



# Why Care for the Caregiver?

Evidence-based, accredited family caregiver support program that prevents burnout through precision tailored interventions



**CMS 1115 Approved**  
(in 4 States)



*AGING-IN-PLACE*  
**1st PLACE WINNER**



**Accredited**  
**Evidence-Based**



**Preferred**  
**Partner**

# Challenges for Programs serving Caregivers

- Limited resources and staffing
- Caregivers' needs are complex and changing.
- Caregivers' time, energy and resources are limited.
- Must strategically & efficiently identify resources that address needs and that are:
  - Available
  - Accessible
  - Acceptable

# Effective Caregiver Programs-

1

Services that meet caregivers' current needs

2

Resources that are:

- Available,
- Accessible,
- Acceptable
- Affordable

3

Measures of success

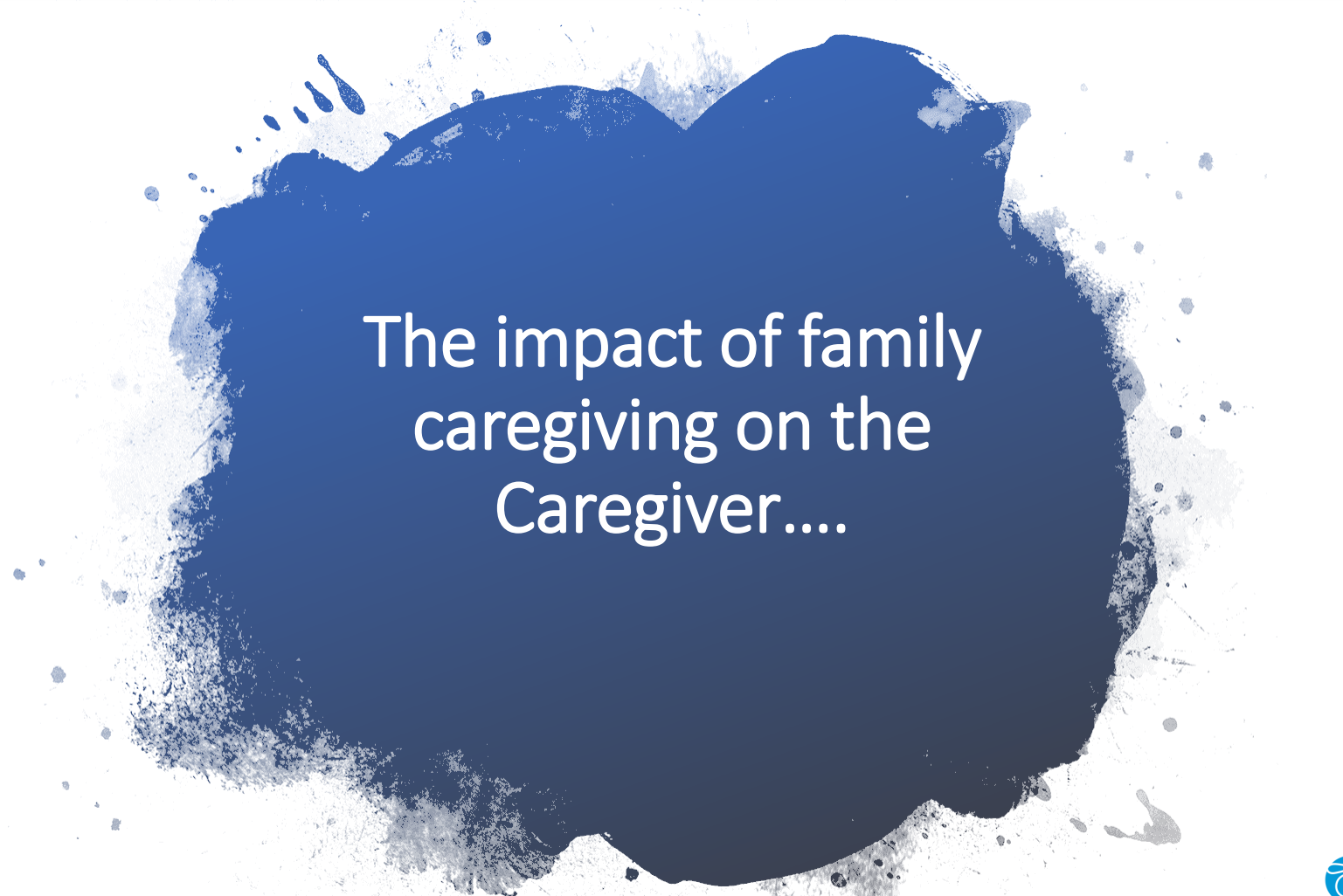
- Less depression
- Lower stress scores
- Ability to continue
- Better patient care
- Aging in place lengthened

