



# Henry Ford C.A.R.E. Program

Summer 2018



**C.A.R.E. PROGRAM**

*Caregiver Assistance Resources and Education Program®*

# 50 WAYS FOR CAREGIVERS TO CARE FOR THEMSELVES

50 ways for caregivers to care for themselves:

- EXERCISE
- SEE A THERAPIST
- ACCEPT HELP
- DRAW
- READ A POEM
- SIP HERBAL TEA
- GIVE THANKS
- SING
- COUNT TO 10
- ACCEPT YOURSELF
- SET GOALS
- GET A CHECKUP
- TAKE A WALK
- READ IN BED
- MEDITATE
- EAT A SALAD
- BREATHE DEEPLY
- DRINK WATER
- SMELL A FLOWER
- LIGHT A CANDLE
- THINK POSITIVE
- WRITE
- COLOR
- SMILE
- BE IMPERFECT
- ENJOY HAPPY MOMENTS
- HIRE IT DONE
- GO TO A PARK
- SEE THE DENTIST
- SAY NO TO GUILT
- LAUGH
- CALL A FRIEND
- GIVE YOURSELF CREDIT
- SIT OUTSIDE
- LET GO OF SOMETHING
- JOIN A SUPPORT GROUP
- REMINISCE
- LISTEN TO MUSIC
- ASK FOR HELP
- GRAB A NAP
- WATCH THE SUNSET
- LOOK AT ART
- REST
- UNPLUG
- TAKE A BATH
- SLEEP
- VISIT A FRIEND
- SAY NO
- DANCE



***The best way to care for others is to care for yourself first.***

Join our Facebook Group, "Henry Ford Health System Family Caregivers"



## INTRODUCTION



Retired Henry Ford CEO Nancy Schlichting, a caregiver herself, committed a portion of the President's Fund to launch the Henry Ford C.A.R.E. Program.

Nationally, more than 40 million people, or 32 percent of the adult population, are unpaid family caregivers (AARP and National Alliance for Caregiving, 2015). Through personal experience, retired Henry Ford CEO Nancy Schlichting recognized the value of supporting caregivers. A caregiver herself, she knows firsthand the emotional, logistical, and financial challenges of family caregiving, and generously committed a portion of the President's Fund to launch the Henry Ford C.A.R.E. Program in 2016. With her father now in his mid-90s, Nancy continues to be his sole caregiver. C.A.R.E. Program leadership remains in close contact with Nancy, and is seeking continued support for her commitment.



Caregiver support programs like Henry Ford's are rarely part of a health system's operations. However, a health system that supports caregivers and integrates them in the patient care team will likely realize benefits that include lower readmissions and increased medication adherence and follow-up care. Henry Ford Health System is a leader in providing caregiver support and could serve as a national model.



## Overview and Background

At Henry Ford Health System, patient and family-centered care is a priority. It means working “with” patients and families, not just “to” or “for” them. Henry Ford patients and their caregivers collaborate on decision-making and care, creating a mutually beneficial partnership with the medical team that leads to better health outcomes.

Healthcare organizations that practice meaningful family caregiver engagement and integrate caregivers into the patient discharge process can reduce hospital readmissions by one-quarter, according to research from the University of Pittsburgh Medical Center.

- Several studies conducted by Mark Ketterer, Ph.D., at Henry Ford Hospital also support findings that when co-habiting family members are involved in medication and appointment compliance, readmissions decrease.
- The U.S. Department of Health and Human Services identified the Top 10 Evidence-Based Interventions to reduce re-admissions. These include: “Identify primary caregiver...and include with education and discharge planning.”

The Michigan CARE Act requires hospitals to give patients the opportunity to name a caregiver.

- Michigan was the 25th state to adopt the act, which went into effect in April 2016.

- The following October, Henry Ford rolled out caregiver documentation in Epic (the health system’s electronic medical records system) and revised discharge instructions with the goal of better educating patients at the time of discharge to improve safety and reduce readmissions.
- Since the Epic roll-out, C.A.R.E. program staff has supported readmission reduction initiatives to better identify caregivers through Case Management and Nursing staff education on how to identify the caregiver.

