



Supporting Family Caregivers to Keep Care at Home

O4a Annual Conference

October 23, 2024



About Careforth

“I thought I was superhuman and could do everything, but I just couldn’t. This program (Structured Family Caregiving) was really a godsend.”

- Janice, Caregiver to her Mother, Carol



- Our mission is to empower family caregivers by harnessing their unique proximity, trust, and commitment to those needing care at home.
- We serve historically marginalized and hard-to-reach communities to improve health outcomes for Medicaid members with complex health conditions and social circumstances and their family caregivers.
- Innovator of Structured Family Caregiving service for the past 20 years
- We are currently serving over 10,000 Medicaid members and over 15,000 family caregivers in Structured Family Caregiving in 10 States (CT, GA, IN, LA, MA, NC, OH, PA, RI, and SD) through fee-for-service and managed care
- Structured Family Caregiving is a unique service that wraps professional and financial support around informal caregivers, allowing them to provide care with confidence at home

Careforth is accredited by NCQA for its Structured Family Caregiving Program



What's Possible When We Work Together to Support Family Caregivers



Structured Family Caregiving



Meet John and Nancy

- Nancy is 58, a wife and mother to three grown children, and a **new caregiver** for her older brother, John, who recently moved in with Nancy and her husband. With her limited caregiving experience, Nancy was **worried she didn't know enough to properly care for John**. Nancy's husband works full-time.
- John is 66 and recently widowed; he was a long-term employee at GE, forced to leave the workforce earlier than had planned as his **health declined** and his medical conditions, including **Parkinson's, Congestive Heart Failure, and macular degeneration**, progressed.
- John requires **assistance with ADLs and IADLs** including bathing, dressing, and medication set-up. Short-term memory issues means John can no longer **go to doctor's appointments by himself or fully direct his care**.
- John is a PASSPORT Waiver participant; when his PAA Case Manager was talking to Nancy **about becoming John's caregiver and recognized Nancy's concerns**, they talked about the support she could receive through Structured Family Caregiving. Nancy remembered hearing about the new service from a friend at church.
- **Nancy now has two caregiver coaches (a nurse and a social worker)** who she thinks of as her **care partners**. She feels **more informed** about John's conditions and **better prepared** with what questions to ask when she takes him to his medical appointments. She knows caregiving will get harder and appreciates having the **emotional support and care guidance** her care partners provide.
- Nancy has learned **tips to help John with his daily care** while encouraging him to continue to do what he can for himself. Nancy and her coaches talk about **maintaining her own circle of support** with her husband and children and continuing to **do things that are important to her**, like her weekly meet-up with friends at her church fitness center.
- Nancy and her husband feel some of the added costs they incur with John living in their home; **the stipend Nancy** receives through Structured Family Caregiving **is predictable and paid regularly**.



Caregiver
Nancy



Waiver Member
John

Think About Structured Family Caregiving When...

- The individual is new to a Waiver and has an engaged family member or friend who would be willing to live with and support the individual
- The individual already lives with someone who is identified in the plan of care as an informal support, and that support is essential to the individual staying at home
- The individual or her family express concern about the individual being alone, safety overnight, or the progression of care needs
- The individual has Alzheimer's or other dementias
- The individual has medical or behavioral conditions that manifest in disruptive behaviors (e.g. wandering, behavior that is considered socially inappropriate)
- The preferred family caregiver is new to caregiving, expresses a concern about managing care at home, or would benefit from initial and ongoing coaching support



Key Outcomes



Payers

Improved health outcomes and community tenure result in decreased cost

~\$61,600K

Annual savings on medical costs and avoidance of nursing facility services

37 months

average length of stay for all active Careforth members (as of 8/2023)

Source: Careforth analysis



Care Recipient

Demonstrated improvement in clinical outcomes and high rates of satisfaction

45%



fewer falls compared to a control group of Medicare-Medicaid dual eligible beneficiaries

21%



fewer ER visits compared to a control group of Medicare-Medicaid dual eligible beneficiaries

99%

are happy with the help received from Careforth

96%

feel the services received helped them meet their goals

Source: ATI Outcomes Analysis (2024), Press Ganey 2023 Satisfaction Survey (results shown combine top two box scores)



Caregivers

Demonstrated improvement in caregiver burden and high rates of satisfaction

84%

feel their level of burden related to their role as a caregiver has decreased

95%

feel that Careforth's services have allowed them to provide care at home longer

99%

are happy with the help received from Careforth

98%

are likely to recommend Careforth to another caregiver

Source: Press Ganey 2023 Satisfaction Survey (results shown combine top two box scores)

How to Make Sure Families Know About Their New Option

Examples of best practices:

- Identify a champion (Subject Matter Expert) for your organization
- Educate teams across the organization, including those who manage the OAA-funded Family Caregiver Support Program
- In your regular meetings, add a standing item on your agenda so your champion can check in about how it is going and answer questions
- Host a forum in which your case management leaders can meet with new SFC providers in your geography



Thank You

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