



**Providence
Health Care**



Building a Stronger Health Care Team through Caregiver-Centered Care

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Land Acknowledgement:

Source: www.ijohomaps.net/na/canada/bc/vancouver/firstnations/firstnations.html



https://en.wikipedia.org/wiki/Snuneymuxw_First_Nation

Faculty Disclosures

- ▶ Liz Drance Coaching Inc.; coaching for dementia caregivers, caregivers of those with chronic illness, people dealing with grief and transitions.

Learning Objectives

- ▶ The participant will be able to:
 1. Understand caregiver-centered care and its benefits to caregivers, patients with chronic illness, and the health-care system.
 2. List and describe the 6 components of the caregiver-centered-care competency framework
 3. Relate these competencies to the Circle of Care Toolkit developed by Doctors of BC in 2016
 4. Know where to find online education regarding the Caregiver-centered competency framework.

Acknowledgment:



Dr. Jasneet Parmar
Professor Dept of Family
Practice
University of Alberta



Dr. Sharon Anderson
MEd., MSc., PhD.
Research Coordinator
Family Medicine,
University of Alberta



A moment
for
reflection:

“There are only four kinds of people in the world: those who have been caregivers, those who are currently caregivers, those who will be caregivers and those who will need caregivers.”

- Rosalind Carter



What is the definition of a caregiver?

Family Caregiver (carer, care-partner):

Any family member/friend who takes on a generally unpaid caring role and provides emotional, physical, or practical support in response to physical and/or mental illnesses, disabilities, or age-related needs.



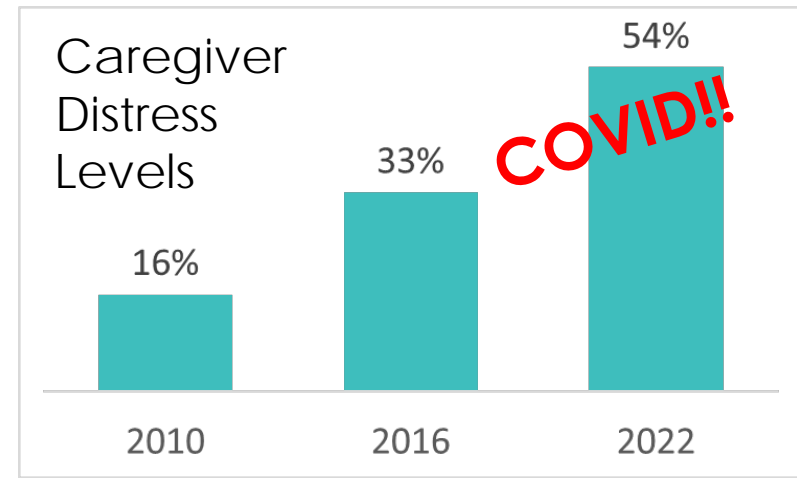
Family Caregiving in Canada

- ▶ **\$97.1** billion per year
- ▶ **5.7** billion hours of unpaid care per year
- ▶ **2.8** million FTE to replace the 5.7 billion unpaid hours
- ▶ Worth **3** times national expenditures on home, community, & long-term care



Anxiety most frequently occurring disorder in caregiving

- Typically rises as care responsibilities increase & energy is depleted.
- Increases risk of heart disease, inflammatory conditions, dementia, & premature mortality.**
- Depression often follows



Fewer Family Caregivers

- Smaller Families
- Women employed
- Changed family structure

Longer Care Trajectories

- Longer lives
- More chronic conditions
- Medical advances

Aging in Place

- Prefer community homes
- Fewer long-term care beds

Rising Family Caregiver Distress

Vytal, et al. The complex interaction between anxiety and cognition: insight from spatial and verbal working memory. *Frontiers in Human Neuroscience* **2013, 7, doi:10.3389/fnhum.2013.00093.

(Bookman & Harrington, 2007; CIHR: Supporting Caregivers, 2010; Health Quality Ontario, 2016)

Challenges for Caregivers to Manage

1 CARE

Assistance with personal care, instrumental and extended activities of daily living tasks

2 Medication

Keeping track, ordering, organizing & storing, understanding dose/side effects.

3 Medical Appointments/Care

Coordinating, attending, transporting, monitoring, crisis

4 Emotional burden

loss of health, personal autonomy, relationship.

