



Inclusion of Military Caregivers in the Veterans' Care

Presenter

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Disclaimer

The views expressed in this presentation are those of the author(s) and do not reflect the official statement from the Department of Defense, the United States Government, or UT Health San Antonio.

A Joint Initiative of



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CARING FOR MILITARY FAMILIES

U.S. Department
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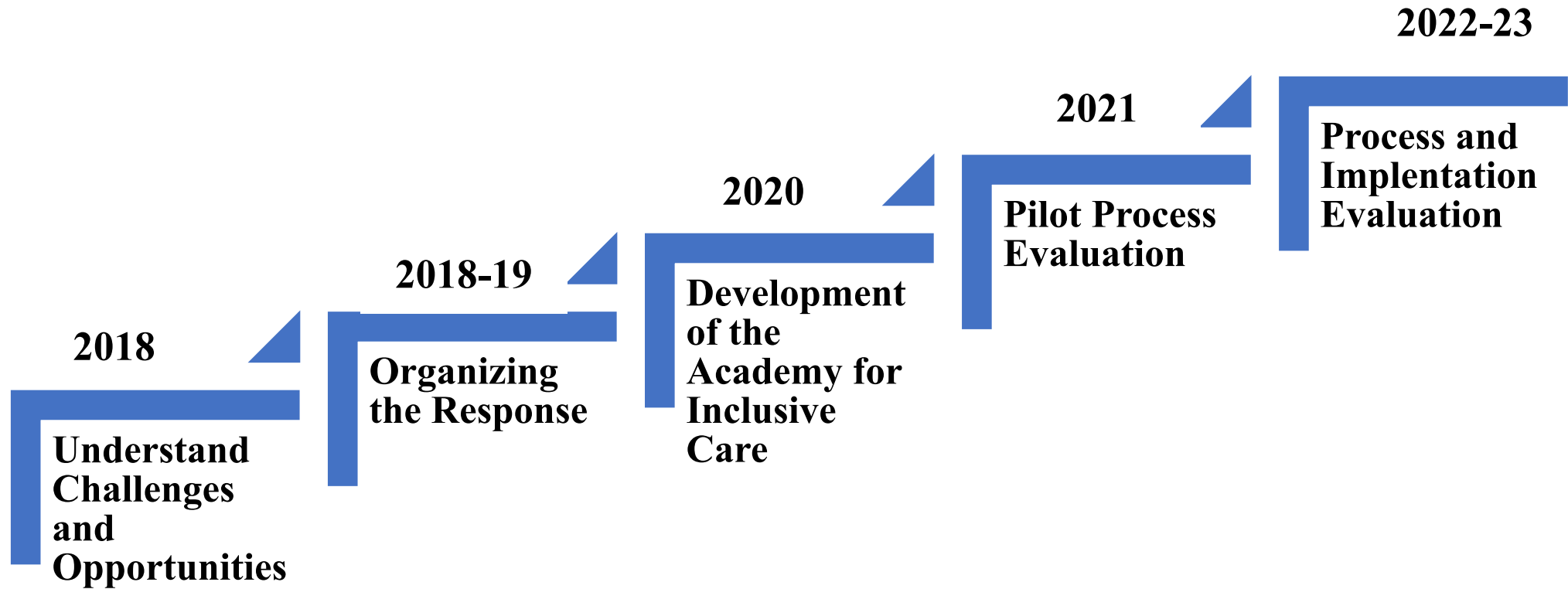


Outline

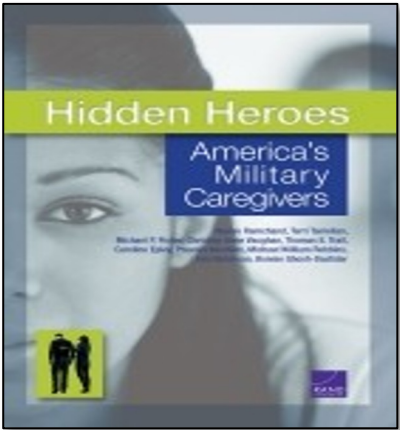
- Background and Design of Inclusive Care
- What is Inclusive Care
- Inclusive Care Framework
- Implementation of Inclusive Care in the Veteran Health Administration System

