

The Difference Collaborative

Supporting Family Caregivers in the Workplace



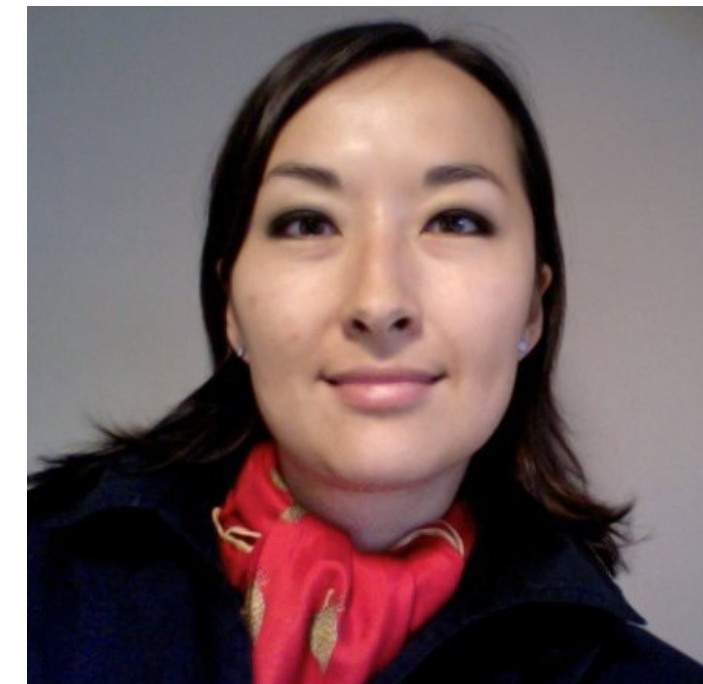
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Who We Are

A mission-driven, multidisciplinary team that helps employers understand and improve the experience of employees who serve as family caregivers and their colleagues.

Understanding the Experience of Nurse Family Caregivers

2018 Convenience Sample

196 Nurse/Family Caregivers

54 Managers/Leadership



Society for
**Participatory
Medicine**



“

*There has to be support to aid [family]
caregivers who work in the medical profession.*

*We may assume we're okay because we are
qualified professionally.*

***But when its a loved one, it's a totally
different ballgame.***

”

How has family caregiving impacted your health & wellbeing?



Orgs

92%

72%

74%

26%

44%

22%

57%

43%

Nurses

81% Increased stress

57% Sleep issues

42% Loss of own social life

23% Family strife

21% Depression

16% Loneliness

15% Worsening existing health problems

13% New health problems

I have trouble sleeping and have gained a lot of weight.

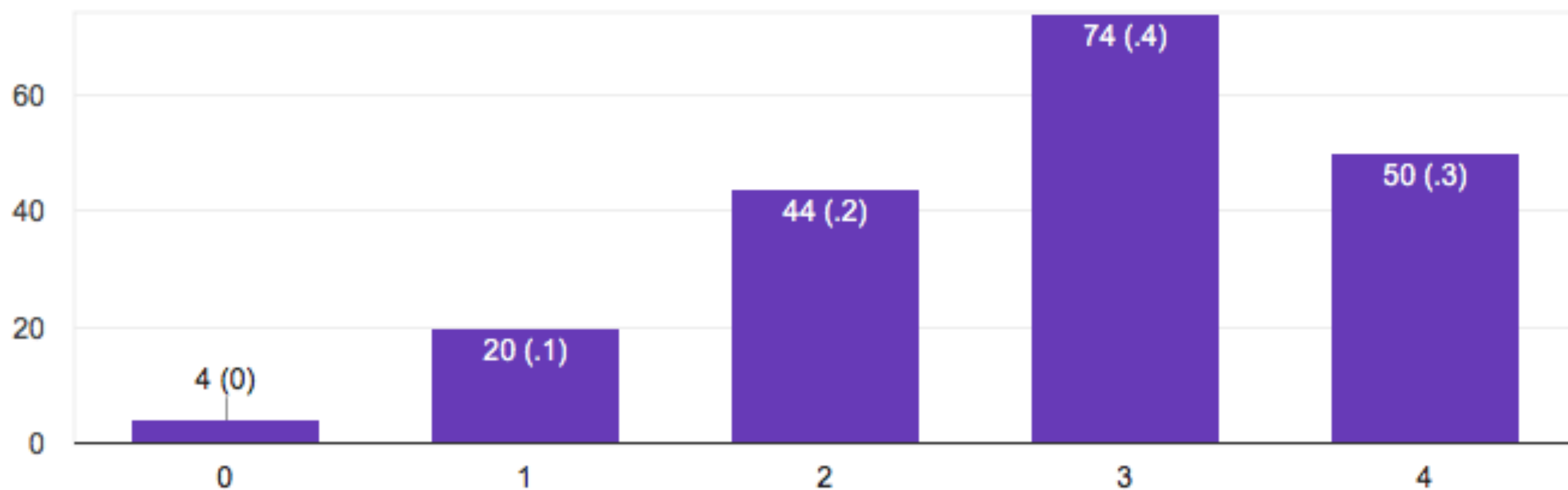
I went from being an active middle aged woman to living life along side 80 year olds and developmentally challenged youth.

