

A photograph of two elderly women, one with dark hair and one with white hair and glasses, both smiling warmly. The image is overlaid with a semi-transparent purple filter.

Supporting Caregivers Supports Patients:

The Critical Role of Primary Care in Preventing Caregiver Burnout

**The Ontario Caregiver Organization in partnership with the
Primary Care Collaborative**
November 24, 2022

Today's Learning Objectives

- ✓ Identify the caregiver role as it relates to patient care and health outcomes
- ✓ Describe the impact of caregiving on caregiver well-being and capacity to continue in their role
- ✓ Identify barriers to addressing caregiver burnout and apply strategies to mitigate those barriers
- ✓ Use practical tools and action steps to support caregivers and prevent burnout
- ✓ Recall programs and services that are available for all caregivers across Ontario offered by The Ontario Caregiver Organization.



Today's speakers

Alison Kilbourn – Project Lead, Strategic Partnerships & Innovation, The Ontario Caregiver Organization

Bhavini Patel – Caregiver, Advisory Council Member, The Ontario Caregiver Organization

Chantelle Mensink – Nurse Practitioner, New Vision Family Health Team

Albesa Aliu – Health Promoter, Rexdale Community Health Centre

Dr. Javed Alloo – Clinical Lead, Primary Care Integration, Ontario College of Family Physicians

Speaker Disclosures

Relationships with financial sponsors (including honoraria) and conflicts of interest

- **Alison Kilbourn:** Employee of The Ontario Caregiver Organization; No conflicts of interest to declare in this presentation.
- **Bhavini Patel:** Patient Representative - Quality and Program Effectiveness Committee, Trillium Health Partners (Non Director, Board of Directors); Advisory Committee Member, Health Mentor, Facilitator - Centre for Advancing Collaborative Healthcare & Education (CACHE), University of Toronto; Advisory Council Member, Ontario Caregiver Organization, receiving honorarium from Ontario Caregiver Organization; No conflicts of interest to declare in this presentation.
- **Chantelle Mensink:** Employee of New Vision Family Health Team; No conflicts of interest to declare in this presentation.
- **Albesa Albui:** Employee of Rexdale Community Health Centre; No conflicts of interest to declare in this presentation.
- **Dr. Javed Alloo:** Ontario College of Family Physicians, Ontario Medical Association, Centre for Effective Practice, Centre for Addictions and Mental Health, Trillium Health Centre, Memotext, Canadian Partnership Against Cancer, Mental Health Commission of Canada – Honoraria, Consulting, Employed; CIHR, U of T – Research Grants; Canada: Novo Nordisk, Boehringer Ingelheim, Lupin, Astra Zeneca – Advisory Boards; No conflicts with content in this presentation.



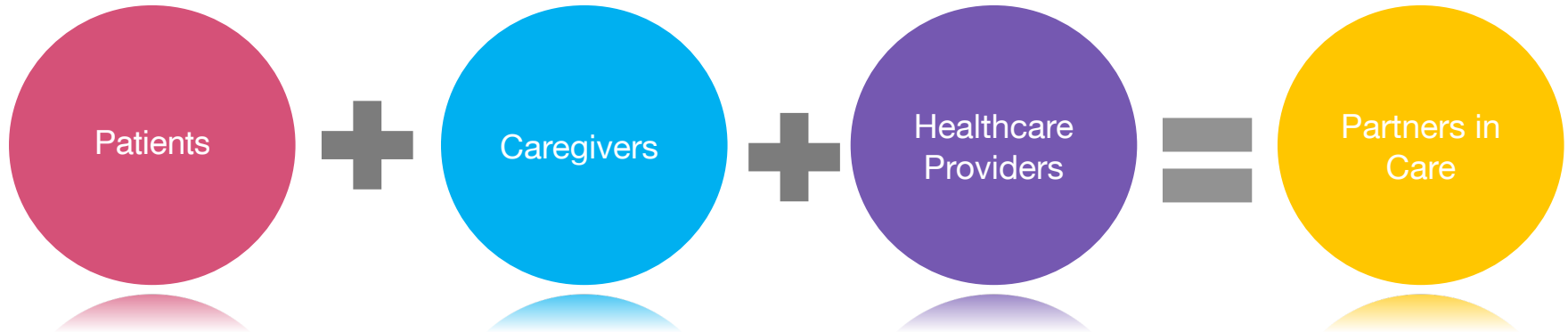
OUR PURPOSE

The Ontario Caregiver Organization (OCO) exists to improve the lives of Ontario caregivers; ordinary people who provide physical and emotional support to a family member, partner, friend or neighbour