4

Pathways to Monitor

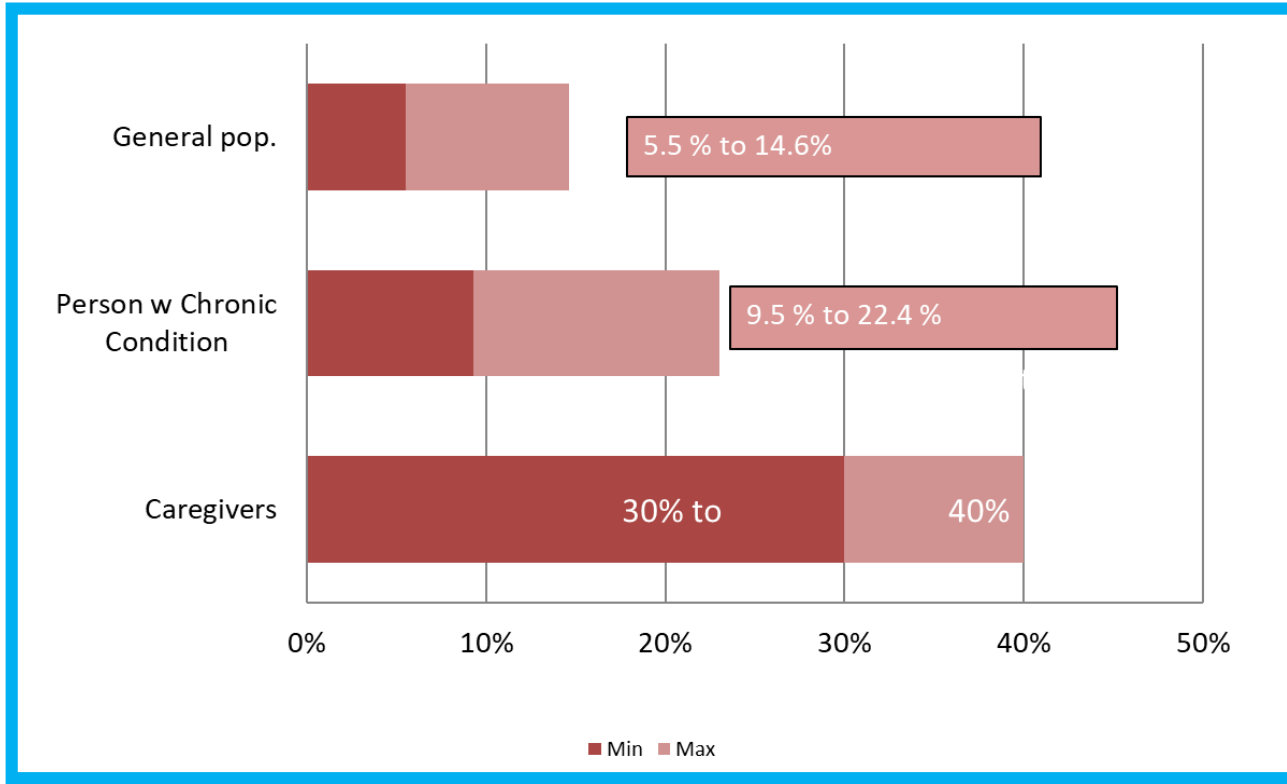
# Studies show that the presence of a Family Caregiver:

- Improves compliance with medical regimens
- Reduces length of hospital stays
- Reduces number of readmissions
- Prevents unnecessary doctor and ER visits
- Prevents or delays placement into an institution or LTC
- Improves quality of life



The impact of family  
caregiving on the  
Caregiver....

