



Bridging Care: Training Providers to Integrate Family Caregivers into the Healthcare Team

May 21, 2025



Welcome from...



Elma Johnson, MPH, *Coordinator*

BOLD Public Health Center of Excellence on
Dementia Caregiving (PHCOE-DC)

Center for Healthy Aging and Innovation (CHAI)

University of Minnesota



Land acknowledgement

The University of Minnesota Twin Cities is located on traditional, ancestral, and contemporary lands of Indigenous people. We acknowledge with gratitude the Land itself and the People. We take to heart and commit through action to learn and honor the traditional cultural Dakota Values: Courage, Wisdom, Respect and Generosity.



The BOLD Public Health Center of Excellence on Dementia Caregiving (PHCOE-DC)

Designed to support state, tribal and local public health agencies nationwide in developing their dementia caregiving-focused programs and initiatives, by...



Improving access to evidence-based programs and best practices.



Facilitating connections and collaboration among public health agencies and a wide range of service organizations.



Providing technical assistance for identifying, selecting implementing effective public health interventions and strategies.

Visit our
website!



Reminders for the Presentation Session

- **Submit your questions for the speakers into the Q&A feature.**
- **Use the CHAT to share comments, resources, links, and ideas.**
- The recording, slides and resources will be shared after the event.
- **Please complete the survey at the end of this event** (will pop up in Zoom when you leave this webinar). We greatly appreciate your feedback!



Survey Link & QR Code:

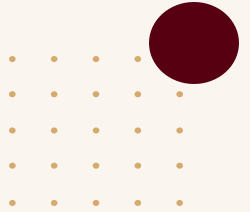
<https://z.umn.edu/May21eval>



Poll Question

In what capacity are you attending this event?

- BOLD Public Health Agency
- Non-BOLD Public Health Agency
- Community organization/service provider
- Person living with dementia
- Interested caregiver and/or community member
- Care/clinical professional
- Other



MEET THE SPEAKERS



José Sanmartín

Former Dementia
Caregiver



Dr. Anna Chodos

Principal
Investigator,
Caregivers As
Partners in Care
Teams (CAP-CT),
UCSF Division of
Geriatrics



Karilyn Tremblay

Injury Prevention
and Aging
Programs Director,
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Patricia Truong

Physician
Assistant,
*OU Health
University of
Oklahoma Medical
Center*



Keith Kleszynski

Assistant Professor
of Research,
*The University of
Oklahoma Health
Sciences*





Caregivers As Partners in Care Teams (CAP-CT)

Anna Chodos, MD, MPH
UCSF Division of Geriatrics

May 21, 2025

Background

- 80% of home care is provided by informal, unpaid caregivers.
- The approximately 53 million caregivers in the US are providing increasingly complex care to their care recipient, and their own health is worsening.
- Caregivers are increasingly recognized as needing adequate attention for their own well-being (for ultimately the health of the care recipient, as well).
- Health care teams are essential in identifying, engaging, and assisting caregivers, but across healthcare settings, **health care providers and caregivers report lack of skill and consistency from health care teams around these core activities.**

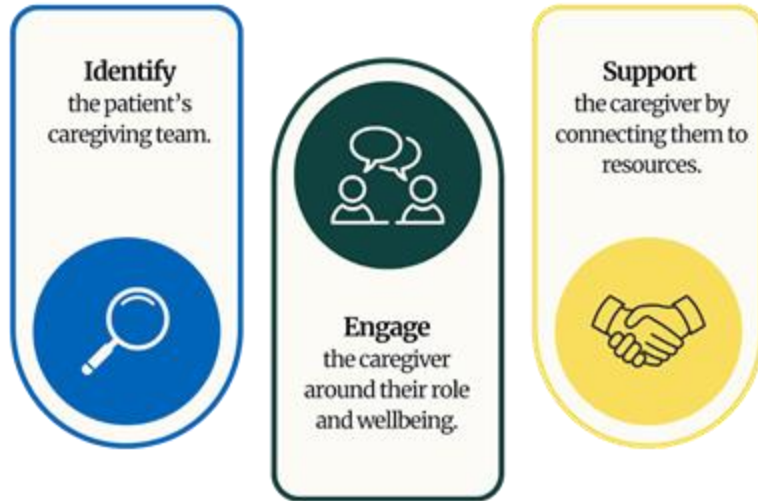
National Strategy to Support Family Caregivers

- In 2022, the Administration for Community Living (ACL) launched the National Strategy to Support Family Caregivers, marking the first national effort to recognize and assist family caregivers.
- In 2024, ACL gave five awards, each in support of one of the Strategy's five goals.
- An additional award was given to research, develop, and increase capacity for care and caregiver navigation services.
- All six grantees make up the National Caregiver Support Collaborative.

National Caregiver Support Collaborative
Building our capacity to support family, kinship, and tribal caregivers



Caregivers As Partners in Care Teams



CAP-CT aims to address the Strategy's second goal, which is to advance inclusion and engagement of family caregivers within care teams.

CAP-CT is a nation-wide training program that provides health care teams with the skills and confidence to include family caregivers in a patient's care journey.

Why engage family caregivers in care teams

Engaging family caregivers in a patient's care journey benefits patients, caregivers, and health care teams.

Valuable Context

Caregivers can provide insights about a patient's daily life, ultimately streamlining the care process.

