



**Family Caregivers
of British Columbia**

Acute Care for Caregivers

Guest Presenter: Wendy Johnstone, Gerontologist
Host & Moderator: Family Caregivers of British Columbia

June 2017



Who We Are

- **Family Caregivers of BC (FCBC) is a non-profit charity dedicated 100% to the wellbeing of family caregivers.**
- **28 years, first of it's kind in Canada.**
- **60% of Board members must have caregiving experience.**
- **Serving BC since 2010, past 4 years with Ministry of Health Patients as Partners provincial funding.**



What We Do:

What You Can Do:

CAREGIVER SUPPORT

Information, referral & navigation
1-1 Caregiver Coaching
Support Groups
Online Resource Centre

Call 1-877-520-3267
Call 1-877-520-3267 for referral assessment
Visit www.familycaregiversbc.ca for listing
Visit www.familycaregiversbc.ca

EDUCATION

Webinars & Workshops
Caregiver Connection Newsletter

Register @ www.familycaregiversbc.ca
Subscribe @ www.familycaregiversbc.ca

COLLABORATION & ENGAGEMENT

Health System Improvement
Participate in Research

Contact us to engage as a voice for family caregivers in the health care system

Webinar Norms

- **Confidentiality is essential.**
- **Each person has the right to take part in the discussion or not.**
- **Every group member is welcome to provide feedback.**
- **Equal sharing time for all members.**
- **Be aware that experiences expressed are unique and may not reflect your own.**

Today's Presenter



Wendy Johnstone

Wendy has a Masters degree in Gerontology and over 20 years of experience working with family caregivers and seniors.

In addition to contract work with the Family Caregivers of BC, Wendy runs her own company in the Comox Valley called Keystone Elder Care Solutions.

Learning Objectives

- **Help you think about an unplanned visit to Acute Care.**
- **Understand what might make the visit more productive.**
- **Provide tips on how to interface with acute care staff to get the best results.**
- **Provide you with tools you can use to prepare for unplanned visits.**

Scenario

- It is 11:00 pm and things are not going well with your care recipient.



- You know there are no clinics open but you are feeling afraid and unsure what to do.
- Should you call BC HealthLink (811)?
- What services does it provide?
- If you are referred to the ED – what then?

Think Through

- Does your care recipient have a fever or signs of confusion/sudden behavior change? This is important information.
- Could he/she wait for some amount of time to see a medical professional?
- Is your care recipient in obvious pain or distress?
 - Are you OK to drive to the Hospital or should you Call 911



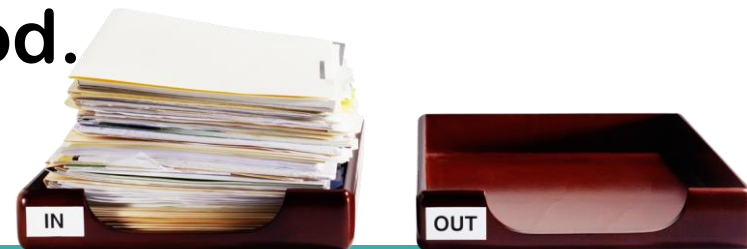
Scenario

- You have determined you should go to the Emergency Department.
- What should you take with you?
- How long should you be prepared to wait?
- Should you be prepared for a possible admission?



Think Through

- Do you have a list of medications your care recipient is currently on?
- Do you have a description of current issues and medical history?
 - Having copies of these is a good idea so you can hand out to Health Care Providers
 - Copies of POA, Representation Agreement
- Anticipate a wait and take things that will make it possible for your care recipient e.g. equipment, clothing, food.



Scenario

- **You arrive at the Emergency Department**
 - **How do you interact with the Intake or Triage Nurse? What information is most critical?**
- **How do you request to be included in discussions with other Health Care Professionals?**
- **Who are the other Health Care Professionals and what are their roles?**
- **Which are the ones you most need to connect with?**

Think Through

- **Re: communicating with Health Care Professionals – keep the 5 Ps in mind:**
 - Be polite, positive, patient, purposeful, persistent
- **Let them know you are a family caregiver and have your care recipient's consent to be included in his/her care and planning.**
- **Demonstrate you can add value based on your knowledge of the care recipient.**
- **DON'T BE AFRAID TO ASK QUESTIONS!**

Acute Care Health Care Team

- Triage Nurse
- Emergency Physician
- Emergency Specialists
- Hospitalists
- Liaison Nurse
- Charge Nurse
- Allied Health Professionals –
Occupational and Physio Therapists



Scenario

- Your care recipient is discharged from the Emergency Department with a prescription and/or instructions for care.

OR

- Your care recipient is admitted into a hospital bed.



ED Discharge Think Through

- Do you understand what the diagnosis is for your care recipient?
- Were you included as part of the discharge planning process and do you understand what you need to do for the return home?
- Do you have prescriptions to fill?
- Do you need to get any supplies or equipment?
- Do you need to make any follow up appointments?



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Take Notes

Admission Think Through

- Do you understand why your care recipient is being admitted?
- Do you know which professionals are part of your care recipients care team – along with names?
- Do you know who to talk to about the situation with your care recipient?
- Have you identified the Liaison Nurse so you can be included as part of the discharge planning process?

Scenario

- Your care recipient has now been in hospital for more than one day – who do you check with re: status?
- You can't be at the hospital all of the time – who is the best Health Care Provider to check with?
- Is there a better time of day?
- Is it reasonable to ask for someone to call you?
- What happens when there is a staff rotation?

Stay Think Through

- **Does the care team understand your care recipient's medical history and medication requirements?**
- **Is the hospital equipment a problem for your care recipient – do you need to bring anything from home?**
- **Do you have any idea when your care recipient will be discharged?**
- **Have you been included as part of the discharge planning process?**

Scenario

- You understand your care recipient's discharge is imminent – do you know what will be required in order for a return home (equipment, supplies)?
- Do you know if medications prescribed in AC need to be continued upon return home?
- Will you need help at home – have you made this known to the Liaison Nurse?
- Are you to make an appointment with your care recipient's doctor or a specialist?



Discharge Think Through

- **Having a medication review done is important – make an appointment with your care recipient’s regular GP.**
- **When the Home & Community Care worker comes to assess your needs in the home – don’t underestimate!**
- **You may need extra help – know where you can go to find paid providers in your community.**
- **Make sure you keep all of your care recipient’s medical records up-to-date.**

Phew!!



**It feels like a lot but it is at least
a bit better when you know
what to expect!**

How Did We Do?

- **Do you have ideas for how to prepare for an unplanned visit to Acute Care?**
- **Do you understand what might make a visit more productive?**
- **Do you know ways you can interface with acute care staff to get the best results?**
- **Download the tools provided to help you!**

Tools & Online Chat

Download the Handouts

- **Handout on Advocating for Client Care**
- **Medication List Template**



**Join the HUDDOL online chat about
caregivers and acute care
www.huddol.com**

Questions?



Thank YOU For Attending!



Family Caregivers
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toll free 1.877.520.3267

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