BEING CAREGIVER FRIENDLY

Caregiver assessments and more

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Family Caregivers of British Columbia

Let us help

TERRITORIAL ACKNOWLEDGEMENT

FAMILY CAREGIVERS OF BC

- Non-profit charity dedicated to the well-being of family caregivers.
- Serving across B.C. since 2010, as part of Ministry of Health's Patients as Partners Initiative.
- Three pillars: caregiver support, education and engagement and collaboration.

CAREGIVER SUPPORT

- Support Line: 1-877-520-3267
- Informational, referral & navigation
- Support groups
- Caregiver coaching
- Online resource center
- Virtual support circle

EDUCATION

- Resource library: webinars and podcasts
- Newsletter publications, e-news, articles and blogs
- Support group facilitator training
- Outreach to community groups

ENGAGEMENT AND COLLABORATION

- Caregiver engagement quality improvement health policy
- Participation in health committees
- Collaborations: condition specific org, health authorities, Ministry of Health research, etc.

Learning Outline

- Learn why it’s important to assess & monitor the needs of family caregivers independent from the care recipient.
- Understand the importance of patient-family-provider equation.
- Learn about different types of caregiver assessments
- How to identify and refer family caregivers.
- Listen to a clinician success story

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FAMILY/FRIEND CAREGIVERS

Provide care and support to someone living with a disease, disability, or frailty due to aging.

The role of family caregiver is mutually determined by the person providing care and support and those receiving it.

CAREGIVER-FRIENDLY HEALTHCARE

Being caregiver-friendly is about transforming systems and processes that create caregiver invisibility into systems that include family caregivers for what they are: invaluable and irreplaceable.

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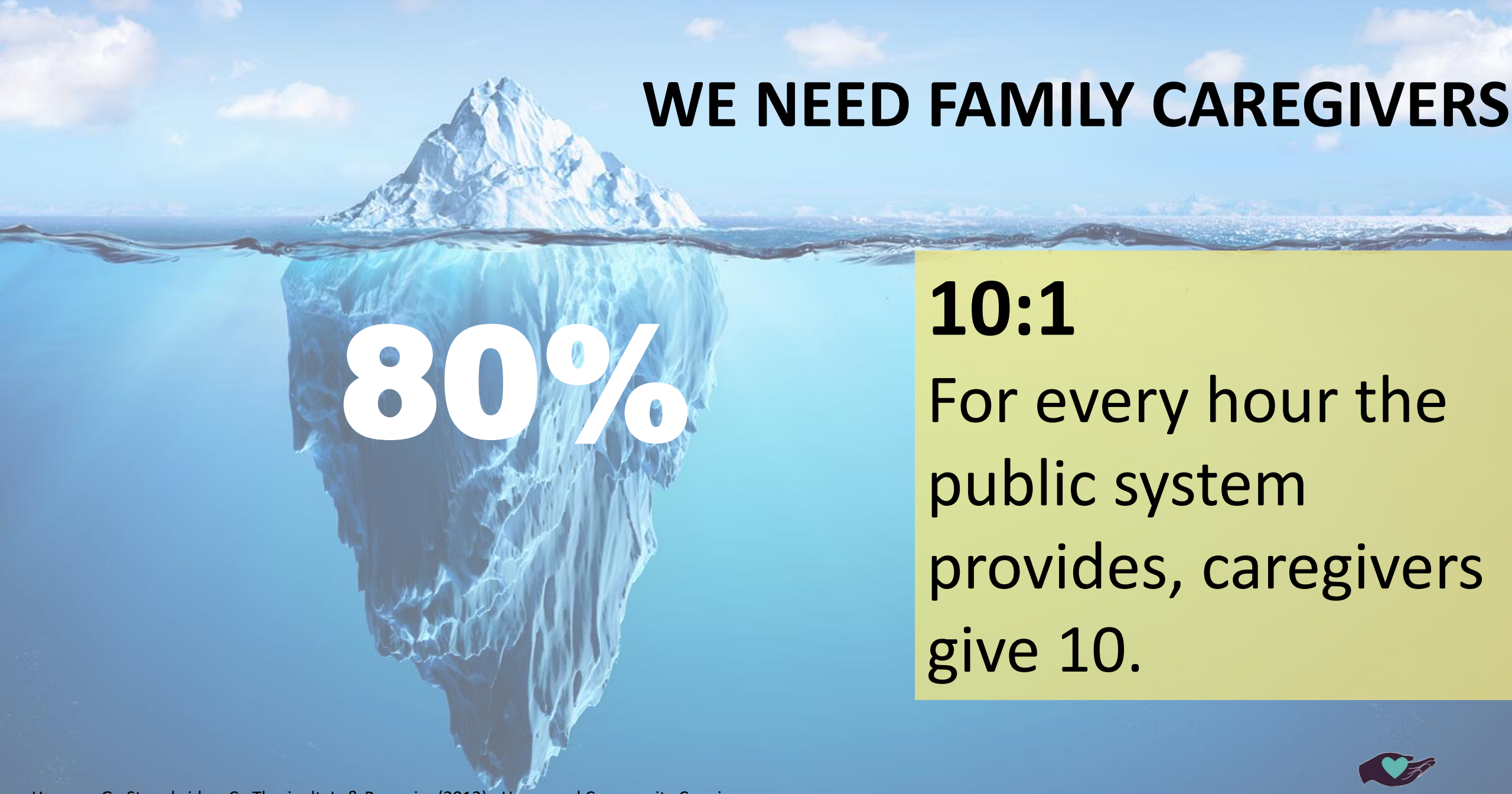
WE NEED FAMILY CAREGIVERS