Greater satisfaction

Sharing patient information with caregivers leads to higher patient and caregiver satisfaction.¹

Better quality of life

When caregivers feel prepared, they are more likely to report less stress and depression and better quality of life.²

Reduced risk

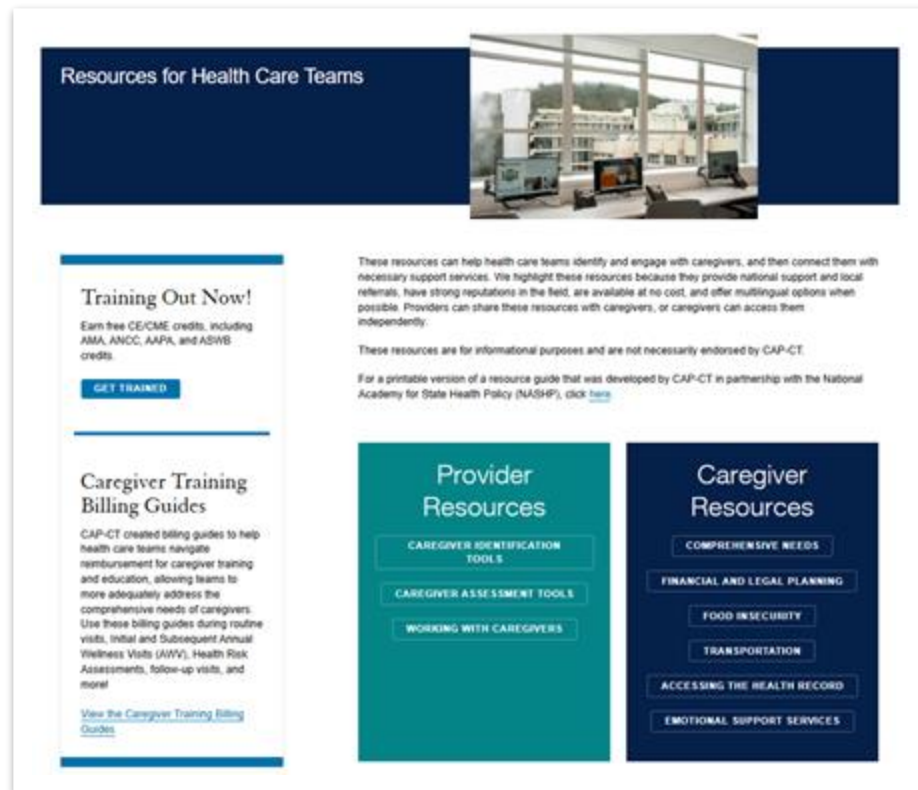
Having a caregiver reduces the risk of the patient being readmitted after an acute illness.³

Partners



Trainings & Resources

- Trainings
 - *Foundational Skills for Engaging Caregivers in Health Care*
 - Supplemental deep-dive courses
 - Courses for different populations and settings (coming soon!)
- Resources
 - Caregiver Identification Tool
 - Billing Guides
 - Resource Guide / Website



The screenshot displays the CAP-CT website with a dark blue header and a light blue sidebar. The main content area is white. At the top, a banner reads "Resources for Health Care Teams" next to a photo of a modern office interior. Below this, a section titled "Training Out Now!" lists CE/CME credits and includes a "GET TRAINED" button. To the right, a paragraph explains that these resources help health care teams identify and engage with caregivers, and connect them with necessary support services. Below this, a note states that the resources are for informational purposes and are not necessarily endorsed by CAP-CT. Further down, a link is provided for a printable version of a resource guide developed by CAP-CT in partnership with the National Academy for State Health Policy (NASHP). The bottom section features two columns of resource cards. The left column, titled "Caregiver Training Billing Guides", describes guides created to help health care teams navigate reimbursement for caregiver training and education. The right column, titled "Provider Resources", lists several tools: Caregiver Identification Tools, Caregiver Assessment Tools, Working with Caregivers, Comprehensive Needs, Financial and Legal Planning, Food Insecurity, Transportation, Accessing the Health Record, and Emotional Support Services.

Resources for Health Care Teams

Training Out Now!

Earn free CE/CME credits, including AMA, ANCC, AAPA, and ASWB credits.

GET TRAINED

Caregiver Training Billing Guides

CAP-CT created billing guides to help health care teams navigate reimbursement for caregiver training and education, allowing teams to more adequately address the comprehensive needs of caregivers. Use these billing guides during routine visits, Initial and Subsequent Annual Wellness Visits (AWV), Health Risk Assessments, follow-up visits, and more!

[View the Caregiver Training Billing Guides](#)

These resources can help health care teams identify and engage with caregivers, and then connect them with necessary support services. We highlight these resources because they provide national support and local referrals, have strong reputations in the field, are available at no cost, and offer multilingual options when possible. Providers can share these resources with caregivers, or caregivers can access them independently.

These resources are for informational purposes and are not necessarily endorsed by CAP-CT.

For a printable version of a resource guide that was developed by CAP-CT in partnership with the National Academy for State Health Policy (NASHP), click [here](#).