5 Physical Burden

Lifting, carrying, bending

6 Being on-call

- Most of the day & night
- Assumption FCGs are available, able, and willing to take on the burdens & responsibilities of supporting patients

7 Out-of-pocket costs

Medication, driving to medical appts, parking, food away from home.

8 Structural Burden of Care

Assuming roles of project manager & care coordinator

9 Setting aside one's own needs

- Losing one's sense of identity
- Losing other roles



The Research
Encourages
Us That:

Supporting
Family
Caregivers
Helps Us All!

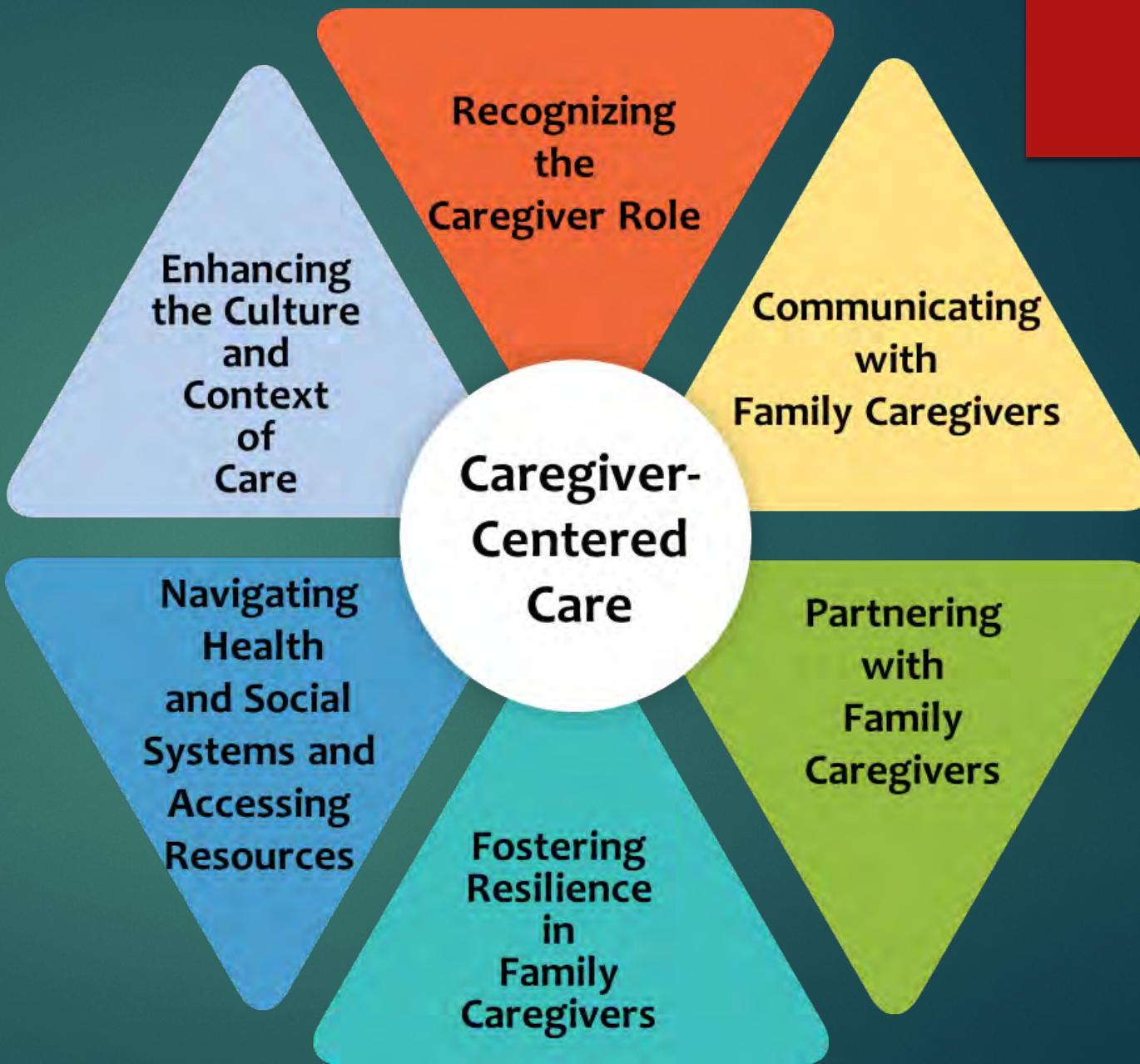
- ▶ Promotes effective communication (Gonella et al., 2022; Pop et al., 2022)
- ▶ Improves patient care, health, and wellbeing (Maxwell et al., 2018; Schulz et al., 2021),
- ▶ Improved caregiver well-being (Roberts, 2020; Tan, 2023)
- ▶ Supports aging in the right place (Holland, 2022; Wagner, 2021),
- ▶ Reduces length of hospital stays (Glose, 2020; Yasmeeen et al., 2020),
- ▶ Reduces hospital readmissions (Beach et al., 2020; Ma et al., 2019; Morkisch et al., 2020)
- ▶ Increases healthcare providers' satisfaction (Griffin 2022; Reinhard 2019)



It needs to be
different.