10:1

For every hour the public system provides, caregivers give 10.

Hermus, G., Stonebridge, C., Theriault, L. & Bounajm (2012).. Home and Community Care in Canada: An Economic Footprint. Conference Board of Canada.

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CARING FOR OUR SENIORS IS TAKING ITS TOLL ON CAREGIVERS

Seniors using home support

84 years old

46% live alone

46% Co-reside with primary caregiver

22% Dependent in ADL

22% Mod to severe cognition difficulty

55% High risk for LTC placement

34% Have a caregiver in distress

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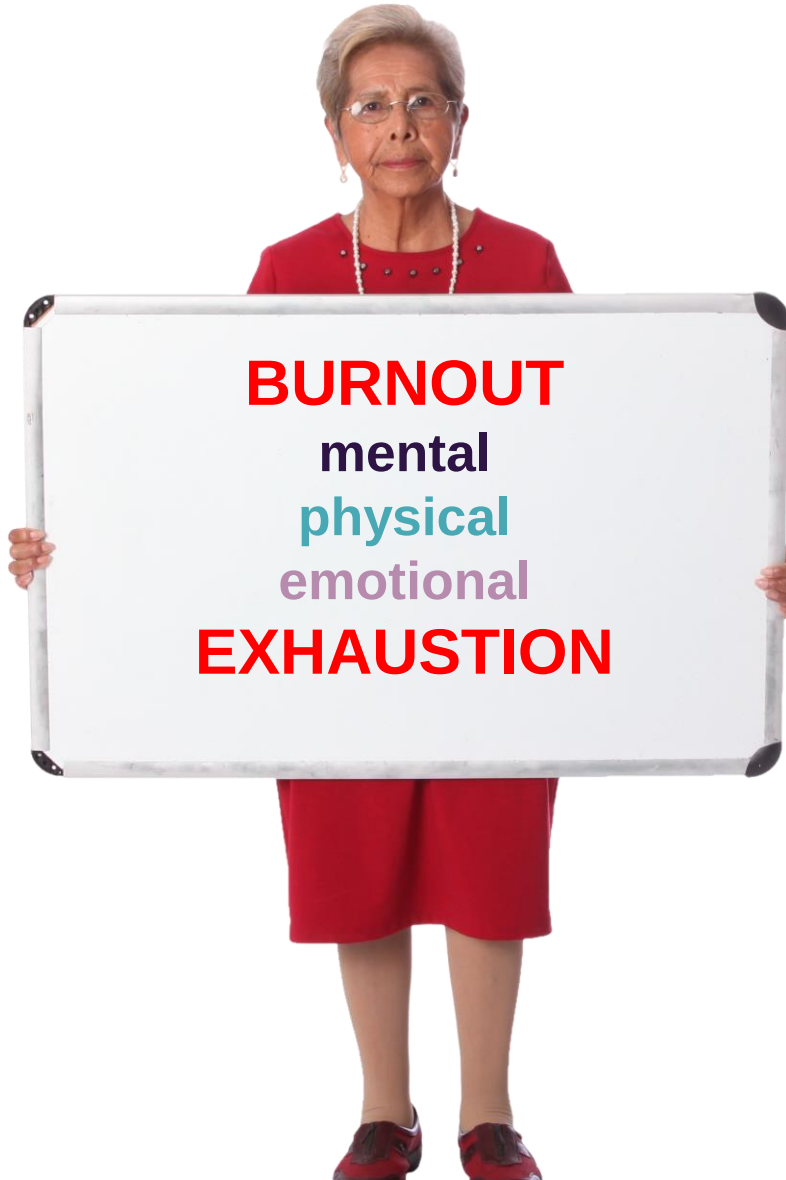