Since it was launched in March 2016, the Henry Ford C.A.R.E. Program, Caregiver Assistance Resources and Education Program®, has grown from a concept to a diverse, multi-dimensional program offering assistance to caregivers on many levels and in many formats.

- Henry Ford’s program is unique in Michigan.
- A June 2018 telephone poll of 21 hospitals and health systems in lower Michigan revealed that none offers a similar caregiver program.
- The only services found were at the VA Medical Center in Detroit, which employs a caregiver coordinator, and a single support group at Beaumont’s Farmington Hills location (formerly Botsford).



# C.A.R.E. Program Components

## CAREGIVER BINDER

Henry Ford C.A.R.E. Program staff created a comprehensive, user-friendly Caregiver Binder and has distributed it to almost 700 caregivers in southeast Michigan.

- To our knowledge, it is the most comprehensive tool of its kind in the industry.
- Developed in collaboration with the Care Transitions Patient and Family Advisor Council (PFAC) and the Transplant Living Community, as well as employees from departments across the System, including physicians, Quality and Safety, Pharmacy, Nursing, Social Work, Medical Records, Advance Care Planning, Case Management, Lab, and Home Health Care.
- Provided at no cost to caregivers.
- Data collection on binder usage and satisfaction is under way through an online survey.



*“I’m caring for my adult nephew, who is on the autism spectrum. There is so much information I need to have for him. I recently got a call from the medical supply company asking for the doctor’s name. I couldn’t remember it, but I had put it in the binder so I found it easily. The binder is an awesome resource that keeps everything in one place. During a stressful or emotional time when I might not be thinking clearly, I’ll be prepared. It even helped me think of things I might need and didn’t have. Having things organized is so helpful.”*

—Theresa, Detroit

*“When my brother had a stroke, I became his care coordinator. My brother is not my only concern. I work, and my father-in-law is 92. Everything we received from his primary care doctor, specialists, hospitals, physical, occupational and speech therapists, went in the binder. For us, the binder is gold – anyone can grab it and know his medical history. I took it to his PT, OT and speech therapy appointments so they could see it and they wanted binders for their patients. I used to go to all my brother’s doctor’s appointments with him, but now he feels confident going alone with the binder. It’s been a godsend.”*

—Debbie, Westland



Shawn Bennis, MSN, R.N., Family Caregiver Coordinator, Henry Ford Health System, meets personally with caregivers by request. Hands-on orientation to the Caregiver Binder is often a launching point for discovering how to help caregivers as they care for their loved ones.