Campaign for Inclusive Care

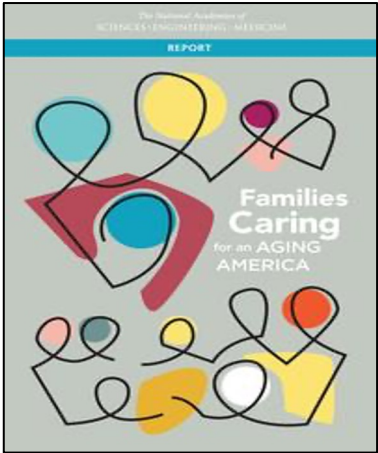
From Design to Implementation



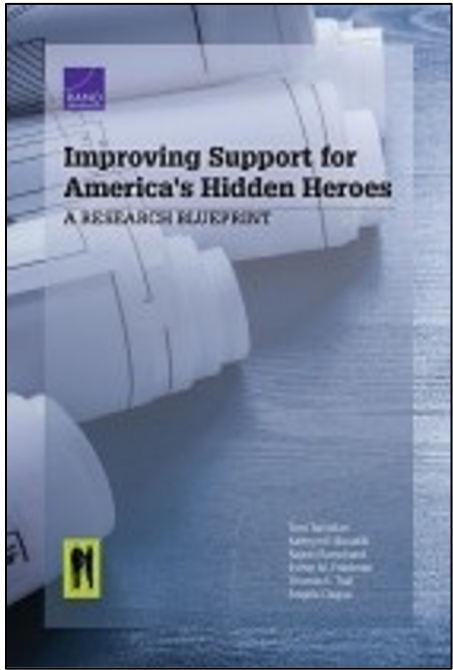
Background: Key Studies in Caregivers' Experience



Health care environments... should make efforts to acknowledge caregivers as part of the health care team. —2014



Practical approaches for inclusion and engagement of family caregivers remain poorly defined. —2016



Identifying effective programs and policies supporting caregivers' ability to provide care was... rated...highly important...caregivers are often thrown into care with little knowledge of where to turn to for guidance. —2017



Who are Veteran caregivers and why are they important members of the care team?