Partners in Care:
The Equation that Matters

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Change Foundation, 2020
Patient Engagement Action Team, 2017
Canadian Patient Safety Institute, 2018

ASSESSING FAMILY CAREGIVERS

Used to:

1. Ensure that the patient's health and well-being are maintained and enhanced.
2. Ensure that the caregiver's capacities and needs are considered and addressed in a care plan.
3. Monitor caregiver well-being throughout the caregiving trajectory.

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CAREGIVER ASSESSMENTS

SYSTEMIC PROCESS

FOCUS ON CAREGIVER

NEEDS & STRENGTHS

WHAT ARE YOU CURRENTLY USING?

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COMMON CAREGIVER ASSESSMENT TOOLS

Change in or presence of:

- Cognitive decline
- Depression/Anxiety
- Psychosis
- Falls risk
- Homebound
- Few family supports
- Frequent communications with staff
- Caregiver health issues
- Limited financial resources
- Limited formal supports/resources available
- Duration of illness
- Sleep

Caregiver Strain Index

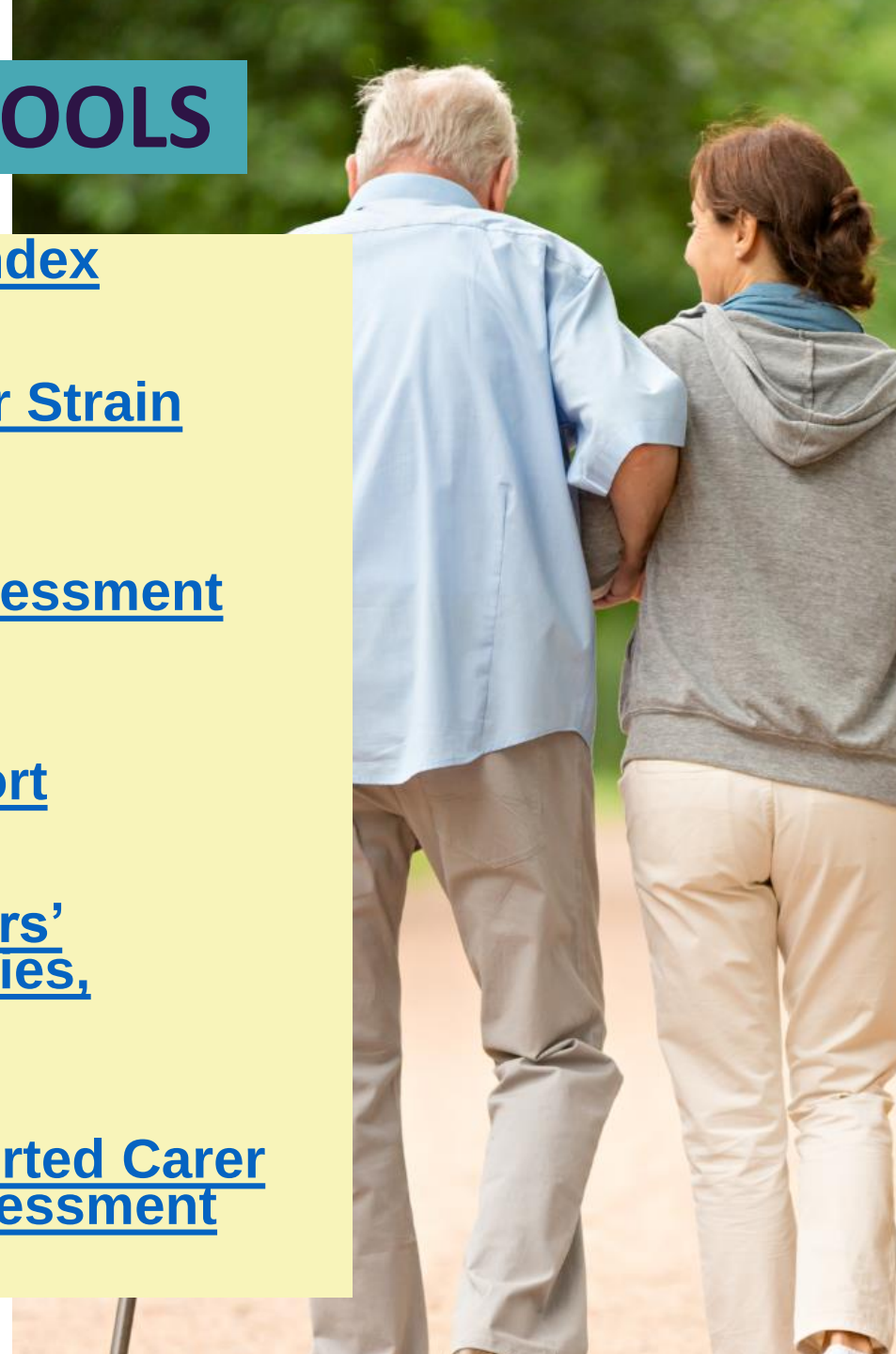
Modified Caregiver Strain Index

Caregiver Self Assessment Questionnaire

Zarit Burden – Short

C.A.R.E. (Caregivers' Aspirations, Realities, Expectations)

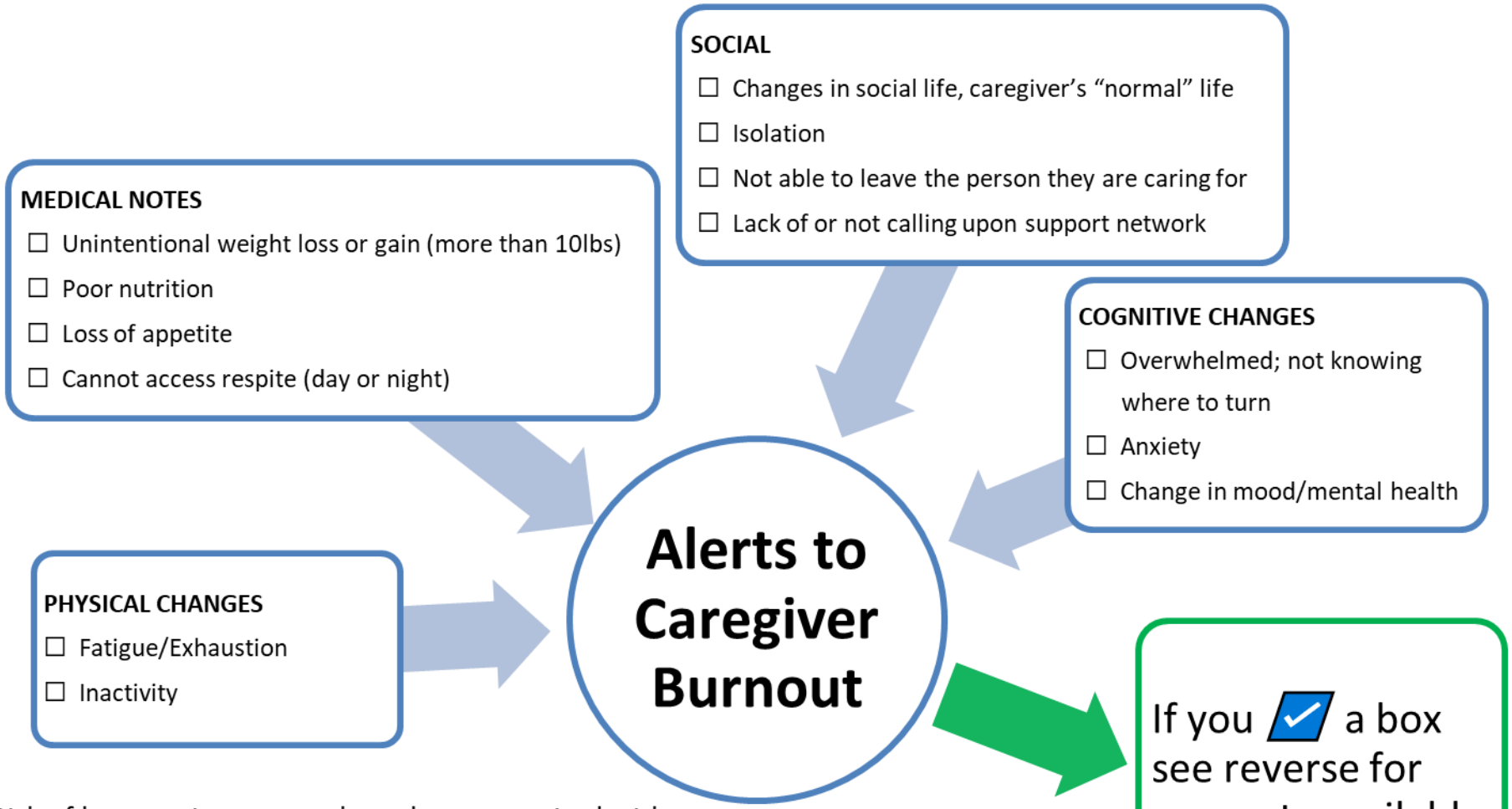
interRAI Self-Reported Carer Needs (SCaN) Assessment