Provider Resources

CAREGIVER IDENTIFICATION TOOLS

CAREGIVER ASSESSMENT TOOLS

WORKING WITH CAREGIVERS

Caregiver Resources

COMPREHENSIVE NEEDS

FINANCIAL AND LEGAL PLANNING

FOOD INSECURITY

TRANSPORTATION

ACCESSING THE HEALTH RECORD

EMOTIONAL SUPPORT SERVICES

How we create our trainings and resources

- **Education Workgroup** leads the creation of training content
 - Core group of six individuals from our partner organizations
 - Practicing clinicians, lawyers, and experts
 - Many years of experience with clinical education programs, such as GWEPs and Dementia Care Aware
- Input from **SMEs**
 - Physicians (pediatricians), NPs, PAs, Social Workers from within our organizations and from outside organizations (e.g. GKS)



Foundational Skills for Engaging Caregivers in Health Care

- Demonstrates how to include caregivers as an integral part of the health care team. Includes case study video examples.
- Offers free continuing education credits.
- For interprofessional care teams, with a focus on primary care.
 - Physicians
 - Physician Associates
 - Nurse Practitioners
 - Nurses
 - Social Workers
 - Care Navigators



Live training



The flyer features a logo at the top left with a colorful geometric design. The main title is in blue, followed by a call to action in italics. The central text describes the program's goal. A circular inset photo shows a woman caring for an elderly man. The bottom section contains a request form instruction and a CME availability note. A small footnote is at the very bottom.

Caregivers As Partners in Care Teams
Schedule Your Session Today!

**Empowered Aging:
Mobilizing Caregivers to
Help You Care for Your
Older Adult Patients**

**If your clinic or professional association is
interested in a CAP-CT training please
complete the below request form and we will
be in touch shortly to schedule your training.**

**Free CMEs
Available.
Sign Up Today!**

• Approximately 1 in 5 or 83 million Americans provide unpaid family care. While these family caregivers provide essential support, they

- Live, webinar series
- Can be tailored for your organization

Sample 4-part series:

1. Caregivers As Partners in Care Teams Training
2. Dementia Care Aware: Cognitive Health Assessment Training
3. The Legal Aspects of Caregiving
4. Ask the Experts, Clinical Integration and Billing

Supplemental deep-dive courses

All CAP-CT courses cover essential communication, coordination, and system-wide approaches to improve patients' health and well-being through engaging caregivers.

Free CE/CME provided.



**Identifying the
Caregiver Team
(15 min)**

Provides practical ways to identify a patient's caregiver team and tools for documenting caregiver teams.



**Engaging
Caregivers
(15 min)**

Helps learners implement effective communication skills with caregivers and care recipients, uncover any unmet needs of the caregiver, and tailor appropriate interventions.



**Supporting
Caregivers
(15 min)**

Provides effective strategies to support caregivers through education and care coordination, ultimately improving the health and well-being of the caregiver as well as the care recipient.

CAP-CT's Caregiver Identification Tool

[illegible]

- A practical worksheet designed to identify and formalize a patient's caregiving team.
- Designed to guide a conversation with the patient or caregiver.
- Provides prompts to gather key details about household members, frequent visitors, and financial or legal assistance needs.
- Allows health care teams to define and understand caregiver roles, spot gaps in care, and connect caregivers with essential resources.
- Serves as a structured document for patient charts, improving care coordination and engagement with the right people at the right time.

- Designed to help health care teams navigate reimbursement for caregiver training and education
- Includes new billing codes introduced in the 2024 Medicare Physician Fee Schedule
- Updates to reflect 2025 changes coming soon!



Coming Soon!

- Course focused on Grandfamilies (projected go-live in June)
 - Demonstrates how to engage kin and grandfamily caregivers in primary care, improving patient care and caregiver well-being
- Course focused on the inpatient setting (projected go-live by end of 2025)
 - Looking for additional SMEs
- Course focused on the nursing home setting (projected go-live in 2026)
 - Looking for additional SMEs

Engagement Opportunities

Take our training
(and get free CE)

Join our
newsletter



Share CAP-CT
with your networks

Collaborate with us
capct@ucsf.edu



Follow us
on
LinkedIn



Visit our website
carepartners.ucsf.edu

What Dementia Care Aware Offers

Contact: DCA@ucsf.edu

EDUCATION AND TRAINING



- CHA training
- Online modules
- Webinars & Podcasts

WARMLINE CONSULTATION



1-800-933-1789

Provider support and consultation
service staffed by dementia experts

PRACTICE CHANGE SUPPORT



- Alzheimer's Association Health Systems team
- UCLA ADC Program
- Implementation guide

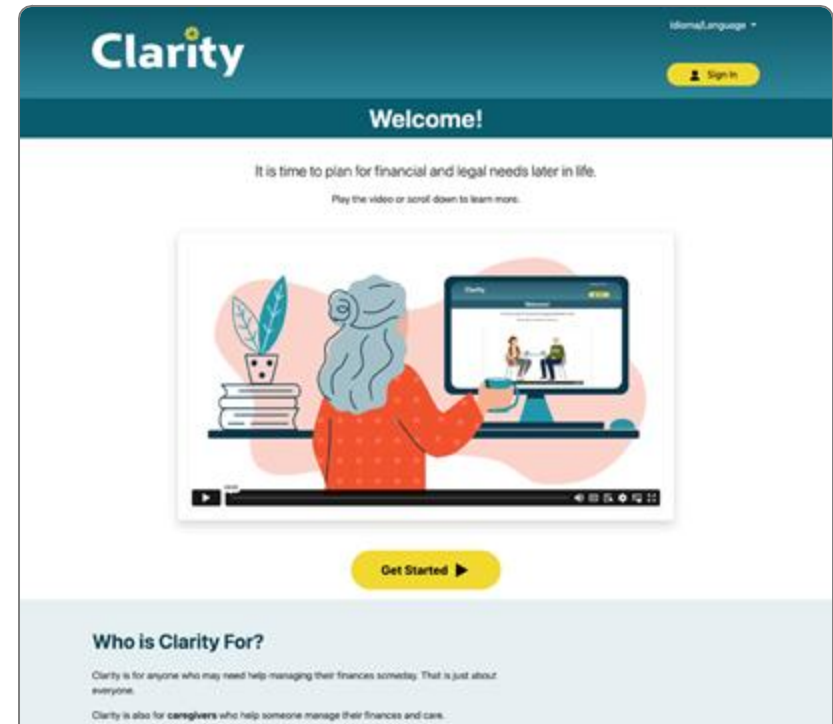


PlanforClarity.Org is a free tool for patients and caregivers to learn about legal and financial aspects of care planning.

