PII-24: Geriatric Case Manager Caregiver Interventionist: Key Role Processes

Author List:
Presenting Author: Elizabeth Hall
Additional Author:

Presenting Author: Elizabeth Hall

Address: 1100 N Stonewall Ave
Oklahoma City, Oklahoma 73117
United States
Ph: 405-271-2428
Fax: 
Email: beth-hall@ouhsc.edu
Institution: OU - College of Nursing

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Abstract:
Introduction: Informal caregivers, often family members, care for 20 million older adults in the US. With the increasing reliance on family caregivers to provide health care to older adults in community, at issue is the heavy emotional, physical, and financial toll associated with the actual caregiving. There is a need to provide customized interventions, of value to the caregiver, which directly assist in coordinating and providing care. A case manager role, termed family caregiving interventionist, was created in a statewide Medicare Advantage case management program to assist family caregivers to identify and relieve areas of stress and prepare for the work associated with caregiving. As part of a larger quality initiative, our goal was to specifically identify the scope of the case manager interventions and key processes as viewed by the lead case manager.

Method(s): Using a single case methodology, three in-person interviews were conducted over three months with the case manager caregiving interventionist to determine her view of key processes of the intervention processes and the scope of her role. Interviews ranged from 30-60 minutes and were audiotaped and transcribed verbatim. Content analysis was conducted by the interviewer in consultation with a qualitative analysis expert. Key processes were identified with examples and illustrations.

Results: Key processes were identified including 1) use of standardized assessment tools for screening caregiver burden, 2) communication and rapport building with the caregiver(s), and 3) knowledge and practical application of interdisciplinary community resources, all aimed at addressing caregiver competence. The use of case manager-created caregiver assessment home visit form and reflection was developed to further quantify caregiver knowledge and self efficacy.
**Discussion & Conclusions:** As family caregivers become more crucial in overseeing the health care needs of community dwelling older adults, the role of case manager caregiver interventionist may have important implications for assessing and strengthening family caregivers in their work. A pilot study is needed to further document caregiver interventionist processes and validate the value of this new emerging role in geriatric case management.

**Abstract History:**
This abstract has not been presented or accepted for presentation in whole or in part at the SNRS or other scientific meeting.

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beth-hall@ouhsc.edu