# Presence of Clinical Depression



# Health & Costs of Health Care

- **Caregivers have higher rates of:**
  - **Diabetes**
  - **High Cholesterol**
  - **Hypertension**
  - **COPD**
  - **Heart Disease**
  - **Depression**

# Collaborative Development & Testing

TCARE team led by Dr. Rhonda Montgomery

- Researchers at University of Wisconsin
- Thousands of Caregivers
- Hundreds of Care Managers & Administrators representing
  - State Units on Aging
  - Area Agencies on Aging
  - Alzheimer's Association
  - Home Care Organizations
  - Senior Care programs





# Impact in Washington (2,300 caregivers)

20% + 21 mo. = \$20M

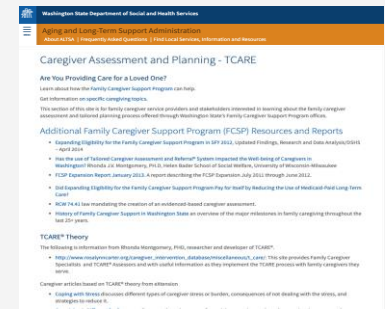
Less likely to use Medicaid LTSS service usage

Delay in nursing home/ALF placement

Annual savings



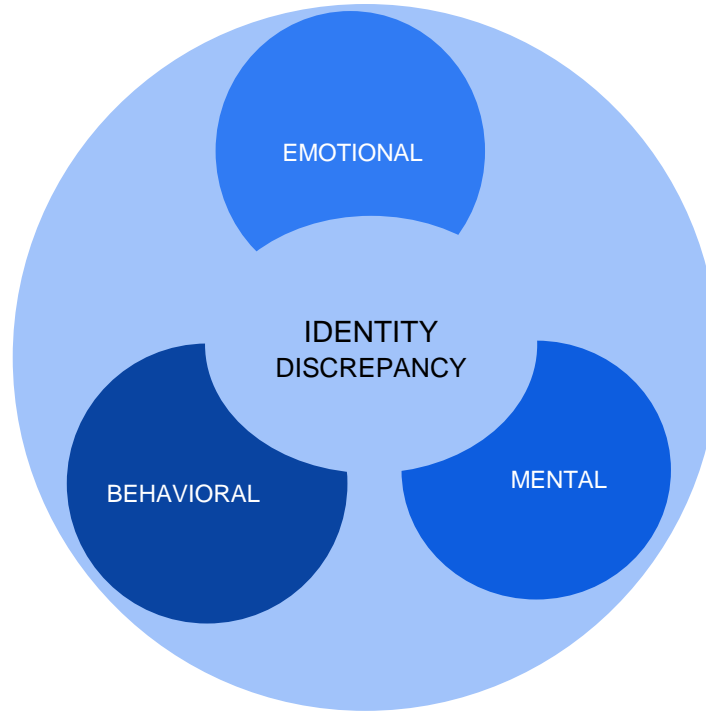
[RDA-Report 8.31 "Expanding Eligibility for the Family Caregiver Support Program in SFY 2012"](#)  
Bridget Lavelle, PhD, David Mancuso, PhD, Alice Huber, PhD, Barbara E.M. Felver, MES, MPA



What do you think leads to caregiver burnout and intention to place?