FLAGS FOR CAREGIVER BURNOUT

Let's support the caregivers we know

Caregivers are a vital part of the community's health care team and their health is as important as those they are caring for. Fact: There are one million unpaid people taking care of adults needing assistance in British Columbia. We couldn't do it without them.



Risk of burnout increases when alerts are paired with:

- ❑ Increasing length of time as a caregiver
- ❑ Multiple caring or work responsibilities
- ❑ Health starts to be compromised

Source: qathet Division of Family Practice

ONE QUESTION = CAREGIVER ASSESSMENT

ENGAGE EVERY CAREGIVER, EVERY TIME

"We **value** and **recognize** the important role you play in supporting XX (patient's name) and we want to **support** you."

New Relationship (Focus on building a relationship with the family caregiver)	Existing Relationship (Focus on understanding the fears and concerns of caregiver)
• How are you doing today? • How are you managing? • What would be the one thing that would help you most in caring for your friend or family member?	• What are you most worried about? • What concerns you most? • Do you have someone you can count on to help you?

3 SIMPLE TOOLS FOR REFERRING

1

Pathways™

Caregiver Support Line

Caregiver Support, Condition Specific Support, Disability Services, Home Care, and Seniors Services

Provided by Family Caregivers of BC

Informs, supports, and educates on issues of concern to family caregivers. Offers one-to-one support in person, or province-wide via a toll-free phone line.

BC Caregiver Support Line 1-877-520-3267
Trained staff offer direct support to family caregivers by providing 1:1 emotional support, information, assistance in navigating the healthcare system and connections with community resources. Family Caregivers of BC further offers Caregiver Support Groups, Caregiver Coaching, Educational Materials, Podcasts, Webinars and Workshops. Detailed info on services offered at www.familycaregiversbc.ca

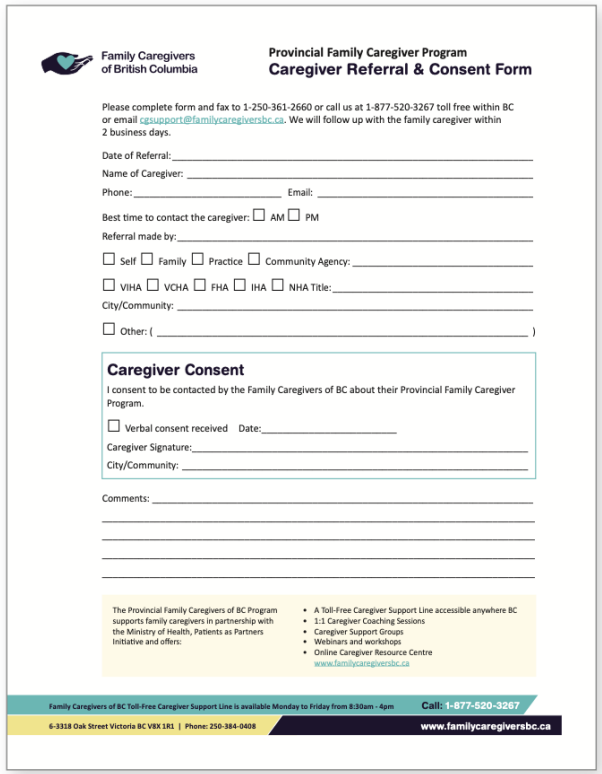
Submit Online Referral Form: https://www.familycaregiversbc.ca/get-help/caregiver-referral-form/ The caregiver will receive a call from Family Caregivers of BC within 2 business days.