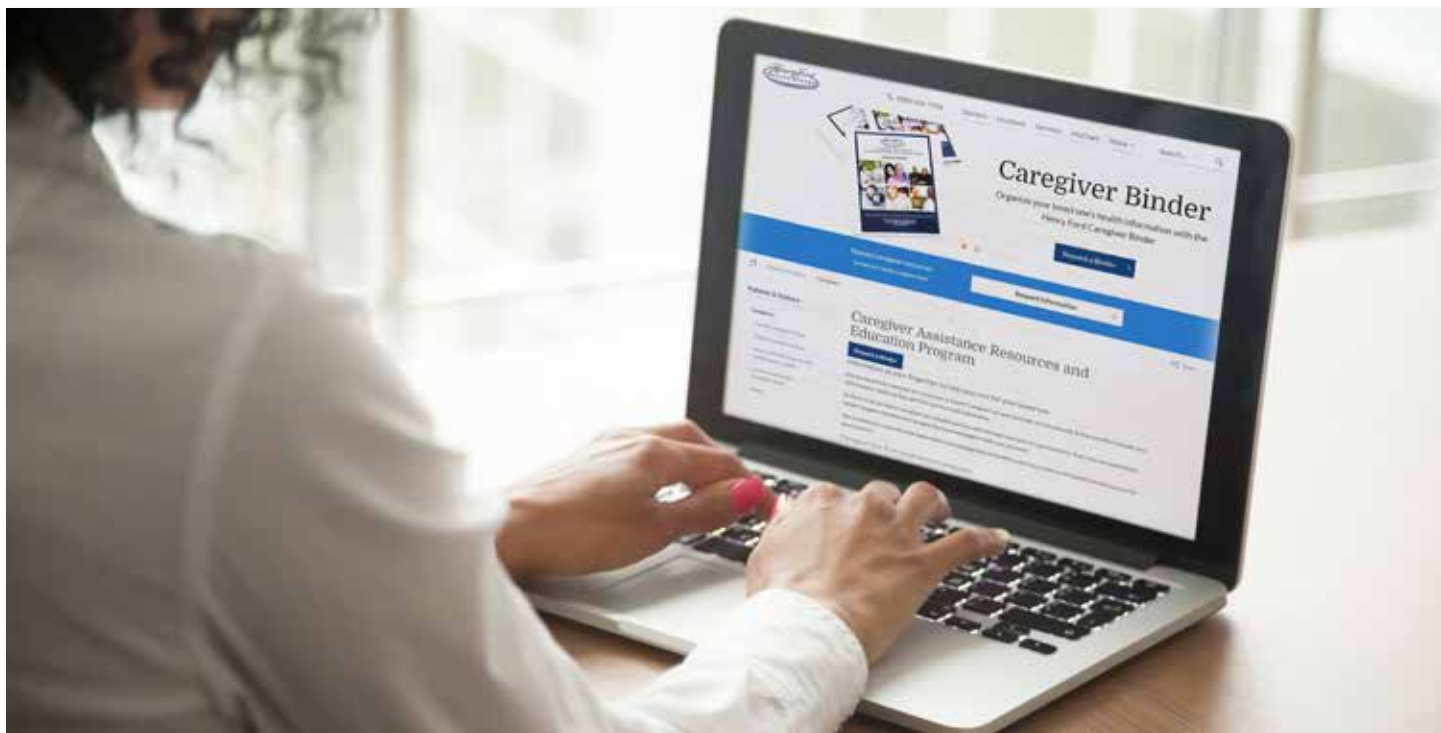
## DIRECT CAREGIVER CONTACT

From March 2016 – May 2018, C.A.R.E. Program staff has made more than 400 connections with caregivers through caregiver-initiated phone calls, emails and in-person meetings.

- In the first five months of 2018, contacts increased by 47 percent compared with the same period in 2017.
- Staff spent more than 90 hours in direct contact with caregivers, and more than 45 hours researching and compiling caregiver-requested information.
- Interactions with caregivers ranged from two minutes to two and a half hours.
- Common requests were assistance with Alzheimer's and dementia care, general caregiver support, connections with local resources, support group or class information, respite and in-home care information, advice about paying for care, and orientation to the Caregiver Binder.

*"I'm a new caregiver since my father was hospitalized after a stroke. I had so many questions and I didn't know what to do, who to ask, or even what to ask. When I called the C.A.R.E. Program the first time with questions about home care, she directed me to the case manager. I didn't even know what a case manager was, but now I do. On my last call, she told me to look on his discharge papers for the information I needed, and I found it there. I often feel helpless, but having someone I can reach out to really helps. I have more confidence now and when I have questions, I know there is someone who will give me great advice."*