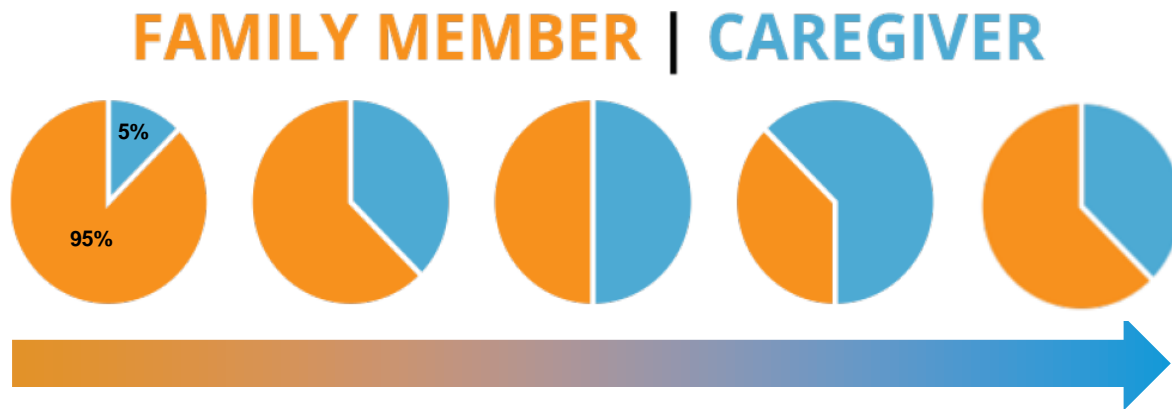
**Caregiving  
Activities ≠  
Predict Intention  
To Place**



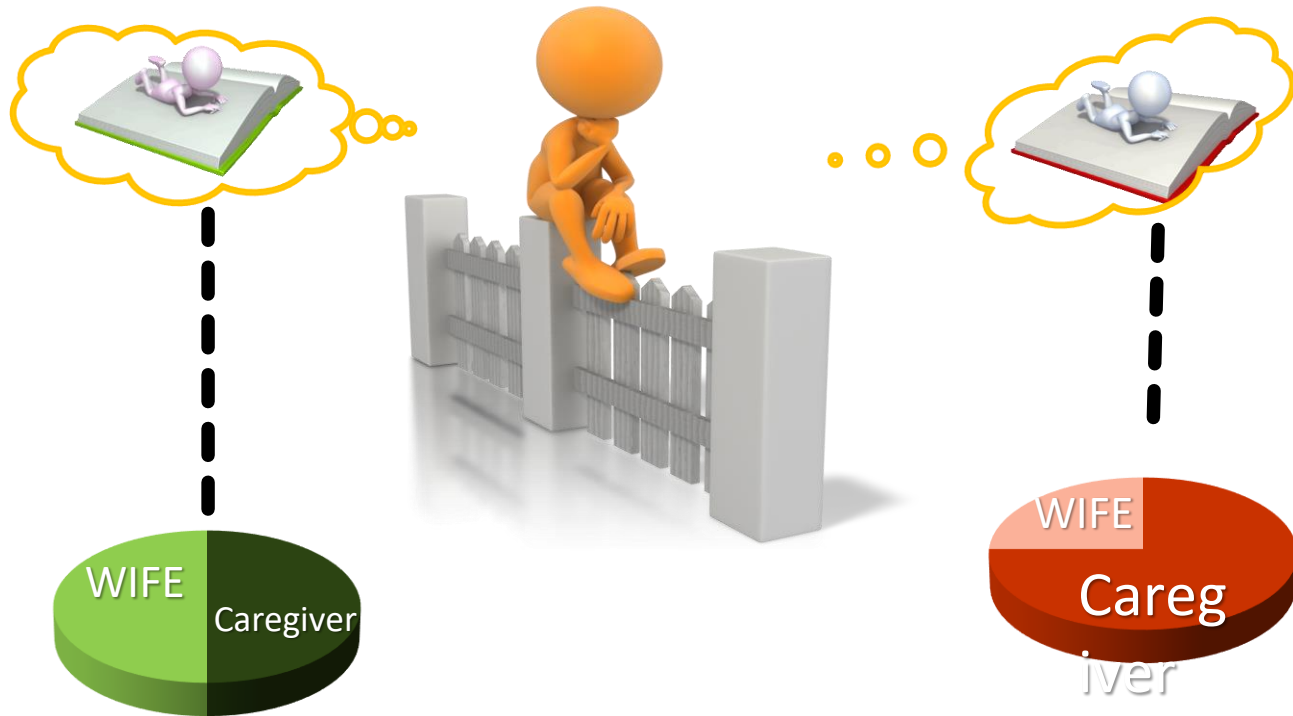
**Hours of Care ≠  
Caregiver  
Burnout**

# Identity Discrepancy is central to understanding burnout

“Am I her **daughter** or her **caregiver**?”