How do we get
there?

Meet the Caregiver- Centered Care Competency Framework

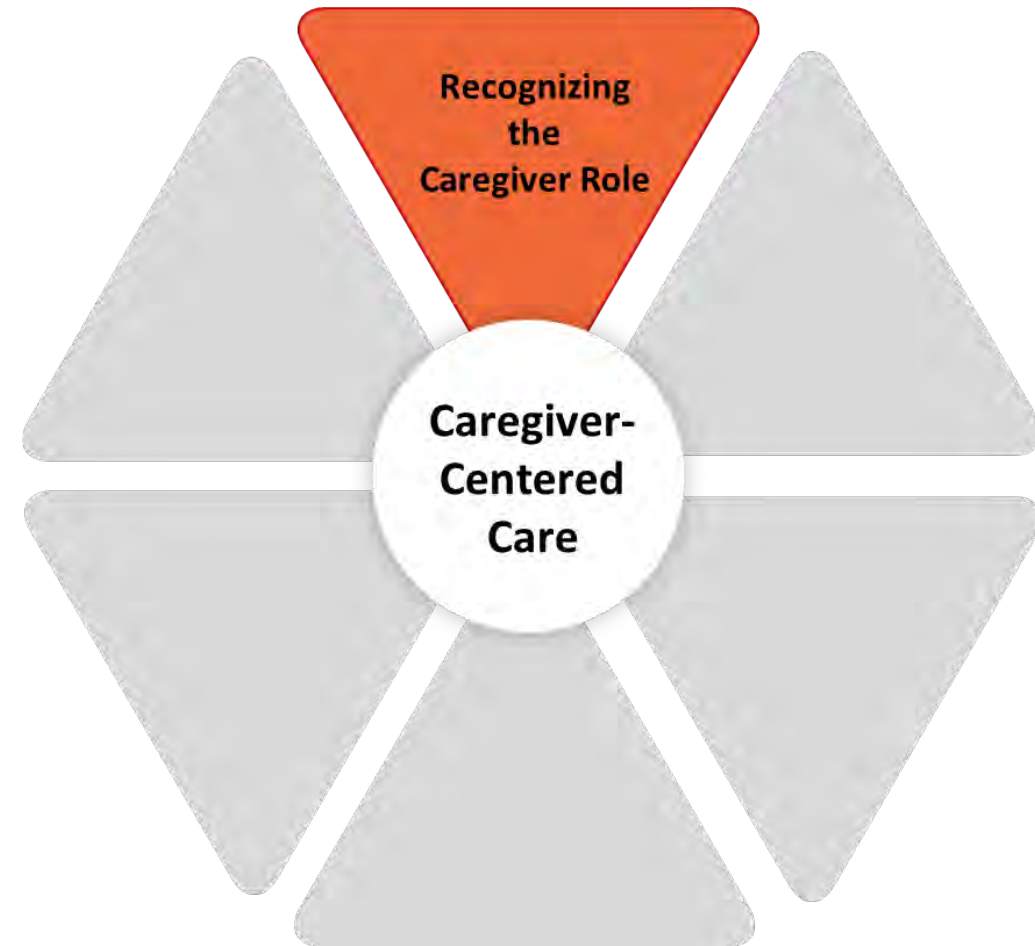


Recognizing the Caregiver Role

Competency Indicators

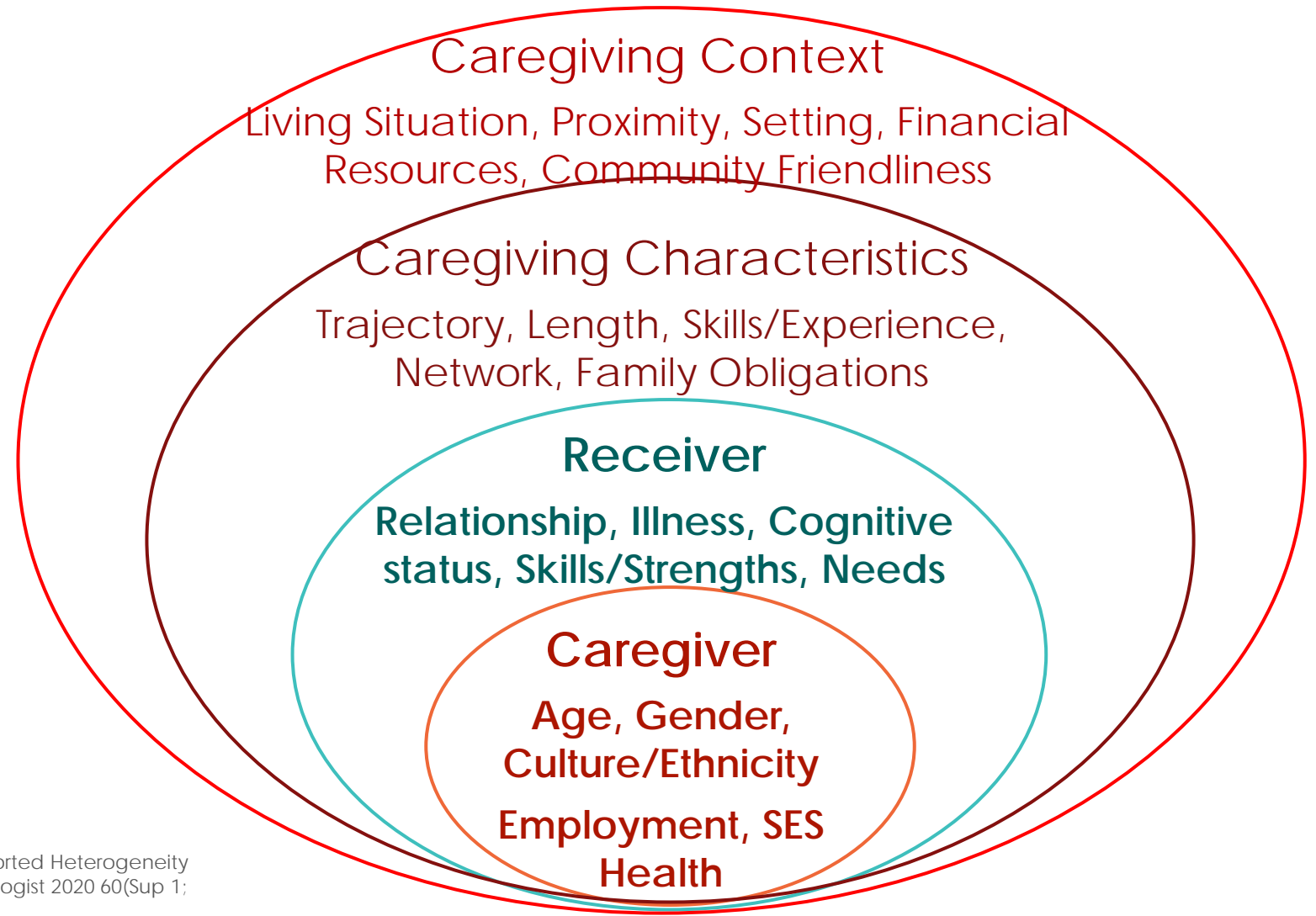
The provider demonstrates:

- ▶ An understanding and respect for value of caregivers' contributions to health care & society.
- ▶ An understanding of consequences of caregiving
- ▶ A recognition of the diversity among caregivers*
- ▶ **Ability to identify the family caregivers' roles and responsibilities in supporting the care recipient.**



Family caregivers are diverse.

- There is no one-size-fits-all solution to meet the needs of Canada's 8 million family caregivers.
- No single provider or organization is likely to meet caregivers' diverse needs over the entire care trajectory.