NEW! Free tools, live training, & consults for health care teams!

Starting July 2025

Contact: peterselizabeth@uclawsf.edu



This project is supported by the AARP Foundation.



Thank you!

Anna.Chodos@ucsf.edu

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Primary Care Provider Survey Alzheimer's Disease and Related Dementia

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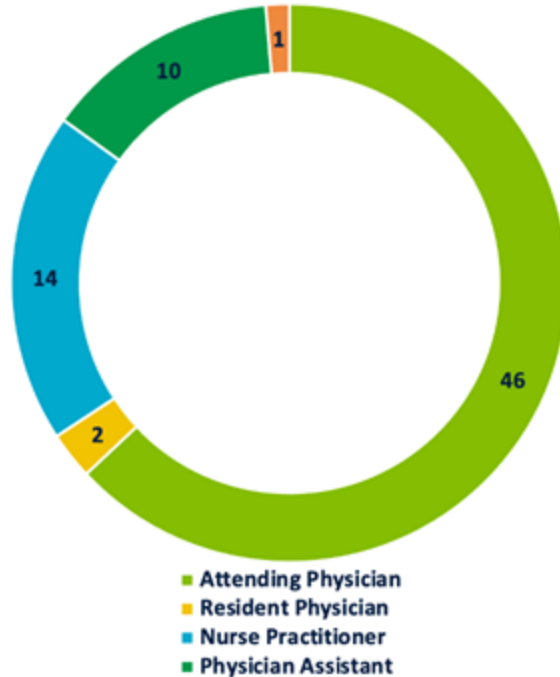
Primary Care Provider Survey

- BOLD Grant Strategy to Support Primary Care Providers (PCPs) with information and tools related to Alzheimer's Disease and Related Dementias (ADRD)
- In August 2024, the ADRD Primary Care Provider Survey was conducted to assess needs and gaps
- Data analysis of the results started in January 2025
- **Key Finding:** Many South Carolina PCPs consistently reported uncertainty around the use of assessment tools and the process of diagnosing ADRD