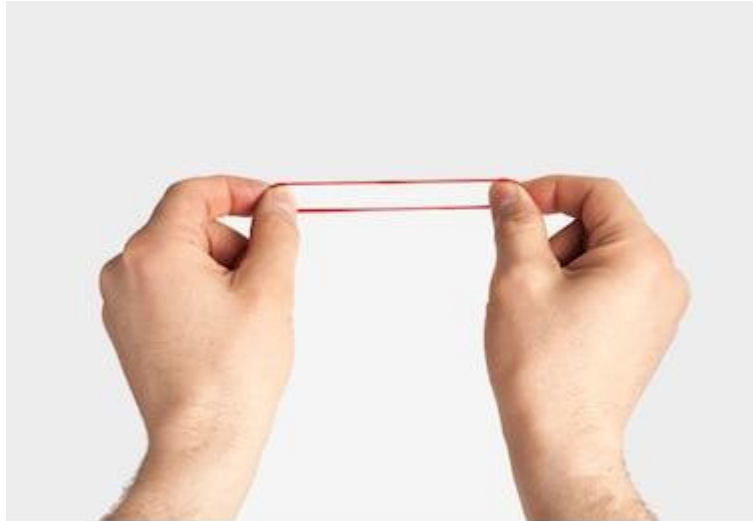
TCARE reduces burnout by identifying the goal, strategy, and resources needed to close the gap between how a caregiver self-identifies and how they clinically measure.



## Caregiving Journey: Systematic Change Process

- Change in *activities*
- Change in *relationship* with care receiver
- Change in *identity* of caregiver

# Identity Discrepancy



## View of Self vs. Personal Expectations

TCARE reduces burnout by identifying the goal, strategy, and resources needed to close the gap between how a caregiver self-identifies and how they clinically measure.