5.5 Million

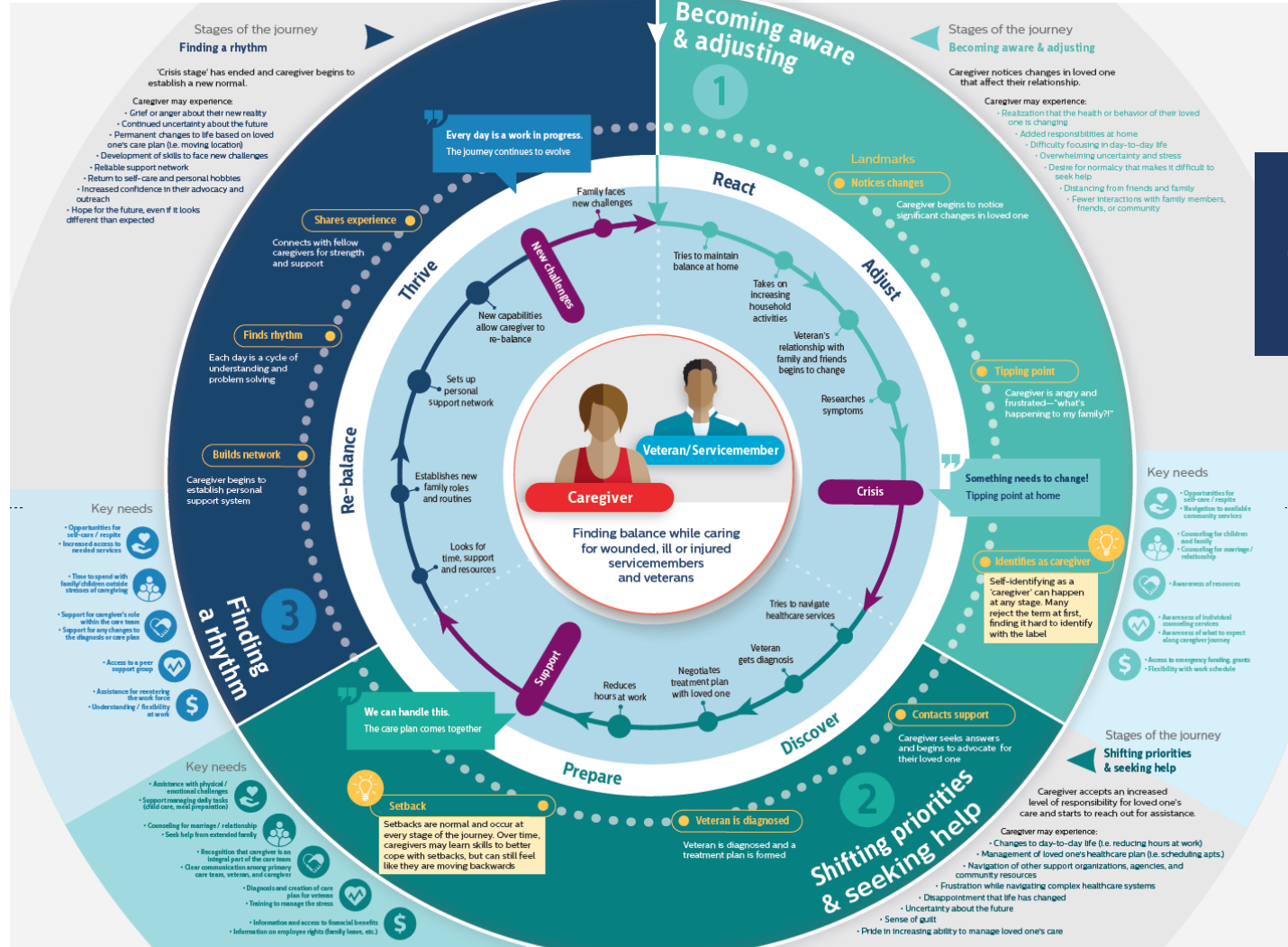
Military and Veteran Caregivers

(Ramchand etz. al., 2014)

- Veteran caregivers undertake a variety of the responsibilities a formal healthcare provider will deliver. (RAND, 2013)
- Apart from having expertise about the patient, accompanying caregivers can also provide critical information to providers about their capacity and limitations in providing care safely in the home. (VanHoutven, 2017)
- The inclusion of families into the treatment plan enhances the healthcare system, lowers costs, and improves patient health-related outcomes. (Institute for Patient and Family-Centered Care)



Military and Veteran Caregiver Experiences Map "The Journey Map"



Hidden Heroes | America's Military Caregivers
A military or veteran caregiver provides a broad range of care to, or manages the care of, a current or former member of the U.S. Armed Forces. Caring for a loved one is a difficult task, and military/veteran caregivers in particular are likely to suffer physical and emotional stress as a result of their caregiving duties. The information contained in Hidden Heroes: America's Military Caregivers helps us better understand this population.

9/11 Caregivers

| Category | PRE 9/11 | POST 9/11 |
|----------------------|----------|-----------|
| Spouses/partners | 22.3% | 33.2% |
| Children | 36.5% | 5.8% |
| Parents | 19.4% | 25.1% |
| Other family members | 15.7% | 9.8% |
| Friends or neighbors | 15.7% | 23.4% |

mil/vet caregivers provide \$14 billion uncompensated.

Key needs:

- Care Coordination
- Health & Wellbeing
- Employment & Financial Support
- Family Relationships
- Caregiver Quality of Life

Key moments:

- Crucial points of learning on the caregiver journey



Source: Ripper, Bamhardt, Tom, Tansil, Michael P. Fisher, Christine Anna Vaughan, Thomas E. Todd, Caroline Galley, Phoenix Voochies, Michael Wilton Roberts, Eric Robinson, Bonnie...

Adobe Acrobat Reader DC



Caregiver Experience on the Veteran Care Team

According to a 2017 survey, VA caregivers said that in the past 6 months, the patient's health care team never asked:

~25% of VA enrollees report needing the support of a caregiver

56%

for their ideas about managing their veteran's health

69%

whether they have the skills or training they need to help their veteran

72%

if they needed help at home in managing their veteran's health condition(s)

n=929, Van Houtven, Miller et al. 2017



What is Inclusive Care?

5 KEY COMPONENTS OF INCLUSIVE CARE:



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Review

Inclusion of Caregivers in Veterans' Care: A Critical Literature Review

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Abstract

More direct inclusion of informal caregivers (i.e., family, friends) in patients' care will make care more patient- and family-centered and has the potential to improve overall quality of care for patients. We need to understand what potentially comprises "inclusive care" so that we can define what "inclusive care" is and develop targets for care quality metrics. We conducted a critical literature review to identify key components of "caregiver inclusion." Focusing on extant literature from 2005 to 2017, 35 papers met inclusion criteria. Directed content analysis with constant comparison was used to identify major themes related to a concept of "inclusive care." Our analysis indicates that "inclusive care" entails five components: clear definition of caregiver role, system level policies for inclusion, explicit involvement of caregiver, provider assessment of caregiver capability, and mutuality in caregiver-provider communication. We discuss the evidence behind these five components using the Donabedian health care quality conceptual model.