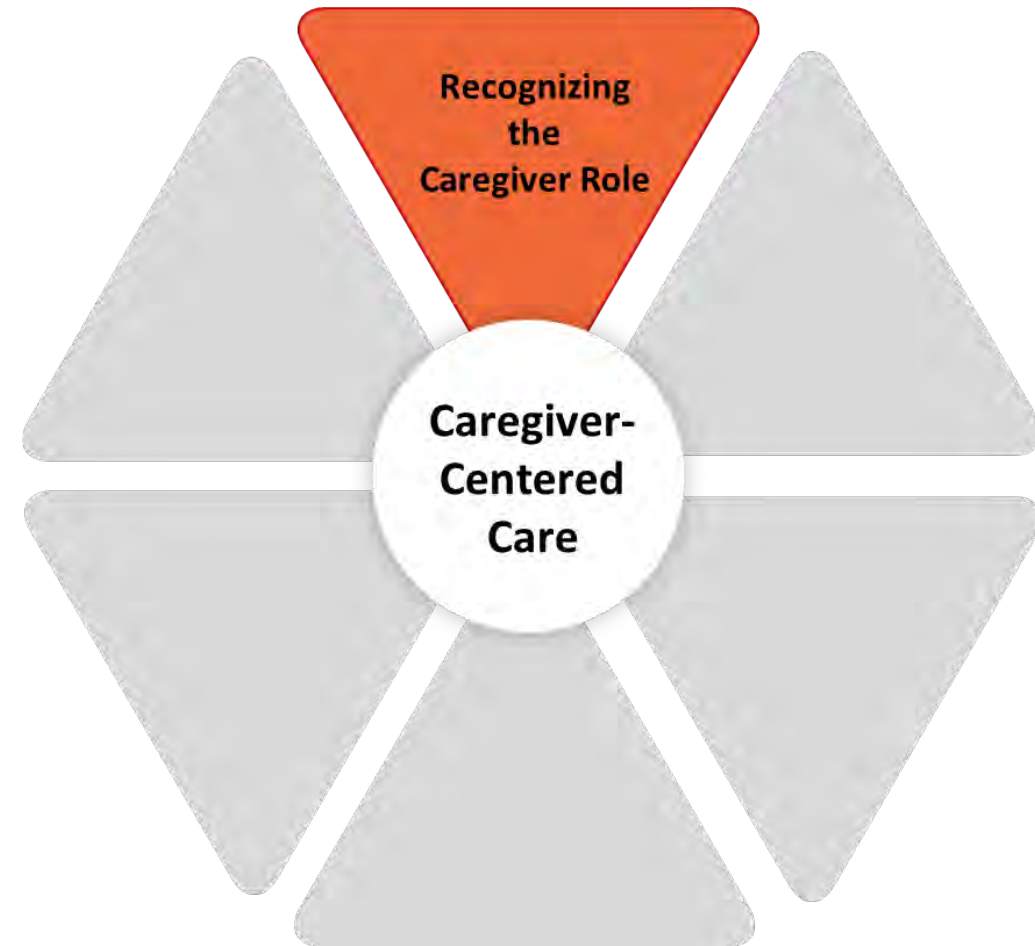


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Communicating

Competency Indicators

Demonstrates:

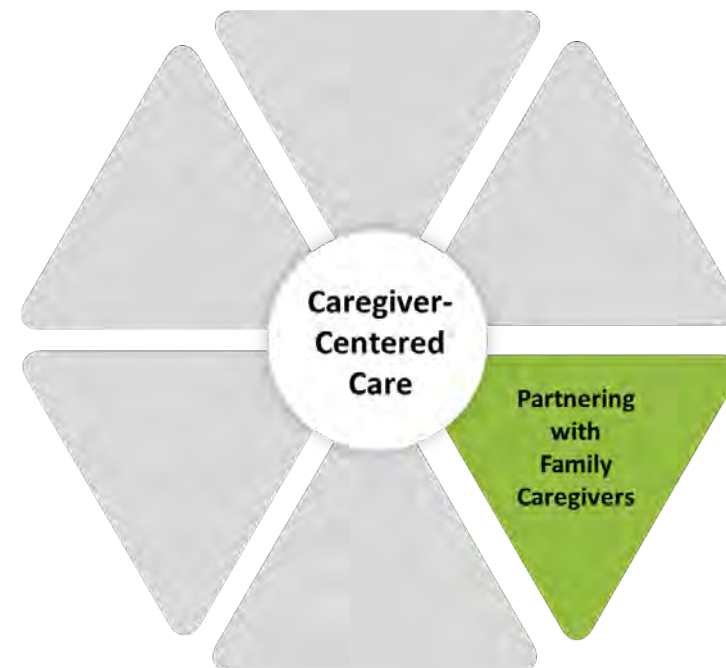
- ▶ Respectful, empathic, compassionate, communication toward FC.
- ▶ Ability to listen actively and respectfully to FCs.
- ▶ Timely sharing of information to FCs *in ways they can understand*.
- ▶ Supports coordinated care through consistent documentation and information sharing amongst providers and family caregivers.



