



Beyond the Clinic: *Caregivers & Home Health Workers*



ACU

ASSOCIATION OF CLINICIANS
FOR THE UNDERSERVED

Webinar #4:

“Caregivers as a Window Into the Living Environment”

Lisa Skinner, MSHA, BSN, RN – Co-Chair, ACU Program Committee
Jennifer Kucera, BS – Board Member, UHC National Advisory Board
Maria Mann, LPN – Owner/Operator, Norwill Healthcare Services

Tuesday | 5 March | 2023



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WEBINAR HOUSEKEEPING




As you joined today, **you were automatically muted and your camera turned off.**



Feel free to **enter your questions in the chat** at any point, and **we will answer them during Q&A at the end.**



During Q&A, feel free to raise your hand to ask a question, and we will call on you to unmute your line.



Today's session is approved for 1.25 AAFP live elective credits. If you would like to receive CME credits or a completion certificate for your attendance, **we will share an evaluation link to complete after the webinar.**

Today's session is being recorded, and we will send a copy of the slides and recording to you within the next two weeks.



Access to Care & Clinician Support

Recruitment & Retention

National
Health
Service Corps

Resources

Training

Networking



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ABOUT THIS WEBINAR SERIES

- ❖ 6-part webinar series
- ❖ Goal: Provide clinical staff with tools and information to best support their consumers who use caregiver services, including:
 - Understanding the consumer's living environment
 - Recognizing and overcoming common biases and preconceptions and supporting equity in clinical care
 - Understanding legal and ethical challenges that may arise and how to successfully navigate them
 - Helping to manage conflicts when they arise and ensure effective communication between consumer, clinical staff, and caregivers
 - Integrate formal and informal caregivers into the clinical care team to best support the consumer

Webinar Schedule:

1. "Understanding Caregiver Roles, Responsibilities, and the Workforce Landscape"

Thursday 2nd November - 2pm-3:15pm ET

2. "Equity, Unconscious Bias, and Other Critical Considerations When Working with Healthcare Consumers and Their Caregivers"

Monday 20th November - 2pm-3:15pm ET

3. "Getting the Conversation Started: Engaging Consumers and their Caregivers and the Legal and Ethical Implications"

Tuesday 28th November - 2pm-3:15pm ET

4. "Caregivers as a Window into the Living Environment"

Tuesday 5th March 2024 – 1pm-2:15pm ET

5. "Caregivers as an Ally for Emotional Support"

Tuesday 26th March 2024 – 2pm-3:15pm ET

6. "Communication and Conflict Resolution for Working with Caregivers and Consumers"

2024 - Date Coming Soon

THANKS TO OUR PARTNERS



Thanks to United HealthCare and UHC's Federally Qualified Health Center Advisory Board for supporting this series.

The advisory board provided input on the webinar series development and many speakers, including consumers and caregivers lending their voices to our discussions and presentations are members of the board.

YOUR PRESENTERS



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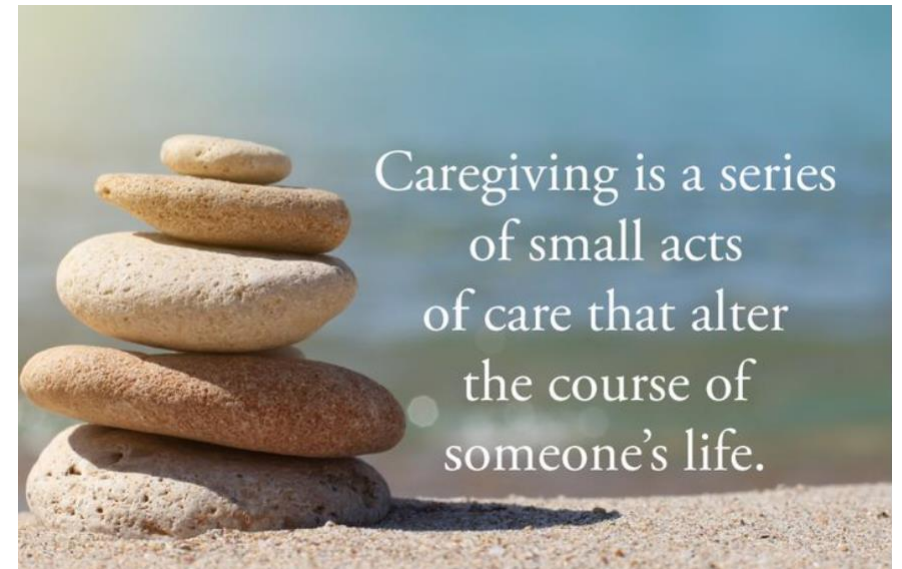
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Importance of Caregiver role in the Consumer's Living Environment

Engaging Caregivers to Recognize and Assess Hazards in the Consumer's Living Environment

Hazards in the Consumer's Home

Hazards in the Consumer's Surrounding Environment



IMPORTANCE OF THE CAREGIVER ROLE IN THE CONSUMER'S HOME ENVIRONMENT

Caregivers in the US

- In 2023 there were an estimated 53 million
- Number of caregivers will increase by 2030
- Projection: more than 1 in 5 Americans will be 65+
- 70% will require some form of long-term care and support

Consumers Home Environment

- Most caregivers support/care for consumers in their home
- Some may see the consumer:
 - Only a few minutes of the day or a few days a week
 - Or many hours each day, all-day, or overnight



Caregiver Support for the Home Environment Includes:

- Awareness of the environment and potential hazards
- Prevention of hazards from occurring
- Advocacy for safe environment for the consumer

To support comprehensive, accessible care, caregivers need to understand the consumer's everyday world and how the consumer navigates it – this is primarily the consumer's home

Only through this understanding can a caregiver be able to recognize and assess hazards

- **Physical environment and surroundings**

- Caregivers should be very familiar with the consumer's environment
- Caregivers should consistently assess the home environment – why?
 - Prevention: When a potential hazard is recognized, the caregiver can reduce the risk
 - Respond: Recognizes what hazard caused a situation to occur and why
 - Goal – Prevent future situations by reducing hazards
- How does a caregiver assess the environment?
 - First: know what a potential hazard could be
 - Second: walk around the home and look, listen, and feel for hazards
 - Third: determine what can be done about the hazard and work toward a plan

Environmental hazards are detrimental to the safety and security of most consumers

- **Downstream impact of environmental hazards**
 - Hazards can become barriers to care
 - Make it more difficult to care for a consumer
 - Could impact access to care
 - Hazards can contribute to a consumer's decline
 - Accidental injury, hospitalization, long-term recoveries, reduce independence

HAZARDS IN THE CONSUMER'S HOME THINGS TO CONSIDER IN CARING FOR THE CONSUMER*

CARE NEEDS

- MEDICATIONS
- EQUIPMENT
- SUPPLIES



CAREGIVER SKILLS

- SCOPE OF PRACTICE
- TRAINED
- UNDERSTAND CONSUMER'S NEEDS

CARE INSTRUCTIONS

- CARE/TREATMENT PLAN
- MEDICAL EQUIPMENT
- DOSE/FREQUENCY

CAREGIVER SUPPORT

- ENOUGH CAREGIVERS
- SAFETY OF CONSUMER
- SAFETY OF CAREGIVER(S)

HAZARDS IN THE CONSUMER'S HOME

THINGS TO CONSIDER IN CARING FOR THE CONSUMER*

SAFETY OF CARE ITEMS

- MEDICATION STORAGE
- SAFE EQUIPMENT
- SANITARY SUPPLIES



HYGIENE

- REGULAR HYGIENE
- SAFE HYGIENE TOOLS
- HOT WATER

GENERAL HAZARDS

- STAIRS/HANDRAILS
- CARPET/TROW RUGS
- RODENTS OR PESTS
- LACK OF HEAT OR A/C

NUTRITION AND EATING

- ACCESS TO FOOD
- ABLE TO PREPARE FOOD
- FEEDING CONSIDERATIONS
- RUNNING WATER

BE AWARE AND CONSISTENTLY ASSESS

- Only awareness of consumer's environment can caregivers know what to advocate for
 - Keep a log if not an urgent situation
 - Keep consumer informed (based on specific consumer)
- Talk with the consumer
 - What hazards is the consumer aware of that the caregiver didn't know or didn't think of?
 - How does the consumer perceive the hazard?
 - What is the consumer's wishes regarding the hazard?

TAKE ACTION

- Connect with community resources to fix potential hazards or after a hazard has caused an accident or situation
 - Housing assistance – landlords, development management
 - Family
 - Repair workers or resources
 - Case management
 - Community centers
 - Local church
 - Providers



ASSESSING THE CONSUMER'S HOME*

SAFETY DETECTORS

- SMOKE/FIRE ALARMS
- FALL/SAFETY ALERTS
- BED ALARMS



ACCESSIBILITY

- CONSUMER ENTER/EXIT
- FIRE DEPARTMENT
- FIRST RESPONDERS

PERSON-CENTERED DEVICES

- SAFETY EQUIPMENT
- LOCATION
- USE OF

REGULAR MAINTENANCE

- APPLIANCES
- CARE EQUIPMENT
- HOME REPAIRS

HAZARDS BEYOND THE CONSUMER'S HOME*

PLACES CONSUMER GOES

- ACCESSIBILITY AT LOCATION
- POTENTIAL HAZARDS

MOBILITY ASSISTANCE

- ACCESS TO PROPER DEVICE
- WORKING ORDER
- HOME VS COMMUNITY OPTIONS
- SERVICE ANIMAL OR COMPANION NEEDED



TRANSPORTATION

- PUBLIC OPTIONS
- CONSUMER-SPECIFIC OPTIONS
- CAREGIVER PROVIDED

SAFETY CONSIDERATIONS

- CONSUMER'S NEIGHBORHOOD
- LOCATIONS TRAVELING TO
- WEATHER IN AREA CONSUMER LIVES

TAKE ACTION*

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CONCLUSION

- **Reminder of the number of Caregivers in the US**
- **Caregivers are often the first line of protection for Consumers**
- **Consumers heavily rely on their caregivers for their safety**
- **The more caregivers are armed with home environment awareness, the better they are prepared to assist the consumer, avoid hazards, and focus on prevention**
- **Caregivers need to be supported now more than ever!**





*Today's session is approved for **1.25 live AAFP elective credits for live attendance of this session.***

Please complete the Poll on your screen and the [**CME Evaluation Form**](#) to receive your webinar certificate and CME credit from the **American Academy of Family Physicians**





- Please place questions in the chat, or raise your hand to be unmuted.
- If you wish to ask anonymously, please message Alex directly.



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Please join us for the next webinars in our series:

“Caregivers as an Ally for Emotional Support” – 3/26/24 at 2pm ET

“Communication and Conflict Resolution for Working with Caregivers and Consumers” – Date to be Announced Soon