*—Andre, Mt. Clemens*



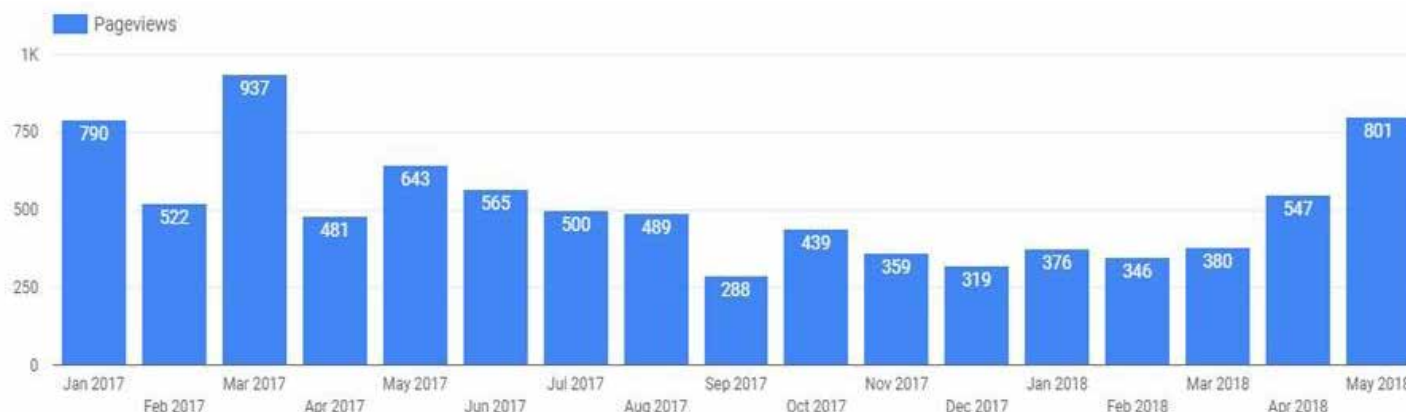
## WEB SITE

A key part of the C.A.R.E. Program is the comprehensive web site [www.henryford.com/familycaregivers](http://www.henryford.com/familycaregivers), a hub for caregiver information with connections to Henry Ford caregiver programming and staff. Links to external community resources are also provided to increase awareness and access for caregivers.

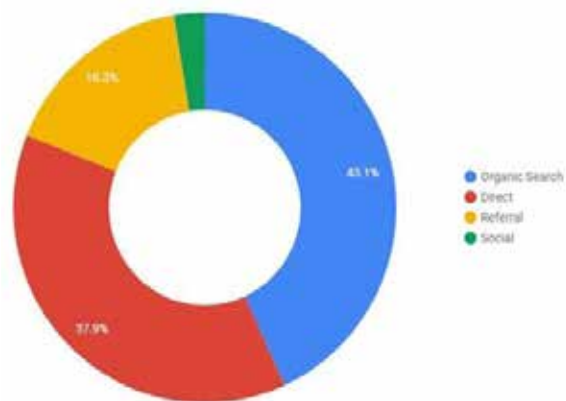
The web site was initially developed and designed with input from the Care Transitions Patient and Family Advisor Council (PFAC). Improvements and updates are ongoing. Results since the page went live in January 2017:

- Almost 9,000 pageviews
- The Caregiver site outperforms similar HFHS sites in all areas
- The bounce rate (19.2%), average time spent on page (1:52), and pageviews/session (3.21) indicate that traffic is finding the information they want easily.

### Monthly Site Visits



### How do users reach the site?



# INTEGRATIVE PROGRAMMING



## Caregiver support groups

Attendance in the first six months of 2018 has increased more than 420% compared with the same period last year.

Support groups are offered at six locations:

- Midtown Detroit
- Plymouth
- St. Clair Shores
- West Bloomfield
- Wyandotte
- HAP Southfield



*"It seems like I'm always worrying and doing things for my parents. Both of them have health problems but we can't afford assisted living. I saw the ad for art therapy at the hospital and decided to go. When I got there, I was stressed out and I felt bad about taking time for myself. But concentrating on making the painting took my mind off everything. The art therapist helped me get over my fears of not being creative. I accomplished something! At the end I had a cute picture to take home. I met some other caregivers and we had a good conversation. When I left, I had a smile on my face and a bounce in my step. I felt like I could handle it again. I never knew art could be so therapeutic. Thank goodness for this program."*

—Marla, Pontiac

## Art Expressions for Caregivers

A monthly art therapy group at Henry Ford West Bloomfield Hospital led by a registered nurse who is a board certified art therapist.

- In pre- and post-session surveys, most attendees had mixed positive/negative feelings prior to the session. Post-session surveys revealed 100% positive emotions from all attendees. All attendees responded "definitely" to likelihood to recommend.
- Comments:
  - "Enjoyed this class and was surprised at the psychological (positive) aspect Kathy brought."
  - "No negative feelings."
  - "Glad I came."
  - "It was perfect."



## Caregiver College

A six-session series of classes educating family caregivers on how to use local resources for support, develop problem-solving techniques, improve home safety and resiliency.