Partnering

Competency Indicators

- ▶ Understands the benefits of including family caregivers on the care team.
- ▶ Establishes collaborative relationships with family caregivers.
- ▶ Includes family caregiver's knowledge of the care recipients in assessments and care planning.
- ▶ Understands conflict and works to de-escalate conflict.



Fostering Resilience/Wellbeing

Competency Indicators

- ▶ Assesses family caregiver's needs and goals ongoingly.
- ▶ Recognizes the dynamics of the caregiver-care-recipient relationship.
- ▶ Enhances family caregivers' skills and abilities through education and support.
- ▶ Promotes the health and well-being of family caregivers and encourages self-care.



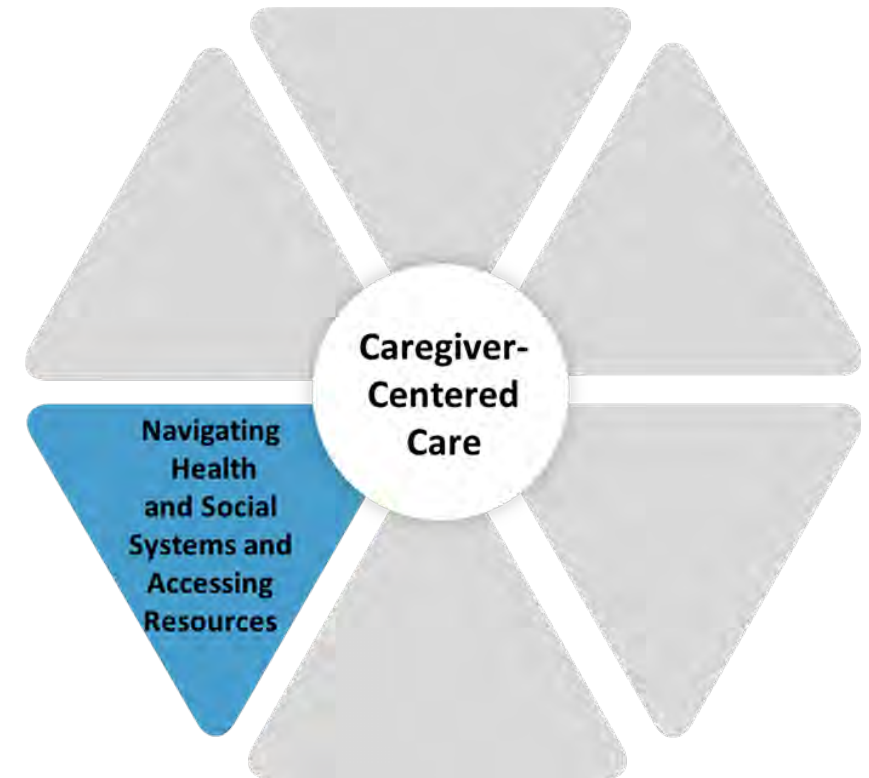
Areas Caregivers Identified as Needing Assessment

Enabling carers to care (co-worker role)	Direct support for carers (client role)
Knowing who to contact when concerned	Own physical health concerns
Understanding the patient's illness	Dealing with their own feelings and worries
Knowing what to expect in the future	Beliefs or spiritual concerns
Managing symptoms and giving medicines	Practical help in the home and elsewhere
Talking to the patient about their illness	Financial, legal or work issues
Equipment to help care for the patient	Having time for self in the day
Providing personal care for the patient	Overnight break from caring
Managing relationships	