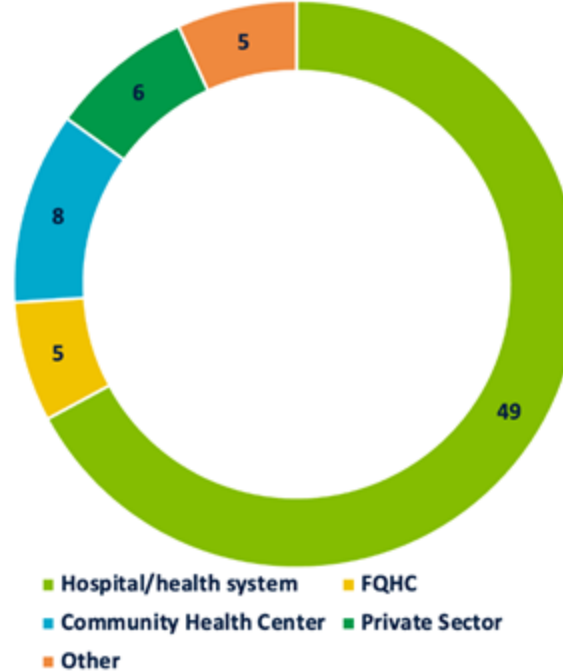
Overview of Respondents n=73



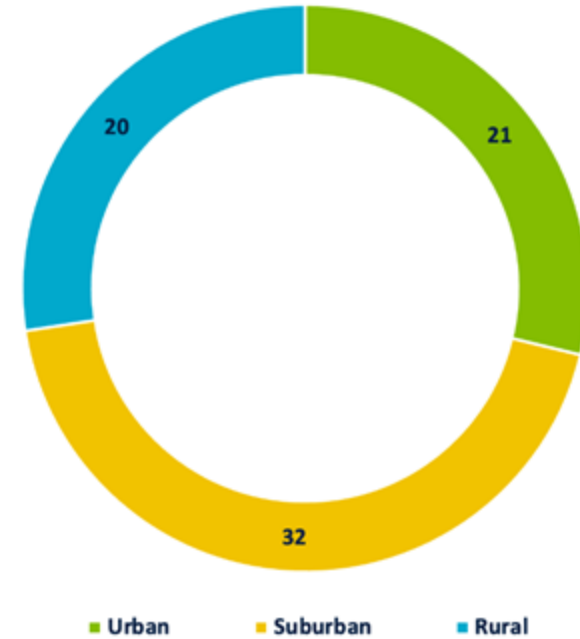
Type of Practitioner



Practice Setting

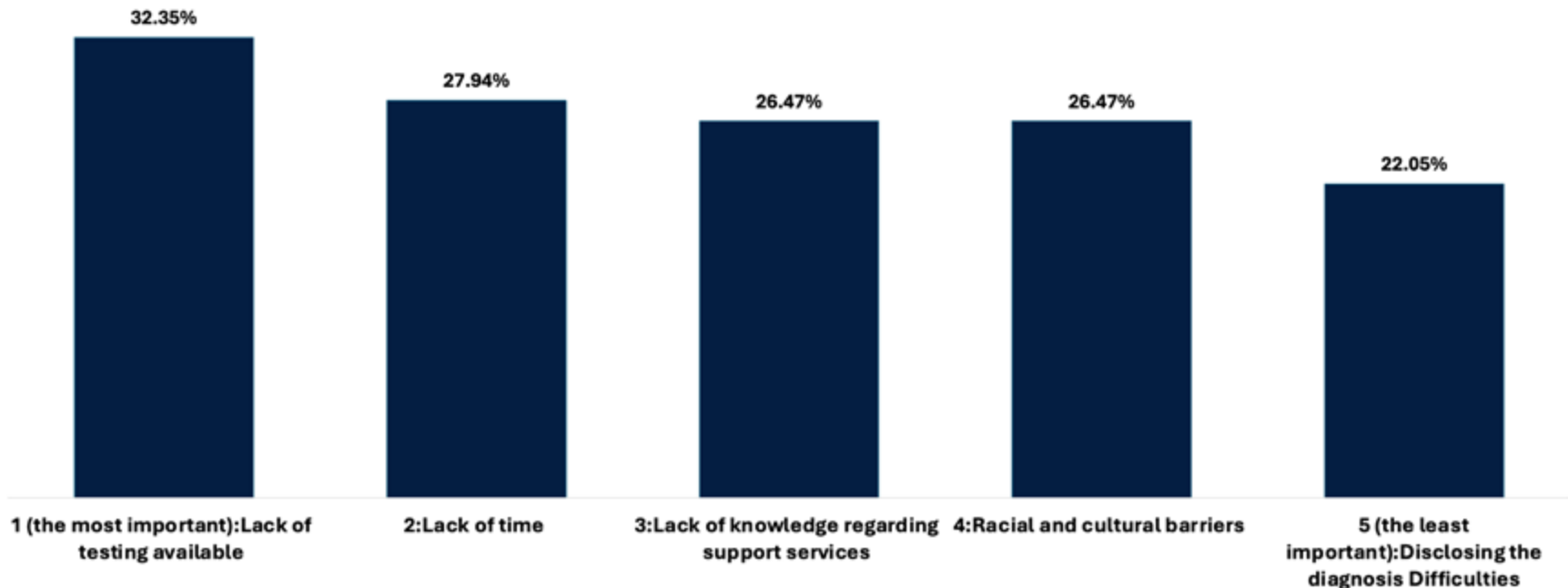


Practice Location



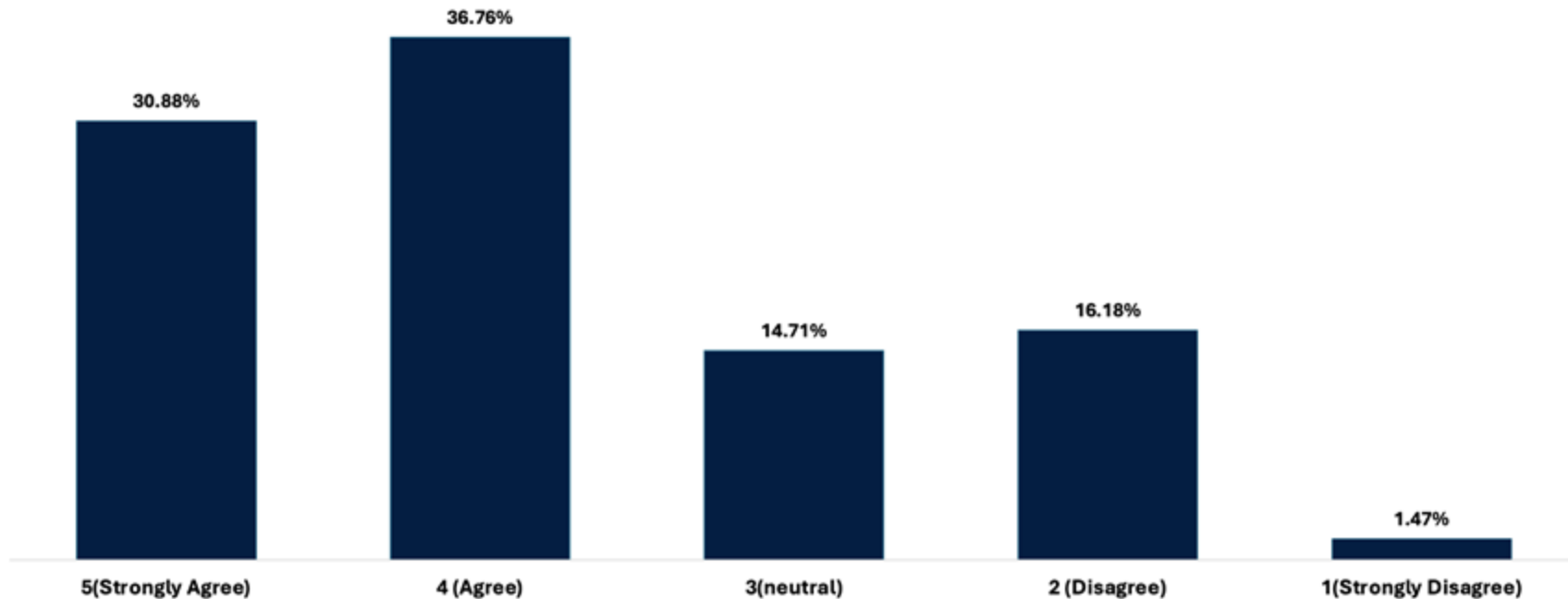
Late ADRD Diagnosis Barriers

“Rank the reasons for late ADRD diagnoses”