Caregivers are Critical to our Health Care System



4 million caregivers across Ontario provide an estimated 75% of the care in the system



Caregiving has an impact on **Caregiver Health**

Higher rates of loneliness¹, stress and depression²

16% more likely than non-carers to live with 2 or more long-term health conditions³

“Distressed caregivers experience a myriad of adverse outcomes, including deteriorations in mental and physical health, disruptions in social and family relationships, and increased risk of death.”⁴

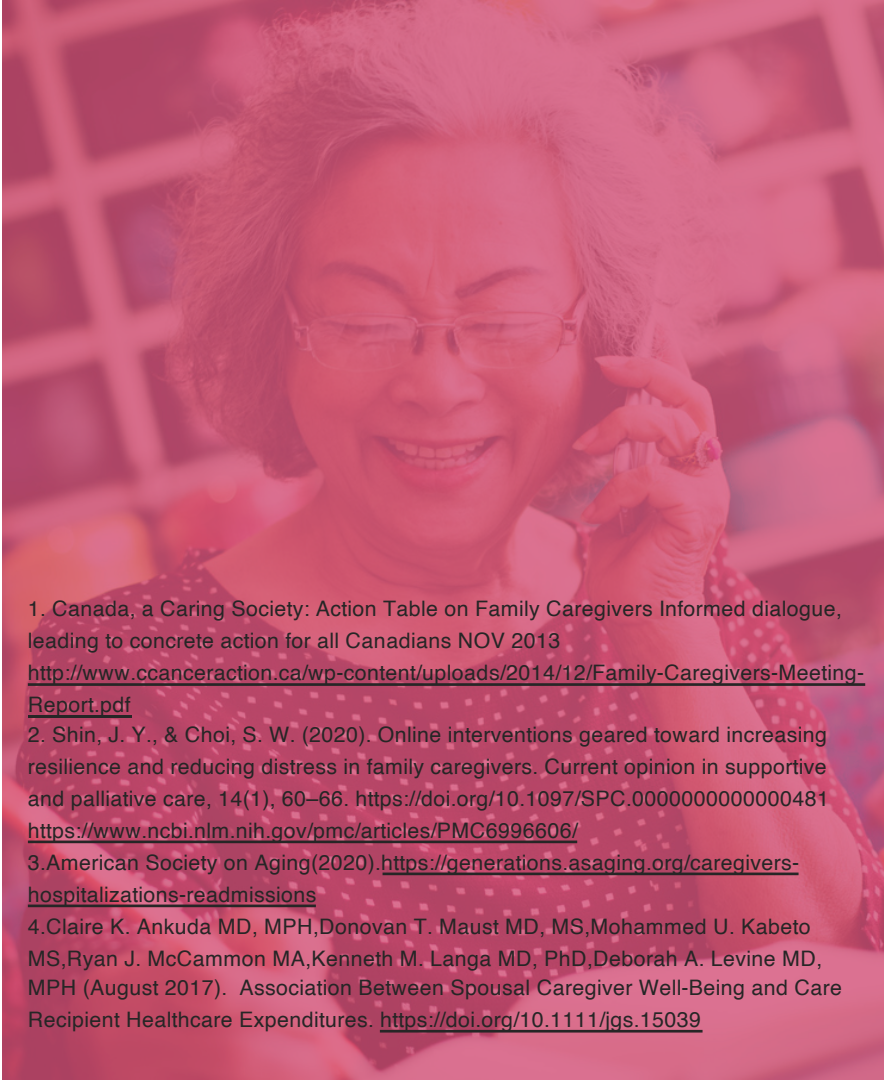
1. Vasileiou, K., Barnett, J., Barreto, M., Vines, J., Atkinson, M., Lawson, S., & Wilson, M. (2017). Experiences of Loneliness Associated with Being an Informal Caregiver: A Qualitative Investigation. *Frontiers in psychology*, 8, 585. <https://doi.org/10.3389/fpsyg.2017.00585>
2. Public Health England. (March 2021) Caring as a social determinant of health Findings from a rapid review of reviews and analysis of the GP Patient Survey. https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/971115/Caring_as_a_social_determinant_report.pdf
3. Stall, Nathan. We Should care more about Caregivers. *CMAJ* March 04, 2019 191 (9) E245-E246; DOI: <https://doi.org/10.1503/cmaj.190204>
4. Centers for Disease Control and Prevention. <https://www.cdc.gov/aging/publications/features/lonely-older-adults.html>

