ARCH PERFORMANCE MEASUREMENT LEARNING COLLABORATIVE

3/4/2021
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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.

**INPUTS**
- 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 the Person Follows the Money Grant 93,791 from the CMS (funding made possible by the

**ACTIVITIES**
- 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

**OUTPUTS**
- 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

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

**INTERMEDIATE OUTCOMES**
- 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
Outcome Evaluation Measures

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:

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<tr>
<th>Identify actions you could take to reduce your stress</th>
<th>Level of Confidence</th>
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<td>Not at all Confident</td>
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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 Family Caregiver Navigator is a panel of trained individuals who support and connect families to needed resources. This helps to reduce stress and support families during their caregiving journey.

WHAT ARE WE INTERESTED IN?
The focus of this project was to evaluate the impact of participation in the Navigator program on caregiver confidence and reduce stress for caregivers.

HOW DID WE DO IT?
We conducted a survey of participants and gathered data on their experiences. Participants were asked to rate their level of confidence and stress before and after participating in the program.

WHAT HAVE WE FOUND?
In the first months of the project, participants reported a significant increase in confidence and a decrease in stress levels. Participants also felt better prepared to handle their caregiving responsibilities.

These findings will be used to enhance the capacity and impact of the Idaho Family Caregiver Navigator program.
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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