolled sugars.

• Case Study


Meet Mark
 Caregiver | 42 Years Old

Married with two children (one with managed ASD). Works FT.
 Experiencing mental and emotional stress from juggling caregiving, home, and work. Financial stress from helping with mother's overdue bills.

• Case Study

Stressors
 Suffering from GI issues due to missed medications—experiencing severe abdominal pain, diarrhea, nausea, and food intolerances.
 Additionally, his mother's care needs and deteriorating health remain unaddressed.

Caregiving Responsibilities

- Transportation
- Medication pick-up and administration
- Financial support
- Visits 4x/week for emotional support.


Existing Outcomes
 ER visit for GI symptoms, diagnosed with a colitis flare. On the brink of divorce. Has maxed out his credit cards and is missing work frequently.

• Case Study

Mark

Family First's Support & Guidance

- Coordination and enrollment in personal and marriage counseling
- Scheduled GI follow-up
- Managed caregiving tasks for his mother
- Enrollment in a financial counseling program, with a successful debt repayment plan
- Joined a local/virtual caregiver support group focused on men



• Case Study

Outcomes

Caregiving Benefit Impact



Wanda

- No further ED or hospitalizations within 6 months
- Treatment & medication adherence
- Financial relief
- Reliable transportation



Mark


- Improved relationships
- Decreased stress & anxiety
- Medication and treatment adherence
- Improved financial stability
- Improved work performance

• Why Does This Matter for Complex Case Management?

Unpaid caregivers provide up to 80% of home and community-based care.⁵

On average, an unmet need for caregiver training and support doubles the likelihood of an acute care episode for patients in the community.

Caregivers with their own health issues struggle to meet caregiving demands, and some caregivers may not fully understand their roles or how to keep their loved ones safe.

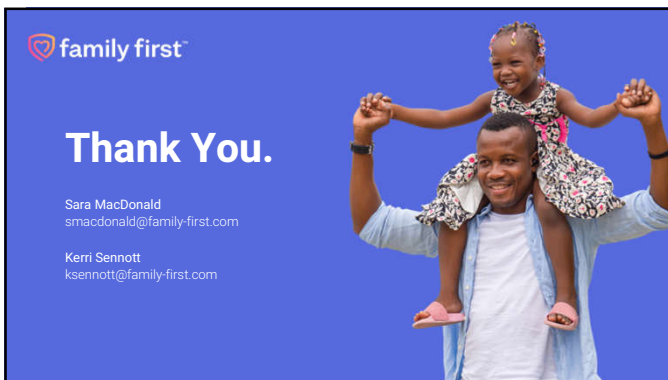


⁵Unpaid Family Caregiving (2023), Psychology Today

• New Resource

Q-CARR™: Quick Caregiver Assessment and Referral to Resources
For Use with Complex Case Management

STEP 1: Identify - Determine Caregiver Involvement
Who is currently serving as your caregiver?
Who can be involved in meeting your care needs?
Who would you rely on for assistance?
Who is your primary support person?
STEP 2: Assess - Address Caregiver Awareness & Role
Is the caregiver aware of their role?
Do they understand the responsibilities and expectations involved?
Are there any unresolved needs or challenges faced by the caregiver?
STEP 3: Provide Support
Validate the caregiver's experiences.
Educate and/or ensure appropriate education is provided for immediate discharge care needs using standard teach back methods, etc.
STEP 4: Refer to Resources
Provide caregiver community, hospital, insurance and employer-based resources.



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