Caregiver well-being has an impact on **Patient Health Outcomes**

Well-supported caregivers are more likely to provide better care¹

Caregiver mental health has been found to impact patient clinical and mental health outcomes, given the heavy reliance on caregivers for managing patient symptoms and providing support²

Caregiver burnout can lead to patients requiring ER visits and/or unnecessary hospital admissions^{3,4}

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1. Canada, a Caring Society: Action Table on Family Caregivers Informed dialogue, leading to concrete action for all Canadians NOV 2013
<http://www.ccanceraction.ca/wp-content/uploads/2014/12/Family-Caregivers-Meeting-Report.pdf>
 2. Shin, J. Y., & Choi, S. W. (2020). Online interventions geared toward increasing resilience and reducing distress in family caregivers. *Current opinion in supportive and palliative care*, 14(1), 60–66. <https://doi.org/10.1097/SPC.0000000000000481>
<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6996606/>
 3. American Society on Aging (2020). <https://generations.asaging.org/caregivers-hospitalizations-readmissions>
 4. Claire K. Ankuda MD, MPH, Donovan T. Maust MD, MS, Mohammed U. Kabeto MS, Ryan J. McCammon MA, Kenneth M. Langa MD, PhD, Deborah A. Levine MD, MPH (August 2017). Association Between Spousal Caregiver Well-Being and Care Recipient Healthcare Expenditures. <https://doi.org/10.1111/jgs.15039>