It is hard to keep self care a priority when you have to work and care for loved ones. Also fear of job loss is constant.

Although it increased my own stress, less sleep, etc, it meant a lot that I was able to help, provide information and reassurance to my family. And I'm deeply grateful for the additional time it gave me with my ill family member.

On a scale of 0-4, how much has family caregiving contributed to your life stress?

192 responses



Do nurses experience challenges returning to work after extended family caregiving or after caregiving ends?

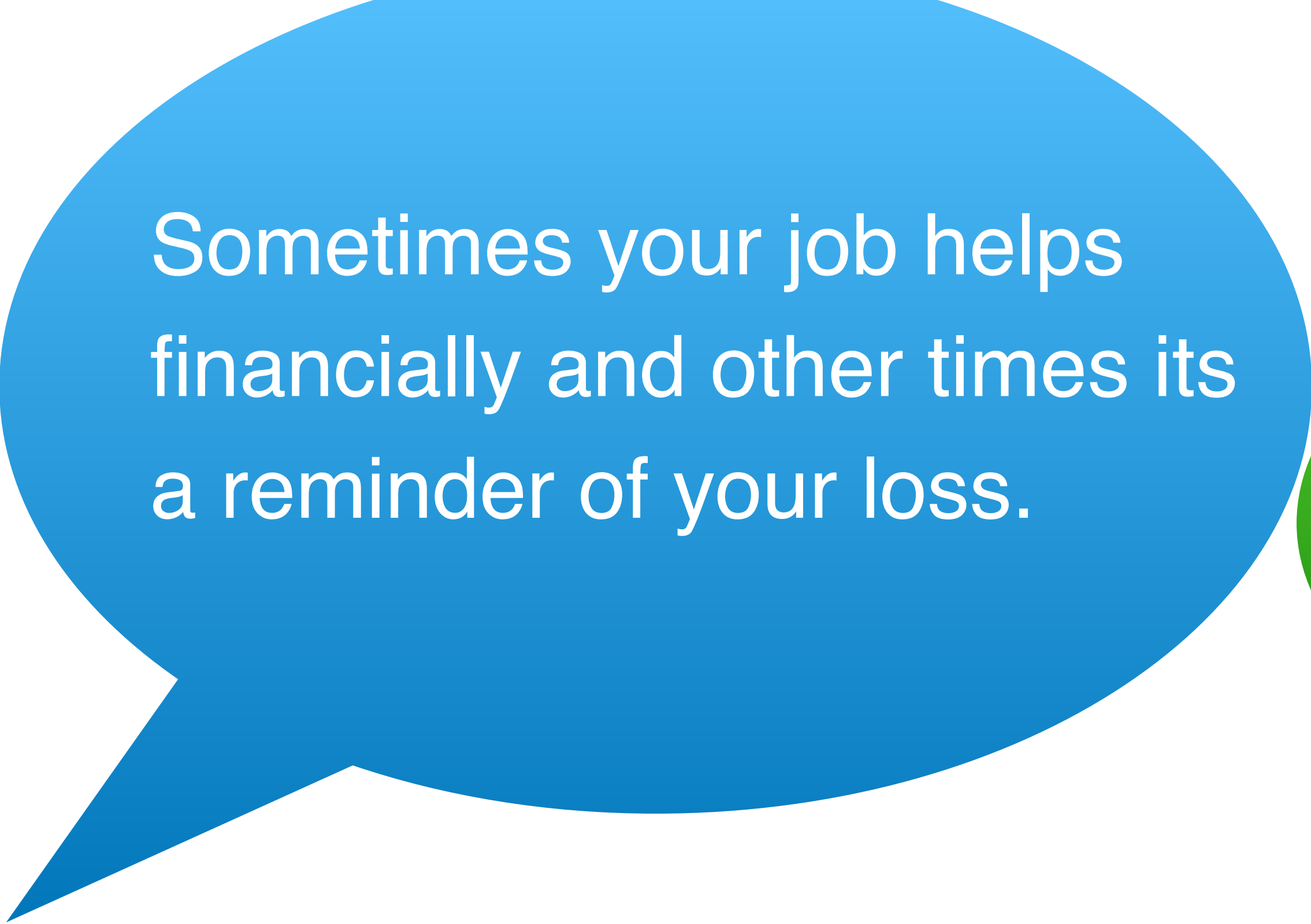
| Orgs | Nurses | |
|------|--------|-------------------------------------------|
| 44% | 25% | Hard to engage & focus |
| 37% | 21% | Hard to manage same stress level at work |
| 57% | 14% | Trouble keeping up with procedure changes |
| | 8% | Difficult reconnecting with coworkers |