# Measurable Predictors of Burnout

Relationship  
Burden



Objective  
Burden

Depression

STRESS

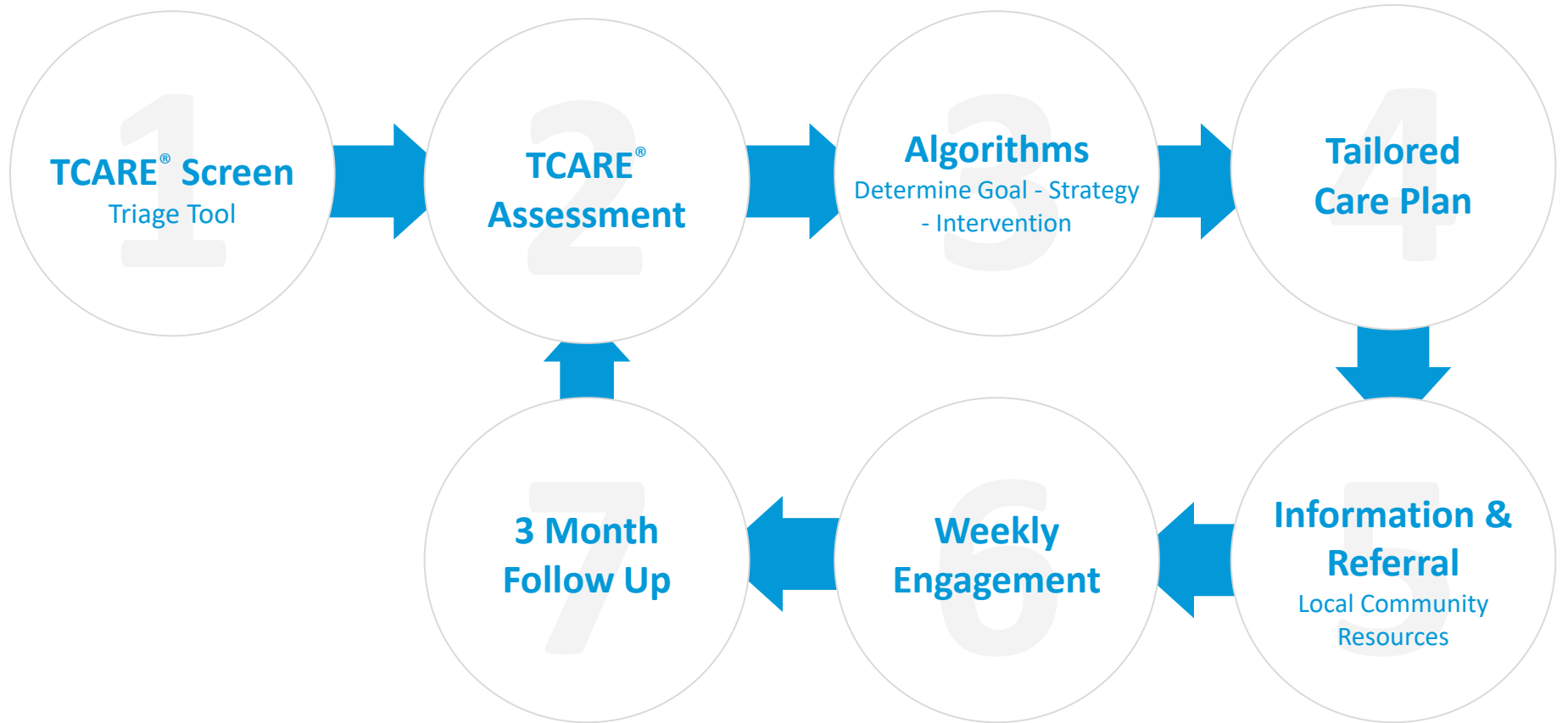
Identity  
Discrepancy

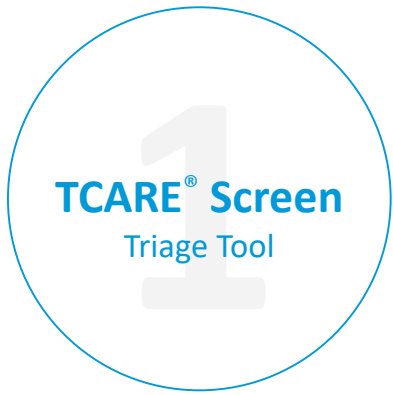
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# TCARE Solution



# TCARE<sup>®</sup> Protocol Map





**TCARE** CAREGIVER SCREENER

CAREGIVER SCREENER 2 of 8

As a result of assisting the care receiver, have the following aspects of your life changed?

3. Have your caregiving responsibilities...

	Not at All	A Little	Moderately	A Lot	A Great Deal
(a) caused conflicts with your grandmother?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
(b) decreased time you have to yourself?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) created a feeling of hopelessness?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
(d) given your life more meaning?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
(e) increased the number of unreasonable requests made by your grandmother?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
(f) kept you from recreational activities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
(g) made you nervous?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

STRESS BURDEN : **HIGH**      IDENTITY DISCREPANCY: **HIGH**

OBJECTIVE BURDEN : **MEDIUM**      DEPRESSION : **HIGH**

RELATIONSHIP BURDEN : **HIGH**      INTENTION TO PLACE : **YES**

**Within five minutes, TCARE screens and categorizes caregivers as either low, medium, or high risk of burnout—completed online, over the phone, or face-to-face.**



**TCARE<sup>®</sup>**  
**Assessment**

*Have your caregiving responsibilities  
given your life more meaning?*

*A little...*

**The TCARE assessment is a guided counseling session that is the behavioral intervention itself—  
not merely a question and answer session**

# Scientifically Validated Algorithms

Determine Goal - Strategy - Intervention

**TCARE** Summary for Molly Smith  
taking care of Mother

Caregiver Phase : Phase 3-Phase 3 message  
Intention to Place : No-

My Caregiving Burdens		My Caregiving Obligations	
Relationship Burden :	LOW	Personal Care Hours :	1
Objective Burden :	LOW	Household Care Hours :	0
Stress Burden :	LOW	Other Assistance Hours :	0
Uplifts :	HIGH	Total Dependents :	1
Depression :	HIGH		
Identity Discrepancy :	HIGH		