Social Determinants of Health + Caregiving

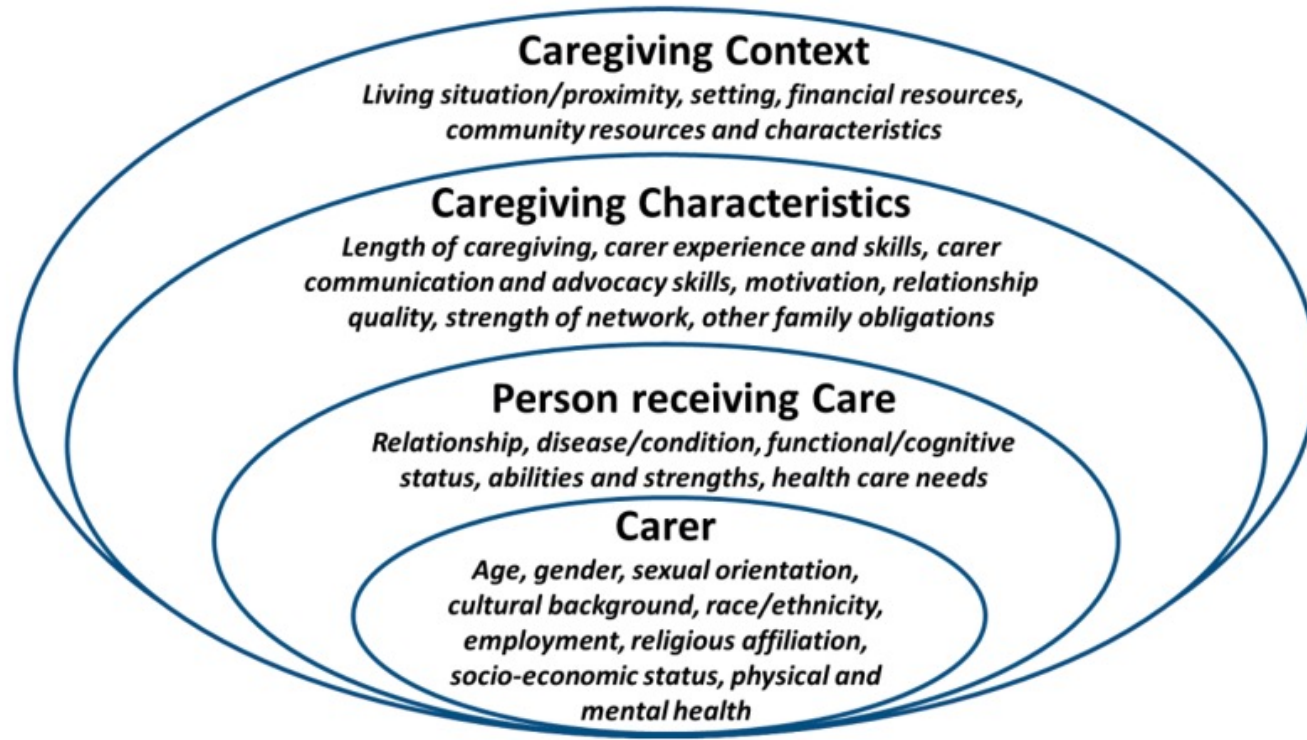
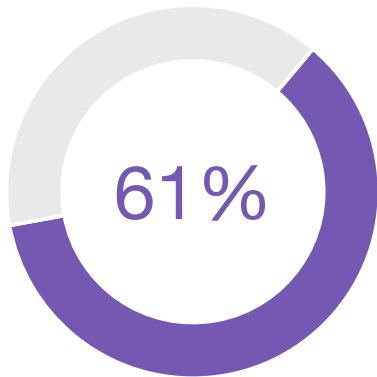
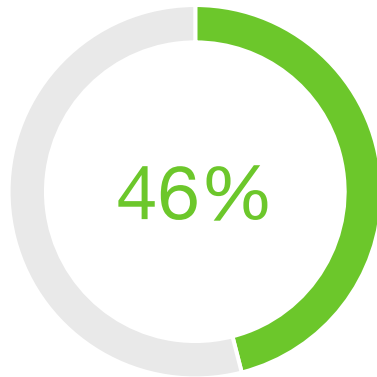


Image from: Heather M. Young and Janice F. Bell and Robin L Whitney and Ronit A Ridberg and Sarah C. Reed and Peter P. Vitaliano, Social Determinants of Health: Underreported Heterogeneity in Systematic Reviews of Caregiver Interventions, *The Gerontologist*, 2020 (60, pgs 14-28).

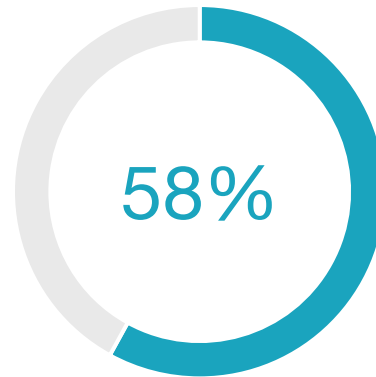
COVID-19 has increased caregiver burn-out in Ontario