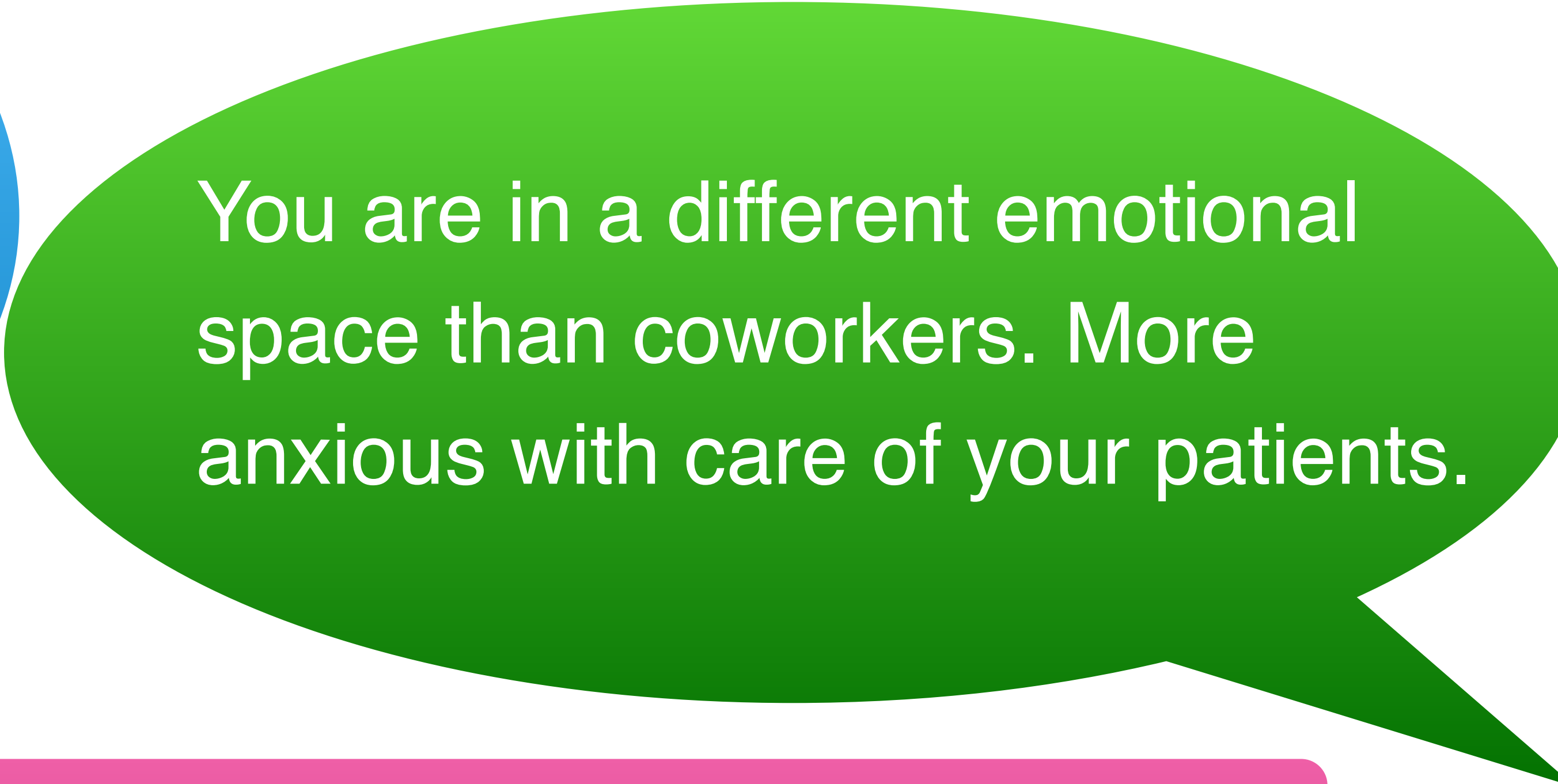


To your knowledge, does nurse family caregiving contribute to any problems at your organization?

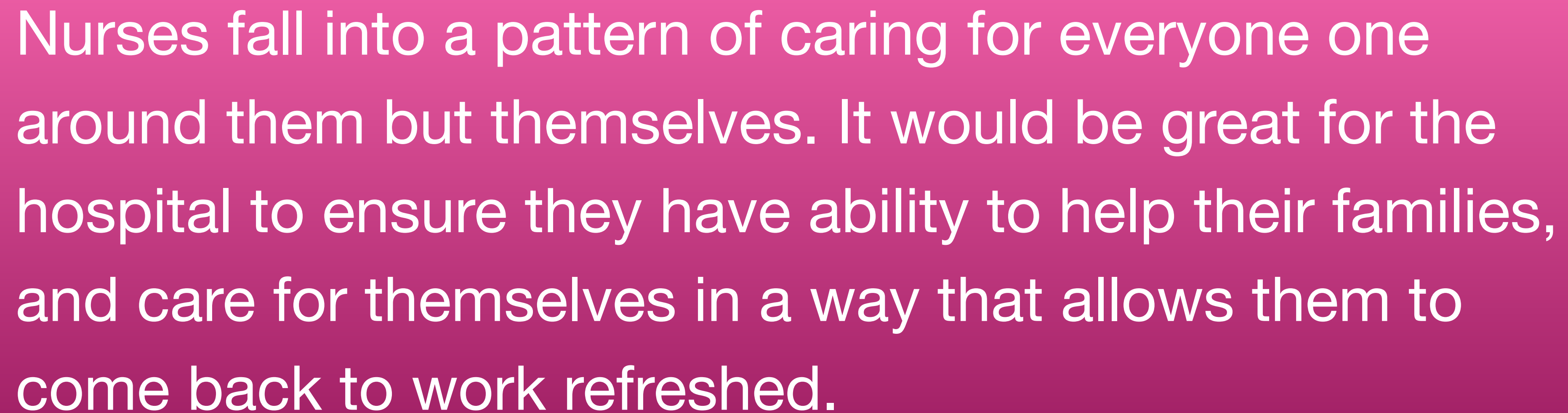
| Orgs | Nurses | |
|------|--------|--------------------------|
| 65% | 47% | Staffing/census |
| 43% | 46% | Nurse burnout |
| 30% | 22% | Team dynamics |
| 22% | 10% | Quality of care delivery |



Sometimes your job helps financially and other times its a reminder of your loss.