Keywords

caregivers, veterans, decision making, health care delivery



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Including Family Caregivers In Seriously Ill Veterans' Care: A Mixed-Methods Study

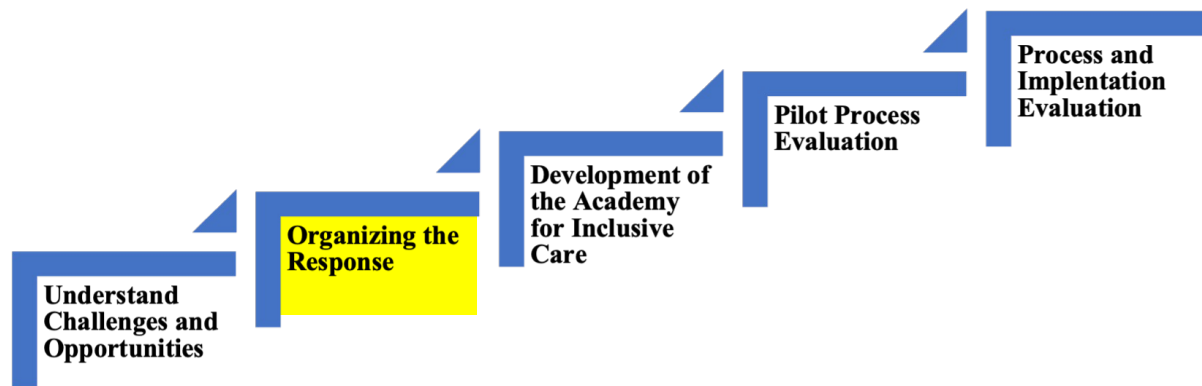
Nina R. Sperber, Nathan A. Boucher, Roxana Delgado, Megan E. Shepherd-Banigan, Kevin McKenna, Madison Moore, Rachael Barrett, Margaret Kabat, and Courtney H. Van Houtven [See fewer authors](#)

AFFILIATIONS

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Mission Statement

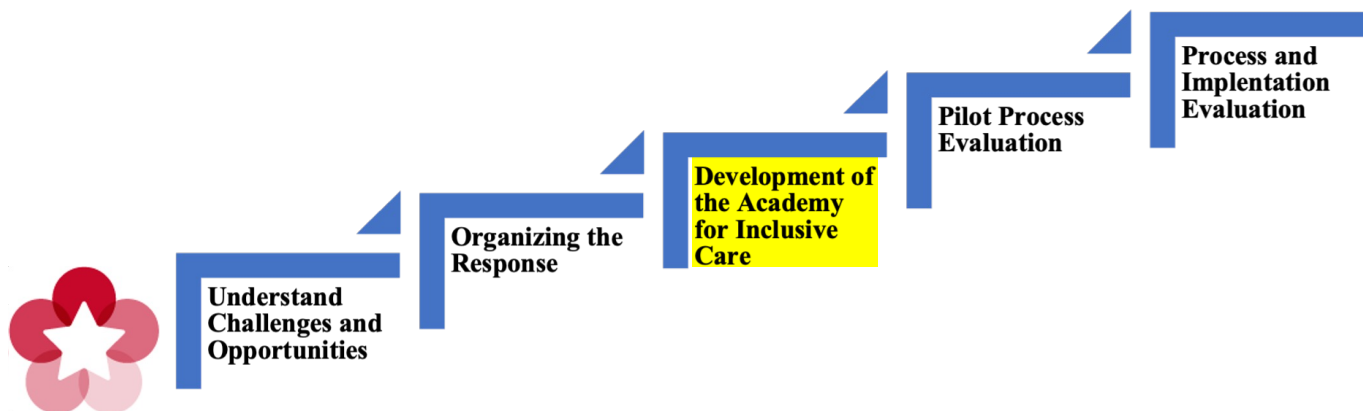
To empower healthcare providers and professionals to engage Veteran caregivers as part of the Veteran care team through policy, practice, and culture change.