of caregivers find
caregiving stressful
overall



of caregivers feel
lonely, isolated



of caregivers
feel burnt out



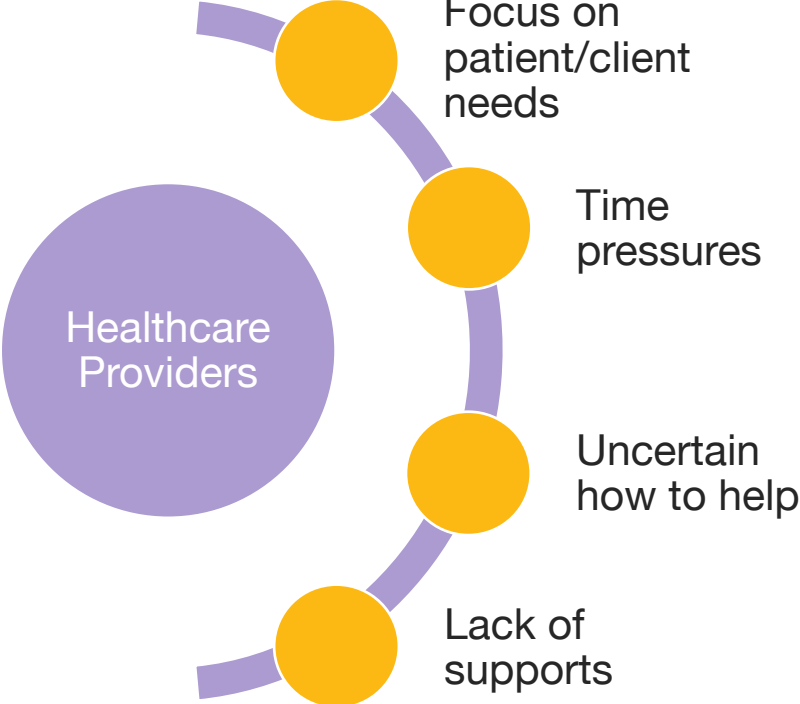
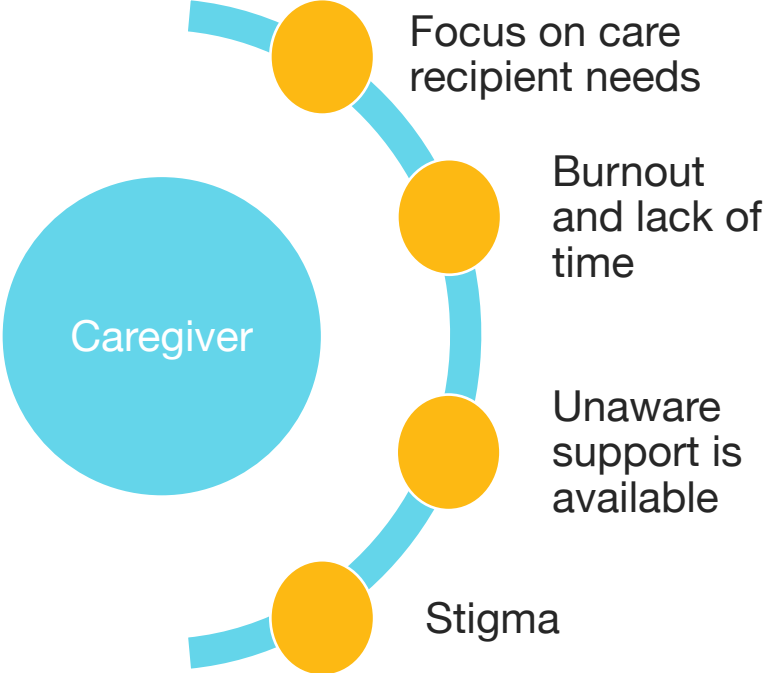
Primary Care – Ideal Setting for Connecting Caregivers to Support



- Primary care is the ideal context for reaching most caregivers
- Typically, primary care is the earliest point of contact
- Collaborative, integrated care models work well in primary care settings to meet caregivers' needs

Source: Parmar, J, Anderson, S, Abbasi, M, et al. Support for family caregivers: A scoping review of family physician's perspectives on their role in supporting family caregivers. Health Soc Care Community. 2020; 28: 716– 733