Provides emotional support, helps to navigate the healthcare system and information and referrals on community resources. Appointments can be booked for a caregiver coaching session or support can be provided over the phone.

2

Consent Referral

FCBC initiates contact



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Provincial Family Caregiver Program
Caregiver Referral & Consent Form

Please complete form and fax to 1-250-361-2660 or call us at 1-877-520-3267 toll free within BC or email cgsupport@familycaregiversbc.ca. We will follow up with the family caregiver within 2 business days.

Date of Referral: _____

Name of Caregiver: _____

Phone: _____ Email: _____

Best time to contact the caregiver: ☐ AM ☐ PM

Referral made by: _____

☐ Self ☐ Family ☐ Practice ☐ Community Agency: _____

☐ VIHA ☐ VCHA ☐ FHA ☐ IHA ☐ NHA Title: _____

City/Community: _____

☐ Other: (_____)

Caregiver Consent

I consent to be contacted by the Family Caregivers of BC about their Provincial Family Caregiver Program.

☐ Verbal consent received Date: _____

Caregiver Signature: _____

City/Community: _____

Comments: _____

The Provincial Family Caregivers of BC Program supports family caregivers in partnership with the Ministry of Health, Patients as Partners Initiative and offers:

- A Toll-Free Caregiver Support Line accessible anywhere BC
- 1:1 Caregiver Coaching Sessions
- Caregiver Support Groups
- Webinars and workshops
- Online Caregiver Resource Centre www.familycaregiversbc.ca

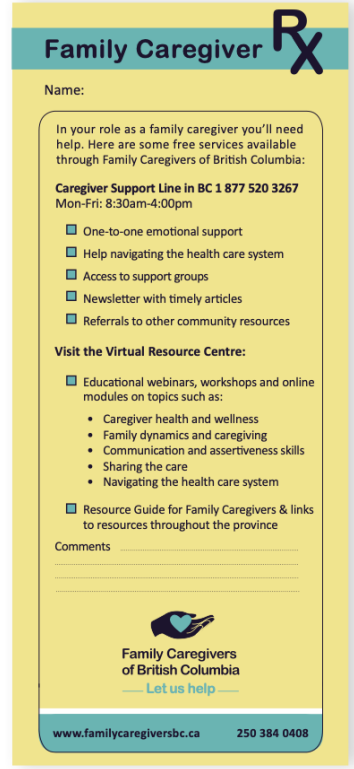
Family Caregivers of BC Toll-Free Caregiver Support Line is available Monday to Friday from 8:30am - 4pm Call: 1-877-520-3267

6-3318 Oak Street Victoria BC V8X 1R1 | Phone: 250-384-0408 www.familycaregiversbc.ca

3

Caregiver Prescription

Family caregiver calls FCBC



Family Caregiver Rx

Name:

In your role as a family caregiver you'll need help. Here are some free services available through Family Caregivers of British Columbia:

Caregiver Support Line in BC 1 877 520 3267
Mon-Fri: 8:30am-4:00pm

- One-to-one emotional support
- Help navigating the health care system
- Access to support groups
- Newsletter with timely articles
- Referrals to other community resources

Visit the Virtual Resource Centre:

- Educational webinars, workshops and online modules on topics such as:
  - Caregiver health and wellness
  - Family dynamics and caregiving
  - Communication and assertiveness skills
  - Sharing the care
  - Navigating the health care system
- Resource Guide for Family Caregivers & links to resources throughout the province

Comments

Family Caregivers of British Columbia
Let us help

www.familycaregiversbc.ca 250 384 0408

island health

Caregiver Support Program

Community Virtual Care

Community Virtual Care is a **free,** Island Health program that uses **remote patient monitoring, virtual visits** and the **telephone** to support clients to better manage a range of health conditions from the comfort of their home.