- First session conducted in April-May 2018 at Henry Ford West Bloomfield Hospital.
- Participant survey results on likelihood to recommend were 100 percent strongly agree or agree following each of the six classes.
- Survey comments:
  - “House assessment gave me ideas I will implement this weekend!”
  - “Hope to see the program expand and repeat every quarter.”
  - “Excellent! Relevant to my life in ways beyond caregiving.”
  - “I enjoyed a new view of my last nine years as a caregiver.”
  - “I feel better about being a caregiver and look forward to the next session.”
- Three (3) new sessions were held in July and September at American House Grosse Pointe at Cottage, Clinton Township, and Henry Ford West Bloomfield Hospital.
- A Faith Community Nursing congregation in Detroit has requested the Caregiver College series at their site; four (4) additional congregations have requested presentations.



## Dance for Parkinson’s Disease

A weekly dance class for Parkinson’s patients, led by a certified, trained instructor who is a professor of dance at Wayne State University. Caregivers are invited to attend with their loved ones. The class moved from One Ford Place to the William Clay Ford Center for Athletic Medicine in July, offering closer parking and a first-floor classroom. The new location and recent promotion to Henry Ford neurologists is expected to grow participation.

## Professional and Community Conferences

The C.A.R.E. Program sponsors, organizes and leads conferences for healthcare professionals and family caregivers.

- In April 2017 and May 2018, a combined total of more than 360 attended the annual “Be the Change” conferences held at Laurel Manor in Livonia. In 2019, the conference will be brought to Henry Ford’s Gilmore Center.
- More than 150 attended the November 2016 conference, “Engaging the Caregiver,” offered in cooperation with Henry Ford Medical Group Nursing Education.

*“My mother was diagnosed with Parkinson’s disease in 2012. She is losing the ability to move and now it’s difficult for her to even dress herself. We are so focused on everyday living that we don’t have much we can enjoy doing together. I’ve been taking her to the DPD classes and we love it. Once a week she can leave her worries behind and she dances! She moves to the music and everything just works so much better. I love to watch her smile and see her remember the songs that she and my dad used to dance to. I dance too, and sometimes during the week, we even dance at home. It’s the best physical and emotional therapy we could ask for.”*

—Gloria, Detroit

## PATIENT AND FAMILY EDUCATION

Working in concert with the C.A.R.E. Program, Patient and Family Education initiatives aim to standardize patient education materials across the organization, giving patients and caregivers consistent, reliable and easily comprehensible information. In 2018, staff:

- Created a System Council made up of employees and patient advisors to approve all patient education material.
- Published a health system policy.
- Increased use of Healthwise, Henry Ford’s education vendor, to eliminate re-work and creation of “custom” materials that are not consistent or patient-friendly.
- Established an internal web site where employees can submit a request for patient education materials and learn more about policies and practices.

When custom materials are necessary, the System Council meets to review and approve them and ensure they follow national guidelines for health literacy and plain language. These materials are made available to all employees.

In addition, a system-wide Teach-Back initiative was approved in June 2018. The teach-back method confirms the patient or caregiver understands the information the care provider has shared by asking the recipient to explain the information back.



### iCARE4U ERG

Launched in June 2016, membership has topped 700. According to current records, iCare4U is the largest of Henry Ford’s 10 Employee Resource Groups (ERGs). The July 2018 meeting was held at Henry Ford Allegiance Health, completing the goal of offering iCare4U meetings at every business unit in the System. Staff promoted iCare4U through on-site visits at all Business Units. Meeting topics included:

- Caregiver Resilience
- Post-Traumatic Stress Disorder (combined with the HF4Vets ERG for military veterans)
- One-Pot Meals for Caregivers
- Creative Expression through Art



*“I didn’t realize how many family caregivers like me are at Henry Ford. I found about the resources I can use, like support groups and art therapy, and I’m going to get emails about events coming up that I’m interested in going to. I also got binders to use in caring for my parents and information about respite care and classes I can go to. I’m glad I went, and that I am connected with other caregivers at Henry Ford. Now I don’t feel so alone.”*

—Ada, Melvindale

## OUTREACH WITHIN HENRY FORD



C.A.R.E. Program staff has personally presented and met with more than 100 departments and areas within the health system.