Inaccurate Diagnosis

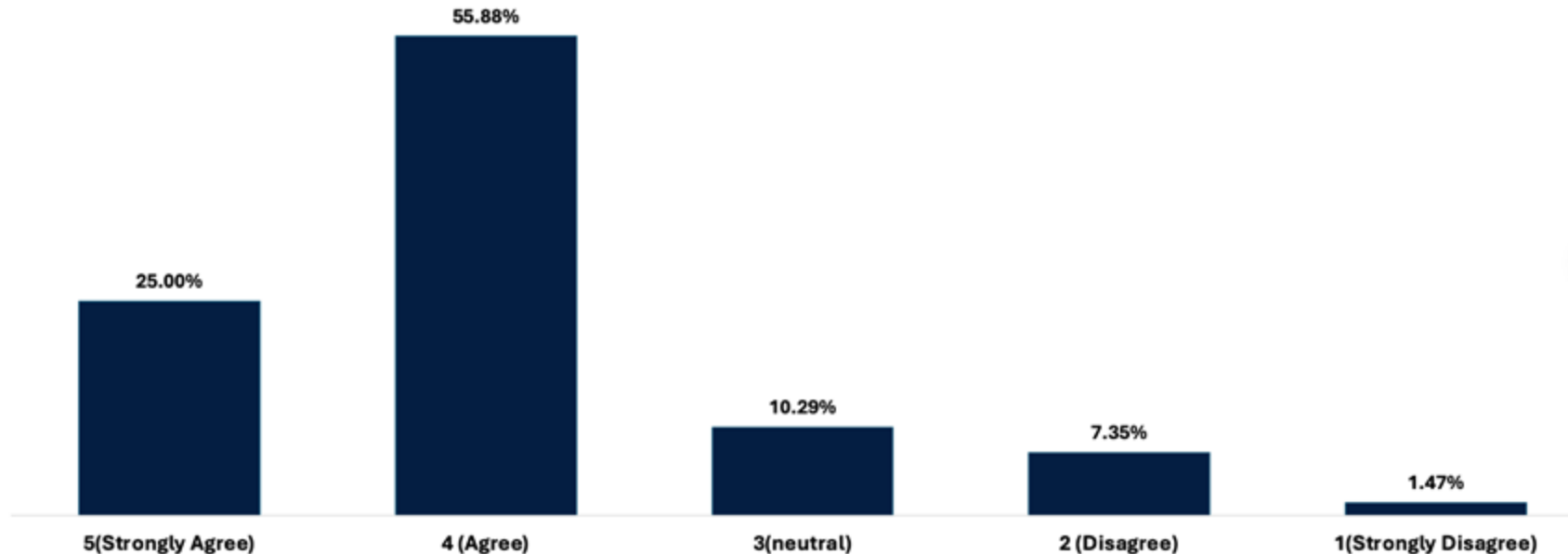
“PCPs are worried of the consequences of making an inaccurate ADRD diagnosis”



Limited Knowledge of Resources and Services



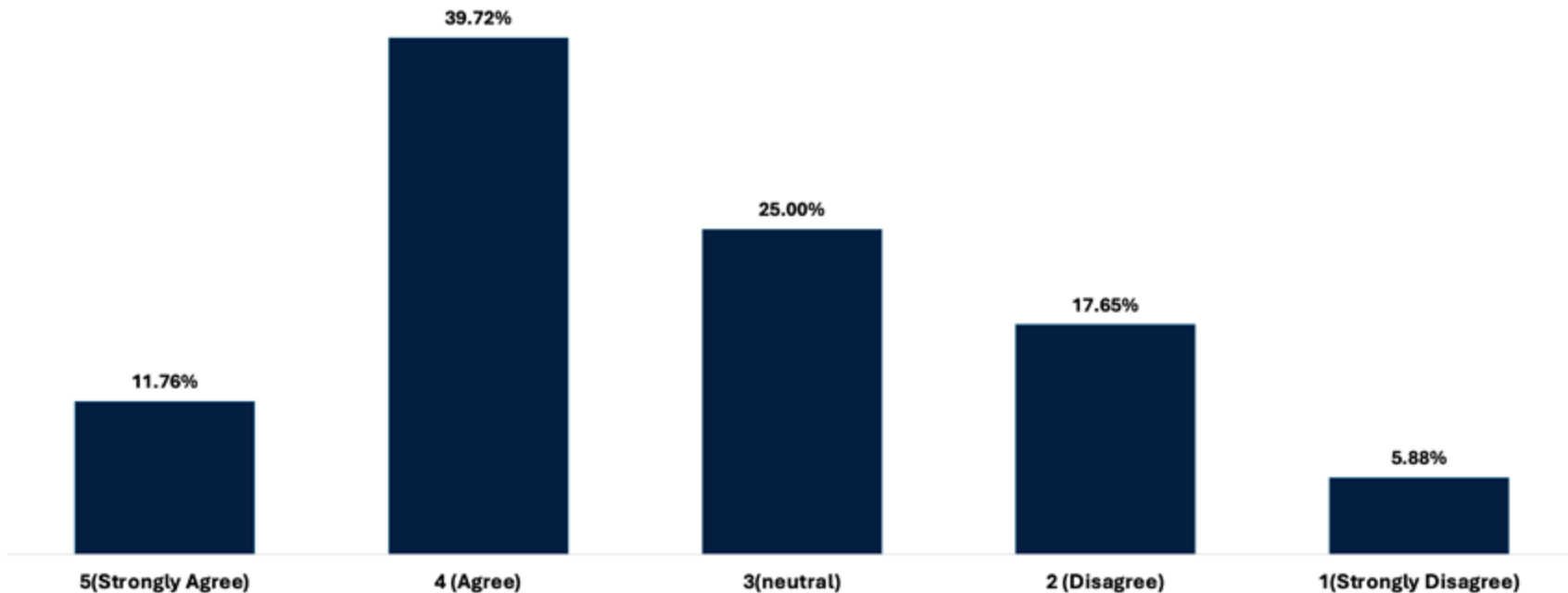
**"PCPs do not feel they have sufficient knowledge
of available ADRD services/resources"**





