ARCH PERFORMANCE MEASUREMENT LEARNING COLLABORATIVE

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# Family Caregiver Navigation (FCN) Pilot Program

A project of the Idaho Caregiver Alliance (ICA)

ICA Mission: Advance the well-being of caregivers through collaboration that improves access to quality supports and resources including respite for family caregivers across the lifespan.

<table>
<thead>
<tr>
<th>INPUTS</th>
<th>ACTIVITIES</th>
<th>OUTPUTS</th>
<th>SHORT TERM OUTCOMES</th>
<th>INTERMEDIATE OUTCOMES</th>
<th>LONG TERM OUTCOME</th>
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</thead>
</table>
| - Family Caregivers  
- Staff of the Family Caregiver Navigator (FCN) Pilot Program  
- Members of FCN Advisory Committee (and organizations represented)  
- ICA Leadership Team and membership  
- ICA Website and Social Media  
- Existing resource databases  
- TCARE evidenced-based telephonic and web-based caregivers support intervention  
- Community partners  
- Funding from Money Follows the Person Grant 93,791 from the CMS (funding made possible by the | - Establish FCN leadership team and hire staff  
- Establish Advisory Committee  
- Develop and implement marketing and communication materials  
- Conduct outreach to referral sources  
- Identify and catalog available resources and services available to family caregivers  
- Implement TCARE (train navigators, populate resource database, etc.)  
- Develop and implement data management and quality assurance plan  
- Develop and implement plan for sustainability (program and training | - FCN leadership team and staff trained and functioning  
- Advisory Committee established and members engaged in work groups  
- Marketing and communication materials developed  
- Outreach to referral sources and other community partners conducted  
- Database of resources and services for caregivers available  
- TCARE implemented  
- Navigators equipped to assess needs of family caregivers and connect them with services and supports  
- Sustainability plan implemented (program in SW Idaho) | Change in awareness, knowledge, and attitudes among family caregivers:  
- Self-care  
- Resources and services  
- Caregiver Navigator  
Change in awareness, knowledge, and attitudes about the importance of family caregivers among:  
- Healthcare and other service providers  
- Gatekeepers and referral sources partners  
- Agencies and organizations with the capacity to fund caregiver | Change in behaviors and systems:  
- Family caregivers using TCARE and other resources and supports  
- Work flows in healthcare systems, agencies, and other referral sources recognize and refer family caregivers to services/navigator  
- Funding available from partners to continue caregiver navigator project in SW Idaho  
- Funding available from State of Idaho and other sources to expand program statewide | - Quality of life for family caregivers improved  
- Quality of life for those being cared for by family caregivers enhanced  
- Capacity of family caregivers to provide care extended  
- Costs to Medicaid (and Idaho) related to institutional care reduced  
- Quality metrics for patient care and satisfaction monitored by health care systems improved  
- Quality metrics for member care and satisfaction monitored by payers |
Process Evaluation Measures

Examples of Measures:
- Minutes of leadership meetings
- Minutes of Advisory Committee
- # of communication materials developed
- # of presentations
- # of visits to website and social media posts
- # of resources in database
- Satisfaction of caregivers

Example of SMART Objectives:
- Minutes from 12 leadership meetings will be documented by 3/31/2021.
- 50 community presentations about the FCN project will be conducted by 12/31/2020
Examples of Measures:

Change in awareness, knowledge, and attitudes among family caregivers:
- Self-care
- Resources and services
- Caregiver Navigator

Change in awareness, knowledge, and attitudes about the importance of family caregivers among:
- Healthcare and other service providers
- Gatekeepers and referral sources partners
- Agencies and organizations with the capacity to fund caregiver initiatives
- Policy makers

Example of SMART Objective:
- Caregiver confidence in ability to manage stress will increase by 50% (change from a 2 to 3) three months after completion of care plan.
NOW that you have had an opportunity to speak with a Family Caregiver Navigator and develop a Care Plan, how confident are you in your ability to:

<table>
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<th>Identify actions you could take to reduce your stress</th>
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BEFORE you had an opportunity to speak with a Family Caregiver Navigator and develop a Care Plan, how confident were you in your ability to:

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Impact of Participation

What is the Idaho Caregiver Navigator Program?

The Idaho Caregiver Navigator Program is a pilot and does not happen without collaboration and support from stakeholders who work together to ensure that people have access to the services they need. The program was designed to help people navigate through the system and find the resources they need to support their family caregivers.

What are we interested in?

The purpose of this study was to evaluate the impact of participation in the navigator program on caregiver outcomes and identify participants' needs. This information will be used to improve the program and provide evidence of its effectiveness.

How did we do it?

We surveyed participants to determine what type of help they needed and the effectiveness of the navigator's assistance. The surveys were distributed by mail and via telephone to participants.

What have we found?

In the first months of the study, the Family Caregiver Navigator completed a survey as part of the Idaho Family Caregiver Navigator program. This survey was designed to gather information on the participants' satisfaction with the program, the type of support they received, and any other feedback they had.

The majority of participants reported that the navigator was helpful and provided the assistance they needed. Participants also reported that they felt less isolated and more supported by the program. Overall, the results indicate that the program was effective in meeting the needs of participants.

These findings will be used to improve the program and better meet the needs of future participants.
Another example: Impact of Consumer-directed Respite Program using a Retrospective Pretest

Participants (n=21) were asked to report changes in their perceived ability to pay for and find respite, cope with stress, care for their loved one at home, and address other challenges associated with caregiving.

Results of the pre-post analysis conducted using the Wilcoxon Signed Ranks Test (appropriate for small samples and ordinal level variables) indicated statistically significant positive changes on all factors.

The most significant improvements were:

- ability to pay for services (p<.001),
- cope with the stress of caregiving (p<.001),
- manage burnout (p<.001), and
- care for loved one at home (p<.001).
Retrospective Pretest Design Resources


THANK YOU

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