- Meetings concentrate on increasing C.A.R.E. program awareness, educating employees on how and why to access caregiver services, and encouraging them to refer their patients' caregivers.
- Employee groups have included physicians, nurses, social workers, discharge planners, practice managers, Wellness Innovators and Behavioral Health professionals.
- C.A.R.E. Program staff is collaborating with an HFHS Psychiatry resident who has made caregiver involvement the focus of her quality project. She is rolling out an Epic Smartphrase that easily enables the C.A.R.E. Program web site, email and phone number to be included in patient after-visit summaries (AVS). C.A.R.E. staff have presented to 76 Behavioral Health professionals at six meetings in various HFHS locations.



## CONNECTIONS WITH COMMUNITY ORGANIZATIONS

By developing relationships with leaders of community organizations that support and connect with caregivers, staff is promoting Henry Ford Health System services and creating mutually beneficial partnerships. These include Area Agency on Aging, Hannon House/Next Shift, The Alzheimer's Association, The Lake House, Home Instead, ARC, and the Jackson Department on Aging. A mailing to community organizations was completed in March 2018; a second will be completed in August.

In addition, the C.A.R.E. Program team is working with Blue Cross Blue Shield of Michigan on IMPACT, a multi-system continuing quality improvement initiative that brings health systems together to share innovative ideas and improve care transitions and communication.



# Henry Ford C.A.R.E. Program

*LET HENRY FORD MAKE CAREGIVING EASIER.*

Support, resources and programming developed to assist family caregivers. Follow us on Facebook and see our Facebook Live broadcasts. Email us at [CaregiverResources@hfhs.org](mailto:CaregiverResources@hfhs.org) and we'll add you to the group.



all for you

**Creative Expressions For Caregivers**  
This group is designed for anyone who cares for the needs of a loved one. Participants will use drawing, painting and other creative outlets to help manage and relieve the feelings of stress and worry that can come from caregiving. Henry Ford also provides a support group for caregivers. All meetings are held on the second Monday of the month.

**CAREGIVER SUPPORT GROUP**

**C.A.R.E. PROGRAM**  
Caregiver Assistance Resources and Education Program

**Caregiver College**  
[www.henryford.com/familycaregivers](http://www.henryford.com/familycaregivers)  
(313) 674-4838

## COMMUNICATION

Promotional materials have included brochures, cards, flyers, posters, digital displays, ads and newsletters for internal and external audiences. Within Henry Ford, employees have become familiar with the C.A.R.E. Program through System screen savers, articles in intranet newsletters and email communications, and newsletters for physicians, Hospice, and Health Alliance Plan (HAP) employees. Members of the community learn about the program through message on hold recordings, articles on Henry Ford's LiveWell blog, Henry Ford social media, and internal and external health fairs and events. Community newsletters and newspapers have received and included upcoming events and articles, and many community organizations have supported the program by distributing program materials.

## FACEBOOK GROUP

The Henry Ford Health System Family Caregivers Facebook group was launched in December 2017 to create an online community of caregivers and promote program events and services.

### Membership Growth

293% increase in seven (7) months, with the majority from Oakland, Wayne and Macomb counties.

### Facebook Live Broadcasts

Thirteen (13) Facebook Live broadcasts with 10,300+ total views. A live American sign language interpreter is present at every session.

Views typically climb over time, indicating the videos are being found in searches and viewed by non-group members, expanding Henry Ford's reach to a larger audience and providing ongoing messaging about the C.A.R.E. Program.



### Top 5 Facebook Live videos:

- 2.2K views: All of Us Research Program at HFH
- 1.2K views: Hepatitis A Vaccinations
- 1.2K views: Interpreter Services at HFHS
- 1.1k views: Home Safety, on site in a viewer's home
- 1K views: Transitions of Care





## Contact the Henry Ford C.A.R.E. Program

**Web:** [www.henryford.com/familycaregivers](http://www.henryford.com/familycaregivers)

**Phone:** (313) 874-4838

**Email:** [CaregiverResources@hfhs.org](mailto:CaregiverResources@hfhs.org)

Join our Facebook group, “Henry Ford Health System Family Caregivers,” and become part of an online community of caregivers.







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