You are in a different emotional space than coworkers. More anxious with care of your patients.

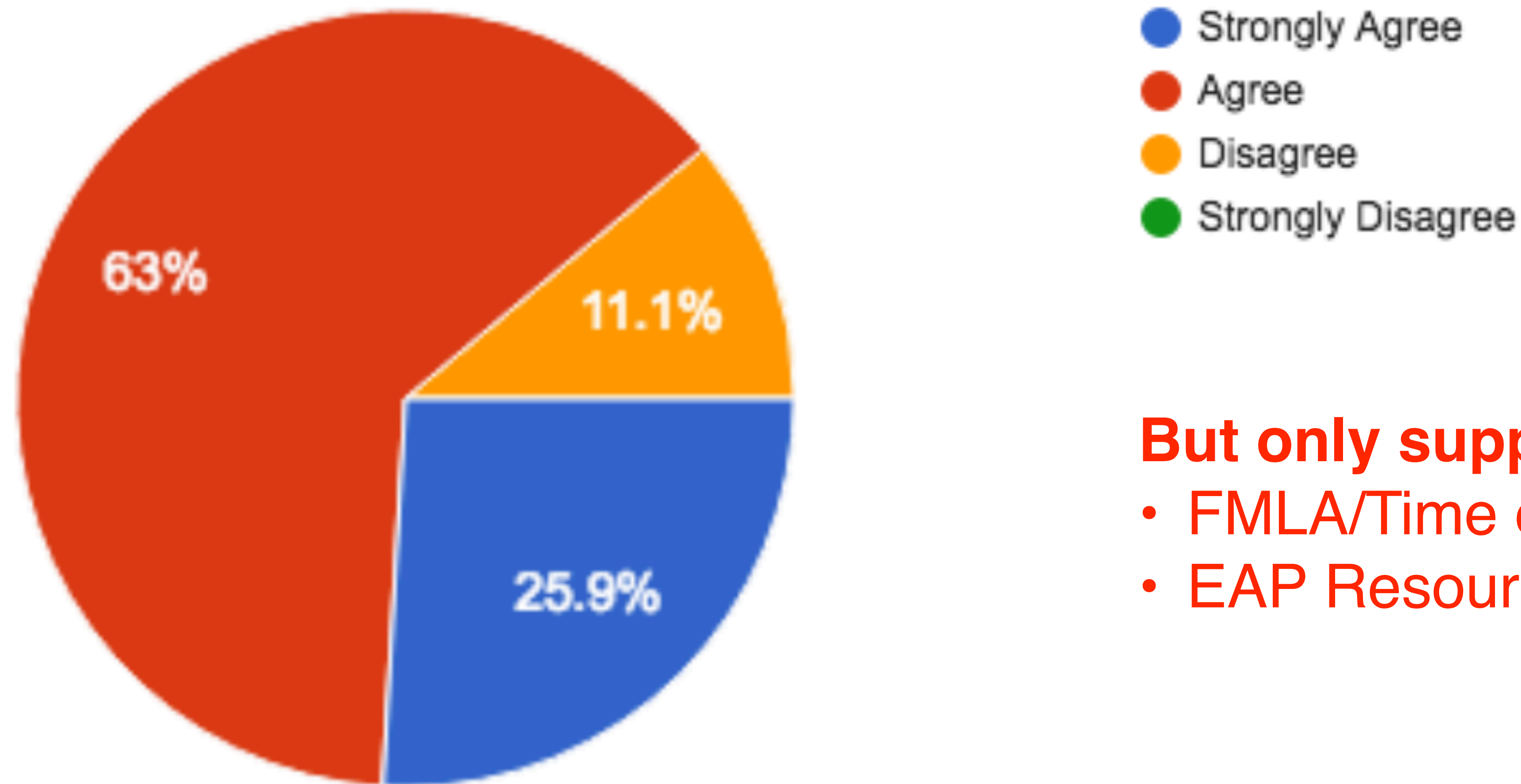


Nurses fall into a pattern of caring for everyone one around them but themselves. It would be great for the hospital to ensure they have ability to help their families, and care for themselves in a way that allows them to come back to work refreshed.