Navigating

Competency Indicators

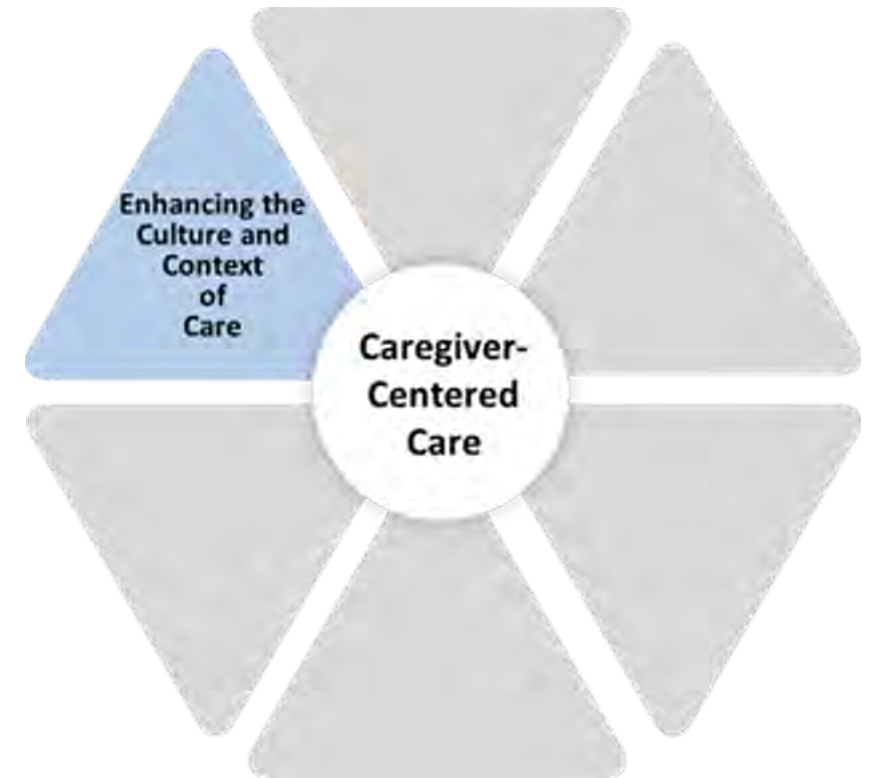
- ▶ Works collaboratively with caregivers to access applicable supports in a timely manner.
- ▶ Communicates with, and makes referrals to other providers, in accordance with family caregivers' preferences.
- ▶ Works with family caregivers to overcome barriers to access services and supports.



Enhancing the Culture & Context of Care

Competency Indicators

- ▶ Recognizes that care and caregiving are affected by societal views (e.g., ageism, stigma, discrimination).
- ▶ **Models caregiver-centred care.**
- ▶ Engages in self-reflection to improve interactions with and support of family caregivers.



LEVEL 2

Advanced

The Advanced level is comprised of **6 short courses** that make up the Caregiver Centered Care Competency Framework.



University of Alberta Caregiver Centered Care Competency
Framework

www.caregivercare.ca

Foundational education
Advanced education – for people where supporting family caregivers is in
the scope of their role.



doctors
of bc
Better. Together.

ORGANIZING YOUR PRACTICE TO SUPPORT FAMILY CAREGIVERS

A Toolkit for Doctors

The Circle Of Care Policy Paper;
Supporting Family Caregivers in BC
Doctors of BC 2016

Key elements:

- Identifying caregivers
- Involving caregivers in patient care
- Monitoring the health of caregivers
- Provide information and support to caregivers.

Resources

- ▶ Doctors of BC – Circle of Care paper & associated office tool kit
 - ▶ https://www.doctorsofbc.ca/sites/default/files/family_caregiver_resource_guide_for_physicians_-_toolkit.pdf
- ▶ Family Caregivers of BC – Social prescribing program
 - ▶ <https://www.familycaregiversbc.ca/get-help/caregiver-referral-form>
- ▶ Alzheimer Society BC – First Link Program for anyone with dementia
 - ▶ <https://alzheimer.ca/bc/en/help-support/im-healthcare-provider/healthcare-resources-bc/making-referral-first-link>
- ▶ Dementia Caregiver Resilience Clinic – St. Paul's Hospital
 - ▶ Moderate to high risk Dementia Caregivers
 - ▶ Currently physician referral required.
 - ▶ Self-Referral coming!
 - ▶ <https://www.providencehealthcare.org/sites/default/files/PHC-EL121%20Dementia%20Caregiver%20Resilience%20Clinic%20Screening%20Referral%20%20Questionnaire%20%28R.%20Nov%204-20%29.pdf>



It takes a village.....

“Let’s not just keep walking the same path. Let’s work together to create a new path. It’s a team approach. It takes a village to care for someone. Family caregivers need to feel empowered, accepted, and embraced as an essential member of the care team rather than an add-on. Healthcare providers can support family caregivers to be open, transparent, divulging, and offload what’s happening and help ensure the help family caregivers need is in place.”

- Linda Powell



Photo by [Timon Studler](#) on [Unsplash](#)