Inadequate ADRD Training

"PCPs do not have adequate training to diagnose ADRD"



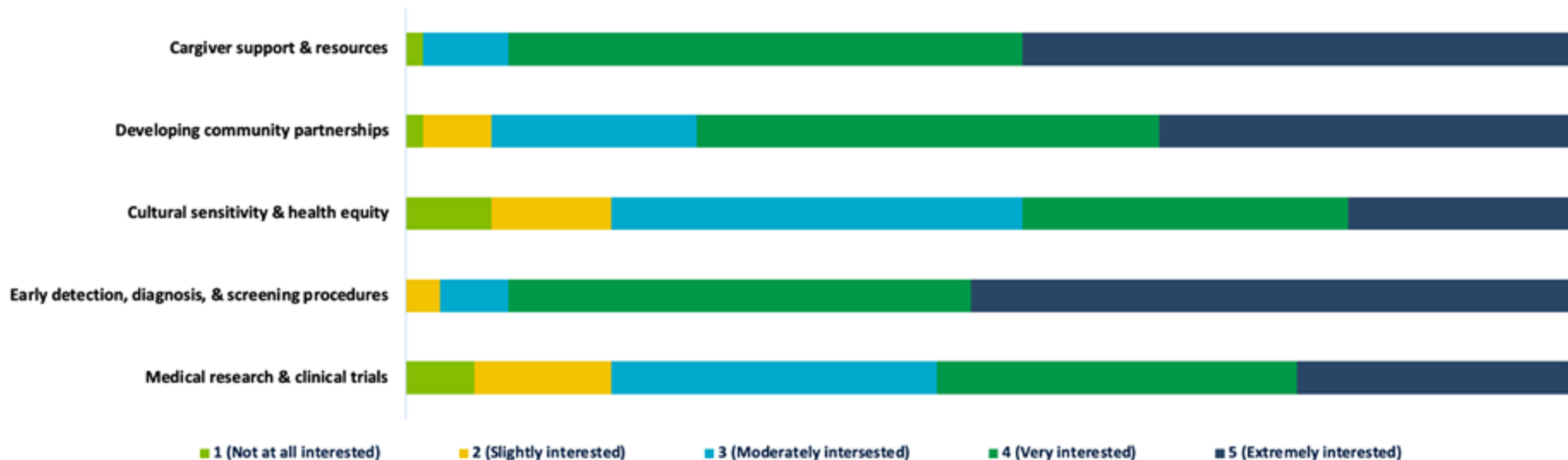
Identified Gaps → Training Needs



- The next set of survey questions focused on what training and support PCPs feel they need to improve their practice
- These insights will help guide which ADRD training programs are most relevant and effective for use in South Carolina