Caregiver Support Program

- Developed in 2022 with Dr. Liz Drance, BCFC, Alzheimer's Society
- Time-limited, completely virtual program
- Began accepting clients in November 2022
- More than 225 caregivers in 15 months

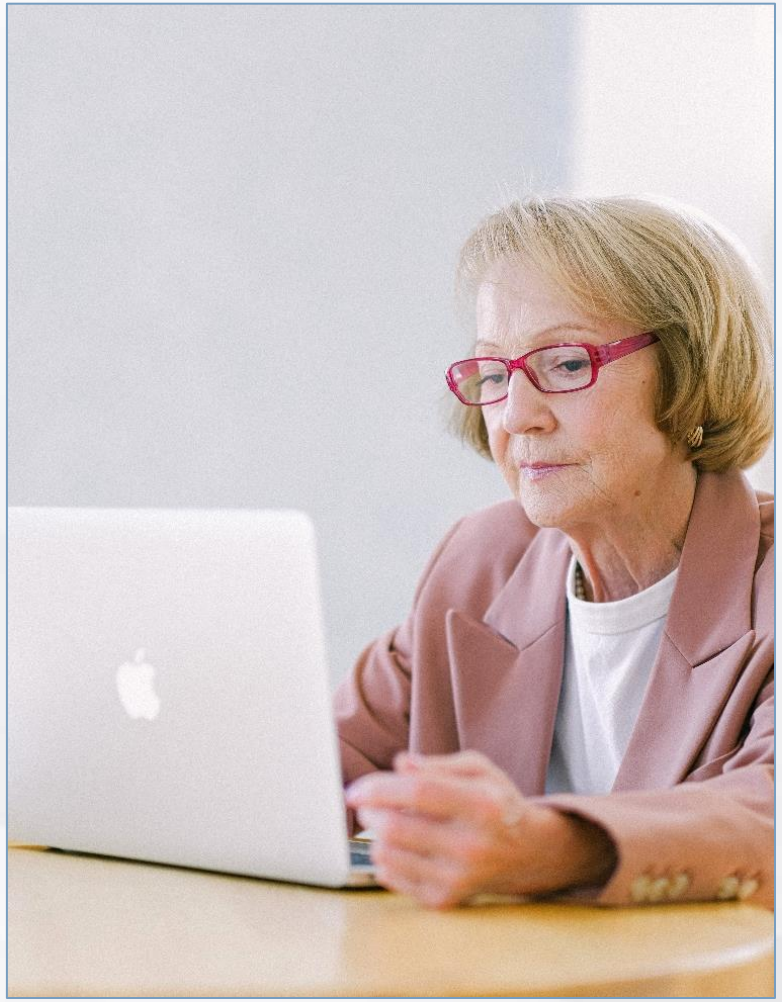
Caregiver Support Program

The Caregiver Program works with caregivers to:

- strengthen emotional wellbeing and coping skills
- set goals

The time-limited program includes 3 services:

- Brief one-to-one counselling
- Flexible, rotating skill-building group
- Facilitated peer-to-peer support groups



Referrals

- Caregivers of existing CVC clients
- Caregivers identified in acute care, primary care, long-term care and community care
- Clients can self refer or be referred by others

"I appreciate the flexibility and how I can personalise the support I need here and can show up as me…it's like caregiver SOS fusion or medley"

islandhealth.ca/cvc

communityvirtualcare@islandhealth.ca

250.519.7700 x 11928

Clinician's Perspective

- Jamie Friese, RSW
  Social Worker with the Caregiver Support Program
  - Tools used
  - Case examples

Family Caregivers of British Columbia

How to Order Caregiver Rx Resources

Click here to use our easy-to-use order form

- We will receive an email with your order
- We will mail out all the resources to you or your clinic – free of charge

Family Caregivers of British Columbia

Thank You

For More Information

Presentations or ordering resources
StaceyDawes@familycaregiversbc.ca

Health care Collaboration
WendyJohnstone@familycaregiversbc.ca