Barriers to Caregiver Support



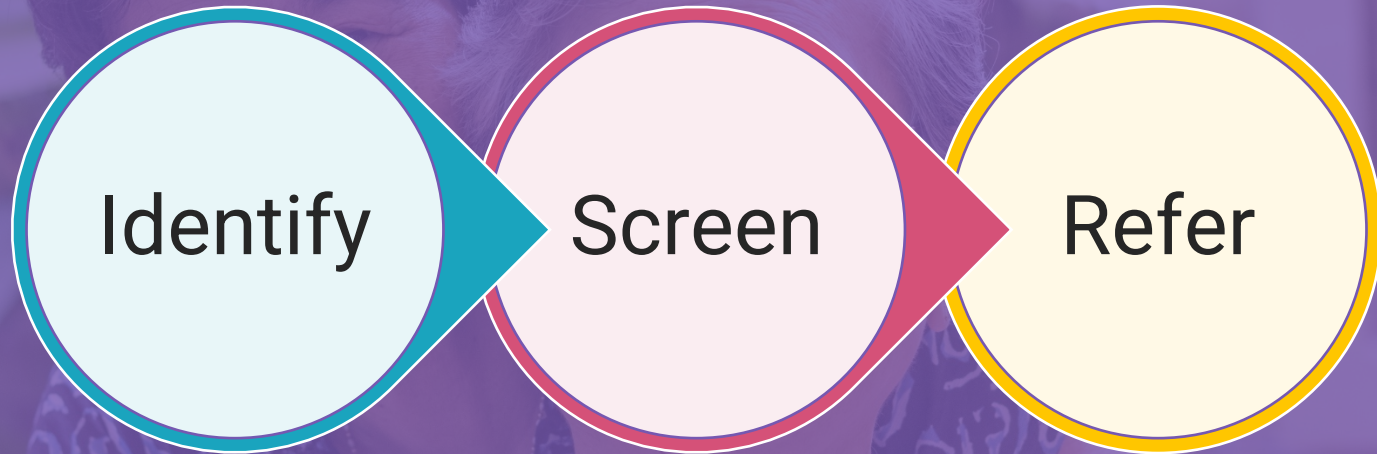
Bhavini's story



Experience from Primary Care Settings

Preventing Caregiver Burn-out

Identify caregivers and develop pathways to support



Opportunities for Caregiver Engagement

Upon new diagnosis for a patient (e.g.,
Dementia, Parkinson's)

Care recipient positive screen for frailty

Significant change or worsening of
patient symptoms

Significant change in family/social
structure

Signs of caregiver distress, burn-out

Developing Pathways to Support: Time to Talk

Tips on Engaging Caregivers

- Ask caregivers how they are doing
- Include caregivers as part of the healthcare team
- Share what's happening & what to expect next
- Encourage caregivers to accept help
- Encourage caregivers to visit **ontariocaregiver.ca** or call the 24/7 helpline at **1 833 416 2273**
- Encourage caregivers to talk to someone about their feelings
- Re-visit this conversation throughout their journey



The Time to Talk Toolkit has been adapted by the Ontario Caregiver Organization, and was developed by Connecting the Dots for Caregivers, a partnership between six healthcare organizations in Huron Perth, and one of The Change Foundation's Changing Care projects.



Time to Talk Poster

Time to Talk Pamphlet



Time to Talk

“I'm honoured to care for my dad, but I'm tired and overwhelmed. I don't know where to find the information I need.”

Being a family caregiver often means you have less time to care for your own needs. If you're feeling overwhelmed in your caregiving role, speak to your health care team.



Time to Talk

“I'm honoured to care for my mom, but I'm tired and overwhelmed. I don't know where to find the information I need.”

Being a family caregiver often means you have less time to care for your own needs. If you're feeling overwhelmed in your caregiving role, speak to your health care team.

For more information about caregiving and to access programs and services that can support you in your role visit ontariocaregiver.ca or call our 24/7 helpline at 1.833.416.2273.

SIGNS YOU MAY BE EXPERIENCING CAREGIVER BURNOUT

If you are experiencing any of the following, you may be showing signs of caregiver burn-out. Please speak to a member of your healthcare team.

- Energy and exhaustion
- Feelings of tremendous guilt
- Being sick, feeling unwell, anxious
- Increasing needs because life is dominated by caregiving
- Staying irritable even when help is available
- Decreased irritability
- Feeling overwhelmed or helpless, and possibly hopeless
- Changes in sleeping or eating patterns and/or the excessive use of alcohol, cannabis, and/or prescription medications
- Difficulty asking for help

WHAT CAN YOU DO?

It's **Time to Talk**. Don't wait until you reach a point where you can no longer cope. If you are a caregiver and feeling overwhelmed in your role, please reach out to a member of your healthcare team.

“I don't know what to say. It just happened...it was not Alzheimer's”

CAREGIVER

Free Caregiver Programs and Services for Caregivers from OCO

- ✔ **Caregiver Helpline – 1-833-416-2273**
This toll free, confidential helpline is available for caregivers 24/7 by phone or Mon-Fri 9am -7pm by chat.

- ✔ **Peer Support**
OCO offers two different peer support programs. Our Online Support Groups for Caregivers and our 1:1 Peer Support Program.

