

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.

INPUTS	ACTIVITIES	OUTPUTS	SHORT TERM OUTCOMES	INTERMEDIATE OUTCOMES	LONG TERM OUTCOME
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	<p>Change in awareness, knowledge, and attitudes among family caregivers:</p> <ul style="list-style-type: none"> • Self-care • Resources and services • Caregiver Navigator <p>Change in awareness, knowledge, and attitudes about the importance of family caregivers among:</p> <ul style="list-style-type: none"> • Healthcare and other service providers • Gatekeepers and referral sources partners • Agencies and organizations with the capacity to fund caregiver 	<p>Change in behaviors and systems:</p> <ul style="list-style-type: none"> • 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 • Statewide 	<ul style="list-style-type: none"> • 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

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 processes documented, funding partners secured, etc.)
- Evaluation Plan implemented

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

SHORT TERM OUTCOMES

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

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:

	Level of Confidence				
	Not at all Confident	Slightly Confident	Somewhat Confident	Fairly Confident	Completely Confident
Identify actions you could take to reduce your stress	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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:

	Level of Confidence				
	Not at all Confident	Slightly Confident	Somewhat Confident	Fairly Confident	Completely Confident
Identify actions you could take to reduce your stress	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Reporting Results



Impact of Participation



WHAT IS THE IDAHO CAREGIVER NAVIGATOR PROGRAM?

The Family Caregiver Navigator is a 2-year pilot project that offers support and resource referral to unpaid caregivers of SW Idaho who range across the lifespan. Using an evidence-based model, the Navigator will focus exclusively on the Caregiver in lieu of the patient in an effort to maximize the capacity of natural family support systems and prevent Caregiver burnout.

WHAT ARE WE INTERESTED IN?

The purpose of this analysis was to visualize the impact of participation in the Navigator Program on caregiver confidence and describe participants in the program. This information will be used to enhance the program and provide evidence of the effectiveness.



HOW DID WE DO IT?

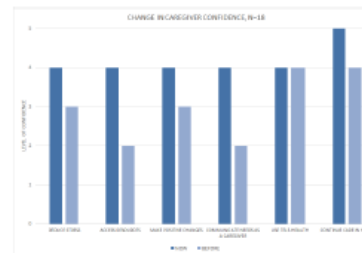
We asked participants to complete a retrospective-pretest survey approximately 2-3 months after they completed their care plan with a Navigator. The survey was distributed by email with one reminder sent to non-respondents.

WHAT HAVE WE FOUND?

In the first 6-months of the project 47 caregivers have completed a care plan. Eighteen of these individuals responded to our survey yielding a response rate of 38%.

The average age of caregivers was 65 (41-90) and care recipients was 78 (66-99). The majority (72%) were female with the most frequently reported care giving responsibilities related to dementia.

All respondents indicated they would refer other caregivers to the program. A consistent pattern of positive change in confidence was observed among all respondents.



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

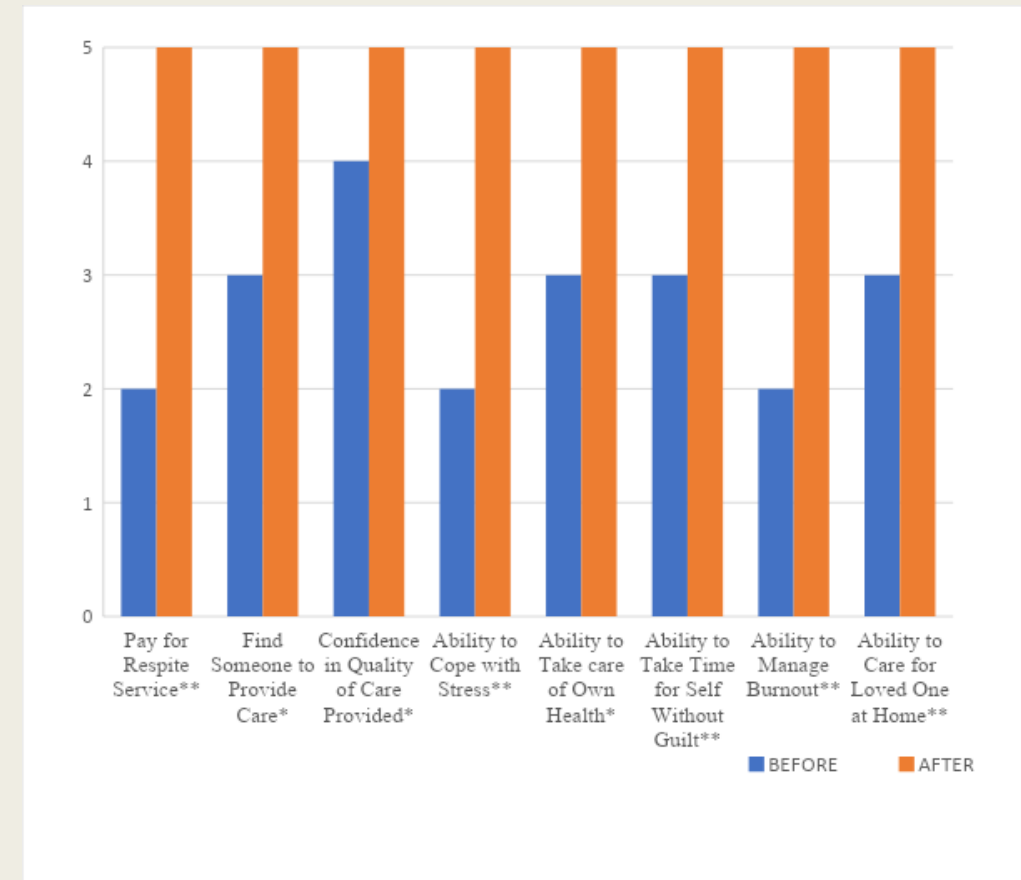
Participants (n=21) were asked to report changes in their perceived ability to pay for and find respite, cope with stress, care for their loved one at home, and address other challenges associated with caregiving.

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).

Impact of Consumer-directed Respite Program



Retrospective Pretest Design Resources

Drennan, J. & Hyde, A., (2008). Controlling response shift bias: the use of the retrospective pre-test design in the evaluation of a master's programme. *Assessment & Evaluation in Higher Education*, 33(6), 699-709.

Miller, M & Hinshaw, R.E., (2012). The retrospective pretest as a gauge of change. *Journal of Instructional Psychology*, 39(4), 251-258.

Nimon, K, Zigarmi, D, Allen, J., (2011). Measures of program effectiveness based on retrospective pretest data: are all created equal? *American Journal of Evaluation* 32(1), 8-28. DOI: [10.1177/1098214010378345](https://doi.org/10.1177/1098214010378345).



THANK YOU

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