How much do you agree with this statement? "Our organization supports employees with family caregiving."

54 responses

89% Managers & Leadership Agree/Strongly Agree

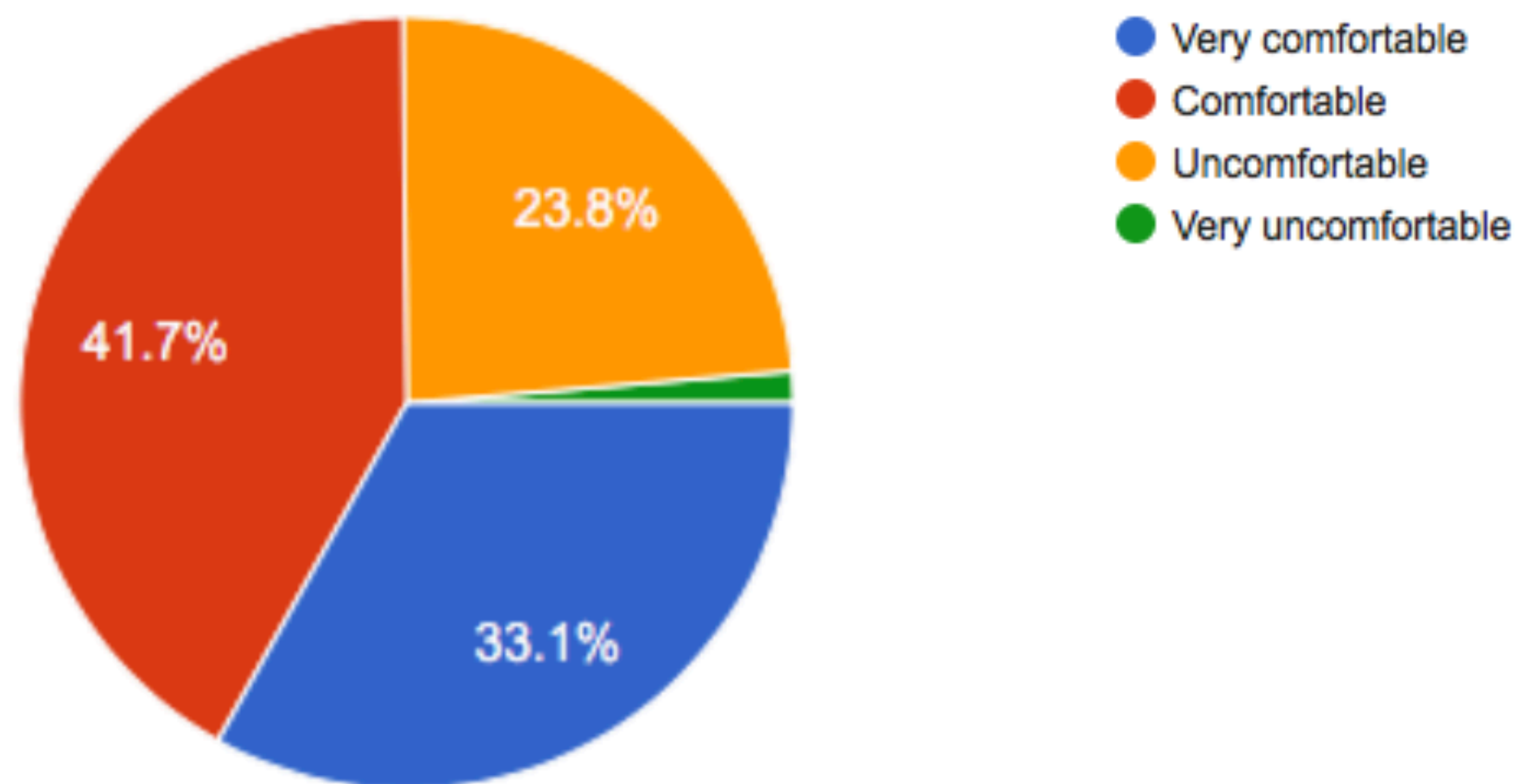


But only supported via:

- FMLA/Time off
- EAP Resources

If needed, how comfortable would you be talking with your manager to plan for ongoing and urgent family caregiving challenges?

192 responses



The leadership has always expressed concern and supported me 100% by enabling me to adjust my schedule or take time off.

... I was still reluctant to use it for fear if it counting against you.

4 more hours were required to qualify for FMLA and take care of my terminal father. ...I was fortunate he passed away on my day off and I could be with him.

May manager was very understanding short term, not long term.

Manager is understanding. Others tend to shame me for not picking up shifts.

I was granted leave, but was never asked what was going on or how I was.

Forges stronger teams or erodes them

We all find ways to support them: switching shifts, donating PTO, bringing meals, organizing babysitting, rides, etc.

We bond on the highs & lows.

They shame me for not picking up shifts.

They begrudge the extended leave... It's made for a hostile work environment in a small team.

What have you learned as a family caregiver
that could inform the way you and your
organization interact with patients and families?

It changed the way I interact with family members completely.

There is nothing quite like having been there yourself when it comes to teaching, assisting and supporting caregivers. I am a stronger advocate now.

So much.. I can now speak to how much of a commitment it will be for family members to become caregivers.

Let a family member stay overnight.

...Being allowed to stay overnight with my mother was one of the most rewarding experiences of my life.

It helped her stay calm and me as well.

You need to build a village or you will isolate and deteriorate.

Parents may have responsibility for extended family that impact their ability to care for their own sick children.

Life happens and we need to support families. Coordination of care is so hard and time consuming.

Often people are too tired to fight the battles and end up without resources they may be eligible for because it is just too hard to be the caregiver and advocate and worker.

Something has to give.

Have nurses' experiences as family caregivers informed the way your organization works with patients and families? (orgs)

72% I don't know

15% Yes

13% No



Nurses share their experiences in staff meetings, letting others know how it feels to "be on the other side". I notice some people then extend this into their practice at the bedside.

How might we...

Minimize the negative effects
&
Amplify the positive effects of
family caregiving?

IMPACT ON

Employee health & cost of care/insurance
Productivity: Absenteeism, Presentee
Attract & Retain Talent - Loyalty
Work-Life Balance & Flex Time
Improve work for EVERYONE
Culture of Care

EMPLOYERS

Leadership
Chief Med Officers
HR & Benefits
Managers
Policies

\$

WORKING FAMILY CAREGIVERS

self identification/stigma
job security/loyalty
professional development
health & wellness
skills training

CAREES

Partners
Parents
Children
Siblings
Others

AWARENESS & ADVOCACY

Caregiver Action Network
ASA
AARP
ReACT
NCA
NAC
Rosalyn Carter Found.
VA
Youth orgs
John Hartford
Atlas of Caregiving

POLICY

State & Federal
Paid leave
CARE Act

RESEARCH

Academics/Universities
Nonprofits (Atlas, Altarum, ReACT)
Government
Companies (IBM Watson Health)
RTI? AIR? etc...

PRODUCTS & SERVICES

Apps (Tunza)
Platforms (Cariloop, Wellthy)
Geriatric Care Managers
Adult Day Care
Assessments
Education/videos
Support groups

HUB

Matchmaking
Design
Testing & Iteration
Reports & Best Practices
ID Gaps: New Products
Organizational Design,
culture change

Improve utilization

I.D. Caregivers

Collect data on existing products & services

- show value

Identify gaps or improvement of P&S

- Help existing groups refine & improve P&S