- ✔ **SCALE**
An 8-week program targeting caregiver mental health and well being. Providing education, tools and small group or 1:1 counselling sessions to caregivers.

- ✔ **Education**
OCO offers monthly webinars, toolkits, eLearning, tip sheets, podcasts and so much more on our website.



Questions?



We want to hear from you. Type your questions in the chat box!



Chat

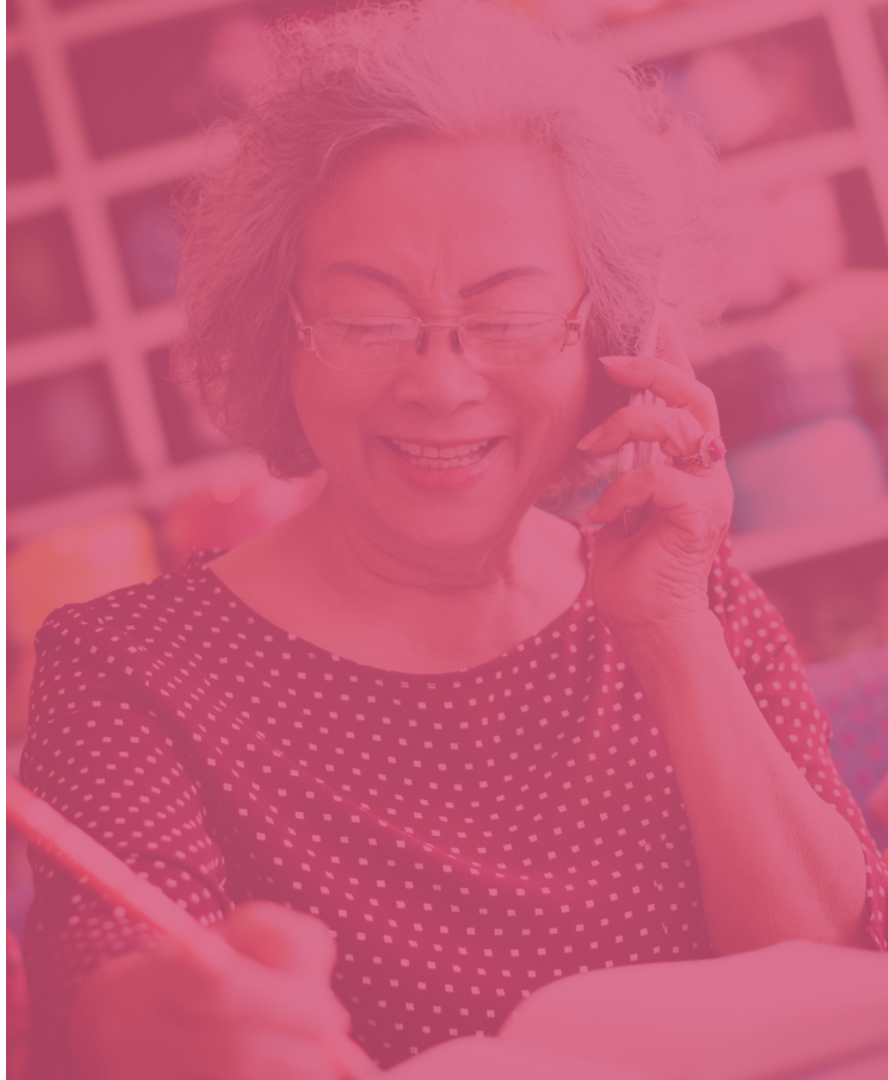
From Me to [Everyone](#):

Please type your questions and comments in the chat-box.



3 Ways to Make an Impact

- ✓ During appointments, identify caregivers and ask how they are doing
- ✓ Connect caregivers to supports and services by providing OCO materials
- ✓ Post Time to Talk posters in your office and/or on screens in your waiting room



Connect with us!

Ontario Caregiver Helpline: 1-833-416-2273

www.ontariocaregiver.ca

@CaregiverON



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Explore OCO's Care Provider Resource Centre for tools and resources to support caregivers



Sign up to receive OCO's Partners in Care e-Bulletin for providers