Academy for Inclusive Care

Web-based Clinician Training Videos (LMS) to raise awareness and educate VHA staff

- Produce 4, 15-minute online videos to educate viewers on Inclusive Care moderated by Dr. John Torres (NBC News Medical Correspondent)
- Topics Include:
 - An Introduction of Inclusive Care
 - Who are Military Caregivers
 - Communicating with a Caregiver
 - Understanding the Caregiver Journey



Academy for Inclusive Care Findings

According to an assessment of knowledge, beliefs, and perception of healthcare providers about “inclusive care” before and after completing the Academy for Inclusive Care.

92%

Increased interest to practice inclusive care following completion of Academy modules.

94%

Increased need for self to practice inclusive care following completion of Academy modules.

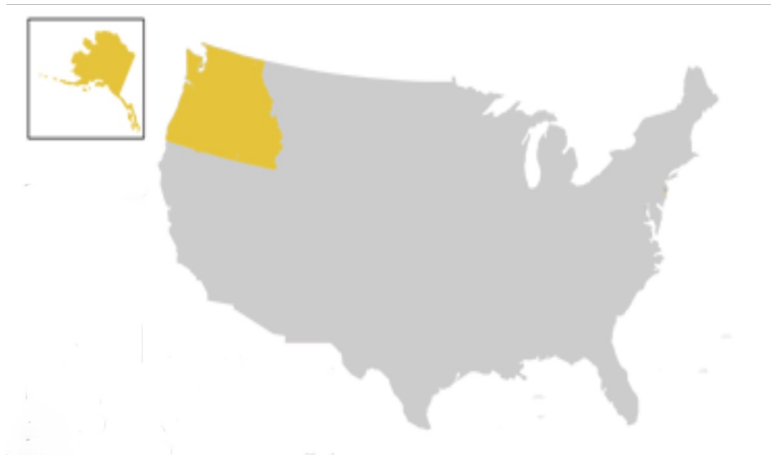
8.9

Increased self-efficacy of inclusive care was 7.92 prior to and 8.9 after having completed the modules, a statistically significant change.

Increase in provider confidence, desire, and need to practice inclusive care after modules



Pilot VISNs | Quality Improvement



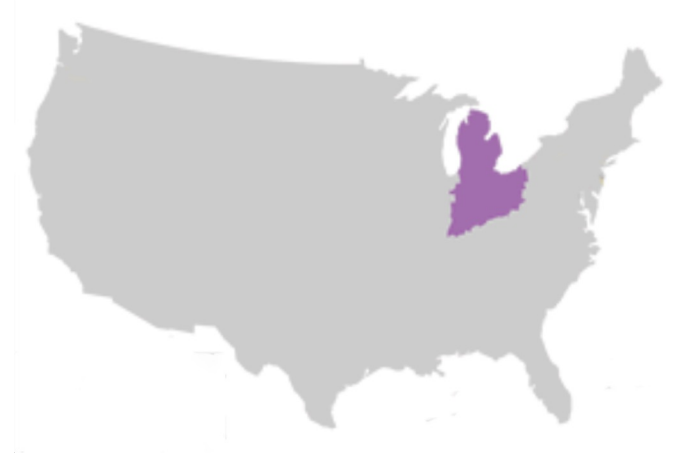
★ VISN 20

VA Northwest
Network (WA, AK, OR,
ID)



★ VISN 17

VA Heart of Texas
Healthcare Network



★ VISN 10

VA Healthcare System
Serving Ohio, Indiana
and Michigan



Barriers to inclusion as part of the health care team:

1. lack of time by the medical staff to “deal” with the caregiver (50%)
2. because I am not a provider, they don’t think I need to know any detail (40%)
3. legal or privacy concerns (38%)
4. healthcare team changes frequently (38%)
5. healthcare team may not know I am the caregiver (36%)



Current Activities

1. Implementation of VA-wide expansion
2. Recruit and Train Champions of Inclusive Care
3. Achieve Quadruple Aim: enhance patient and caregiver experience, improve population health, reduce cost, and improve the work life of healthcare providers
4. Change culture to make Inclusive Care the VA standard of care



How to Get Involved:

1. Encourage providers and staff to complete the 4, 15-minute education modules at www.train.org/inclusivecare/welcome.
2. Host learning/training opportunities on Inclusive Care
3. Amplify CARE principles with Caregivers and Veterans – Consider, Acknowledge, Review Role, Encourage
4. Sign on in support of a system-wide approach to Inclusive Care
5. Find and share resources at www.campaignforinclusivecare.org



Thank You!

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