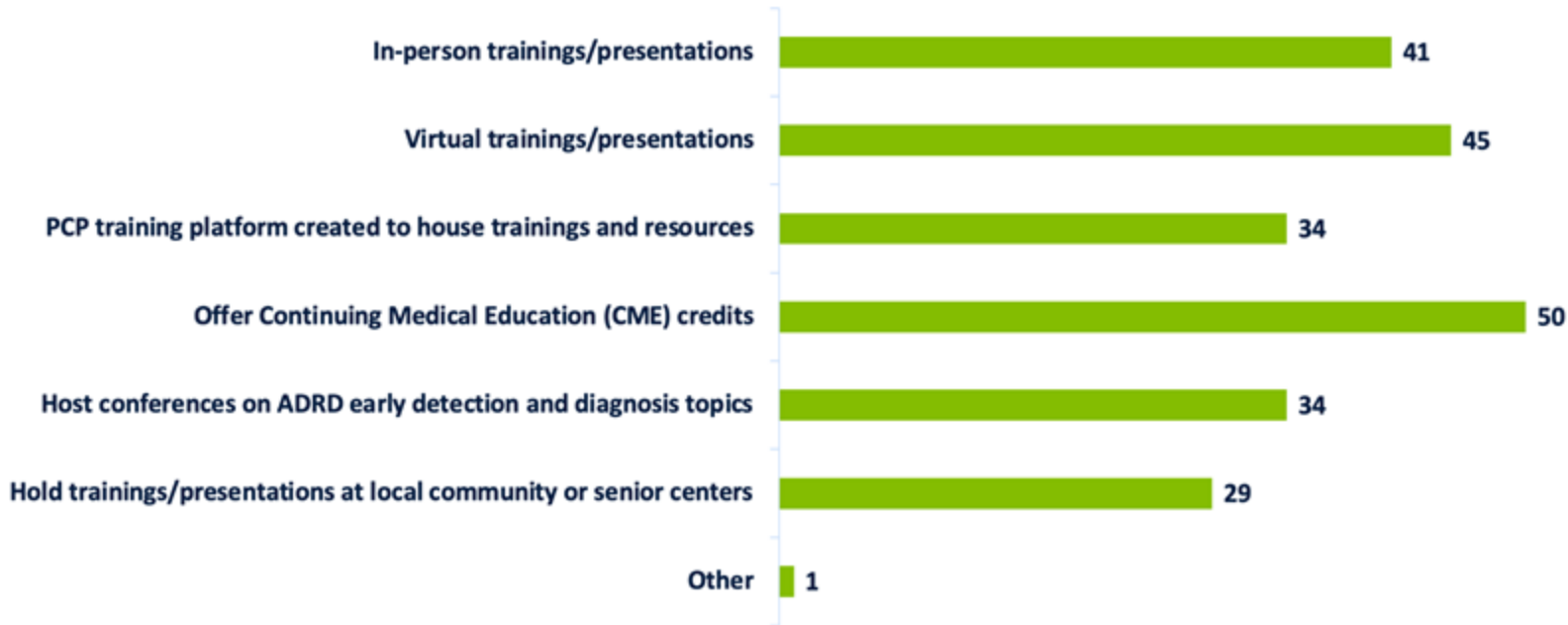
Interest in Training Topics

"Rate each of the following training topics on a scale of 1 to 5, with 1 being not at all interested and 5 being extremely interested"



Future Training Methods

"What would you like to see implemented in future trainings and presentations?"



“Is there anything else you would like to let us know regarding your experience diagnosing and treating ADRD?”



- *Patient and Family Misconceptions about Services*
- *Increased Caregiver Support*
- *Expansion of Community Resources*
- *Need for Formal Training and CME programs*
- *Limited Time for ADRD Assessments*
- *Desire for Follow-up on Diagnostic Outcomes*
- *Insurance and Cost Barriers*
- *Excessive Wait Times for Specialists*

CAP-CT – Would this work in South Carolina?



- Several CAP-CT learning objectives align with the gaps identified in the South Carolina ADRD Primary Care Provider Survey
- CAP-CT Supports:
 - *Building the PCP Skills and Knowledge needed for a DEMENTIA CARE PATHWAY, with an emphasis on early detection*
 - *The program promotes meaningful conversations around “brain health” planning with patients and care partners*
 - *Training includes guidance on billing, use of assessment tools, and connects participants to additional resources like Dementia Care Aware*



QUESTIONS?

Oklahoma Dementia Care Network: CAP-CT and Caregiver ECHO

Patricia Truong, PA-C, MHS & Keith
Kleszynski, PhD

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Caregiver ECHO

- Offered monthly since April 24
- 80 total attendees to date; average of 5 per monthly session
- Past topics include:
 - ADLs and IADLs
 - Avoiding triggers
 - Effective communication
 - Caregiver stress
 - Learning from emotion
 - Assistive devices
 - Always asking for future topics

Caregiver ECHO, cont.

- Helps caregivers understand they are not alone, hard to be a caregiver alone-need a team
- Equips caregivers with knowledge to take to healthcare providers about patient
- Gives caregivers access to resources to help with patient care-can share these with health care providers

**NOVEMBER 2024
CAREGIVER SUPPORT ECHO**

What is Project ECHO?
ECHO is a fully virtual program that begins with a 30-minute informational presentation delivered by a content expert who works regularly with caregivers. The final 30-minutes allows for interaction between caregivers for a Q&A facilitated by the ECHO Hub Team.



**WEDNESDAY, NOVEMBER 13, 2024,
1:00 PM CST**

Free Education for Caregivers



TOPIC: HOLIDAY BLUES
CARRIE JANKOWSKI, MSSW, LCDW

Sign up today by visiting www.okdcn.org and selecting an event date.

You can also email ehcho@okdcn.org for more information or to register for the series.



OKDCN
Oklahoma Dementia Care Network

ECHO
Educational Health Care Outreach

OHAI
Oklahoma Healthier Aging Initiative

The Oklahoma Dementia Care Network (OKDCN) is a 501(c)(3) nonprofit organization. It is not affiliated with any government agency. The Oklahoma Healthier Aging Initiative (OHAI) is a 501(c)(3) nonprofit organization. It is not affiliated with any government agency. The ECHO program is a trademark of the Oklahoma Dementia Care Network.

CAP-CT: Caregivers as Partners in Care Teams

- Training for health care providers in OK
- Family caregivers are a crucial part of health care team! Caregivers can help health care providers:
 - Understand context for the patient
 - Are there SDOH affecting the patient's health
 - Provide a better care experience
 - How can providers optimize clinical encounter
 - Help caregivers feel better prepared
 - What resources can providers share with caregivers
 - Reduces risk of hospital readmission
 - Keeping patients healthy and quality of life

Q&A

Please, submit your questions in the Q&A Zoom feature!



Connect with us!

Visit us online at <https://bolddementiacaregiving.org> to...

- ✓ Find today's slides and recording.
- ✓ Request Technical Assistance to support your public health work in dementia caregiving.
- ✓ Access resources and materials.
- ✓ Stay up to date with PHCOE-DC activities.



Follow us on X @PHCOE_DC