Mother's Needs	
ADL :	LOW
IADL :	LOW
Problem Behaviors :	HIGH
Memory :	No

Questionnaire
1. Does caregiver accurately understand care receiver's level of need? Answer : Yes
2. Currently is caregiver able to provide necessary care in a safe manner? Answer : Yes
3. Are there services/resources available to the caregiver that would enable the caregiver to provide care in a safe manner? Answer : Yes

**TCARE will identify the root causes of burnout, stress and more!**

# Tailored Care Plan

# Over 99+ categories of services...

# Information & Referral Local Community Resources



Community Resource Finder



### Health Goal

#### D. Reduce generalized stress

(15) Medical or Behavioral Health Related Services

#### E. Improve overall health

(15) Medical or Behavioral Health Related Services

### Goal 2: Embrace Caregiver Identity

#### A. Change personal rules for care

(3) Counseling or (4.2) CG Education psycho-social

(4.1) Education for caregiver to obtain information about services and assist with planning for the future

(4.3) Education to build caregiving skills (e.g. direct care and communication)

#### Skills for responding to mood and behavior changes \*\*

PRIMARY CARE CLINIC  
20 UNION ST N  
MORA

#### Amount/Frequency

1x Week

PRIMARY CARE CLINIC  
20 UNION ST N  
MORA

#### Amount/Frequency

(13) Support Groups (Expand and sustain networks of support)

#### B. Reduce or minimize work load

(1) Adult Day Services (Experience time away from care responsibilities)

(2) Assistive Technologies (Promote safety and functional abilities of care receiver)

(4.1) Education for caregiver to obtain information about services and assist with planning for the future

Care plan is generated with defined goals and strategies that are well-targeted interventions addressing the root causes of burnout

# TCARE<sup>®</sup> Continuous Engagement System

Weekly  
Engagement

3 Month  
Follow Up

MONTH 3

MONTH 6

MONTH 9

MONTH 12

WEEKLY TEXT-BASED TOUCHPOINTS

**TCARE prevents crisis through timely data driven interventions—crisis prevention, not crisis management.**

# TCARE<sup>®</sup> is a gateway to your existing programs



Overwhelming number  
of options



Systematic distribution of your existing  
programs



**MILITARY**

**OLDER ADULTS  
/DEMENTIA**

**DEVELOPMENTALLY  
DISABLED (IDD)**





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# TCARE Outcomes

# Impact in Washington (2,300 caregivers)

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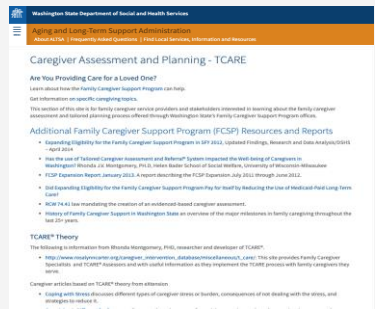
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# TCARE Footprint

**500+**

Certified TCARE  
Specialists

Reduced levels of stress  
in as little as

**3mo.**

Caregivers  
Impacted

**100,000+**

**84%**

Report lower levels of  
stress & depression

**79%**

Engagement at the 3 mo.  
follow up ; 54% at 12 mo.

# TCARE SUMMARY

## Comprehensive Assessments

1

Identify a caregiver's true needs

Helps support staff with proper identification of those in greatest need

## Person Centered Care Plans

2

Resources are driven to those identified as greatest risk:

- Available,
- Accessible,
- Acceptable
- Affordable

3

Continuous Engagement and data collection delivers outcomes:

- Validated Less depression
- Lower stress scores
- Ability to show lengthened aging In place
- Lower program cost to LTC

4

Pathways to Monitor

Where your dollars are going

Caregiver Demographic  
Outcomes to seek \$\$\$\$



# TCARE<sup>®</sup> Implementation

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