

# Caregiver-Centered Care for the Healthcare Workforce

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**UNIVERSITY OF ALBERTA**  
**FACULTY OF MEDICINE & DENTISTRY**  
Department of Family Medicine

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# “Caregiver-Centered Care”

Person-centered care for family caregivers

Support

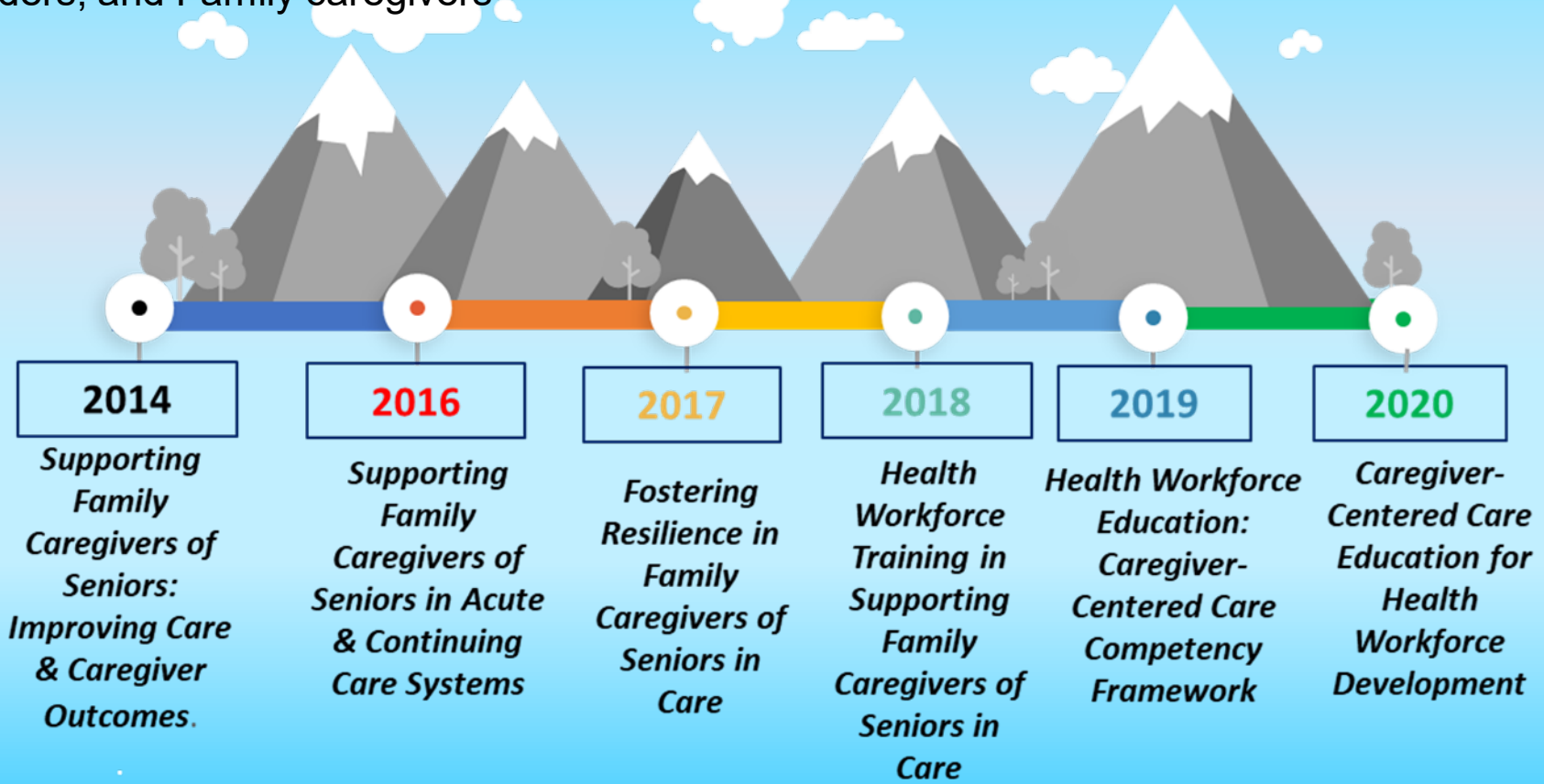
- to care
- maintain their own wellbeing



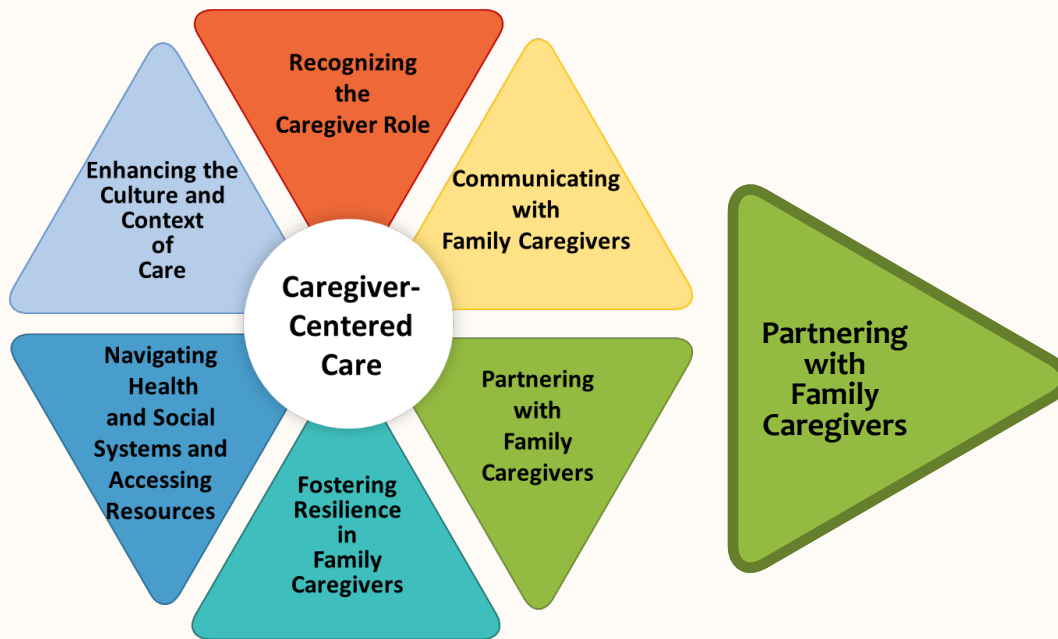
# Co-Design: How Should We Support Family Caregivers

**Dialogues with over 400 Stakeholders:**

Researchers, Policy-makers, Health professionals, Health System & Community Organization Leaders, and Family caregivers



# Caregiver Centered Care Competency Framework



## Partnering with Family Caregivers

### Competency Indicators

1. Understands the benefits of including family caregivers on the care team.
2. Establishes collaborative relationships with family caregivers.
3. Includes family caregiver's knowledge of the care recipients in assessments and care planning.
4. Understands conflicts and works to de-escalate conflict.

# Three Competency Levels

## Champions Education

Healthcare providers who model and mentor caregiver-centered care.

Caregiver  
Centered  
Care  
Champions

## Advanced Education

Healthcare providers with more interactions with family caregivers or significant responsibility for caregivers in role and context.

Advanced Level  
Caregiver-Centered Care  
Some Health Providers

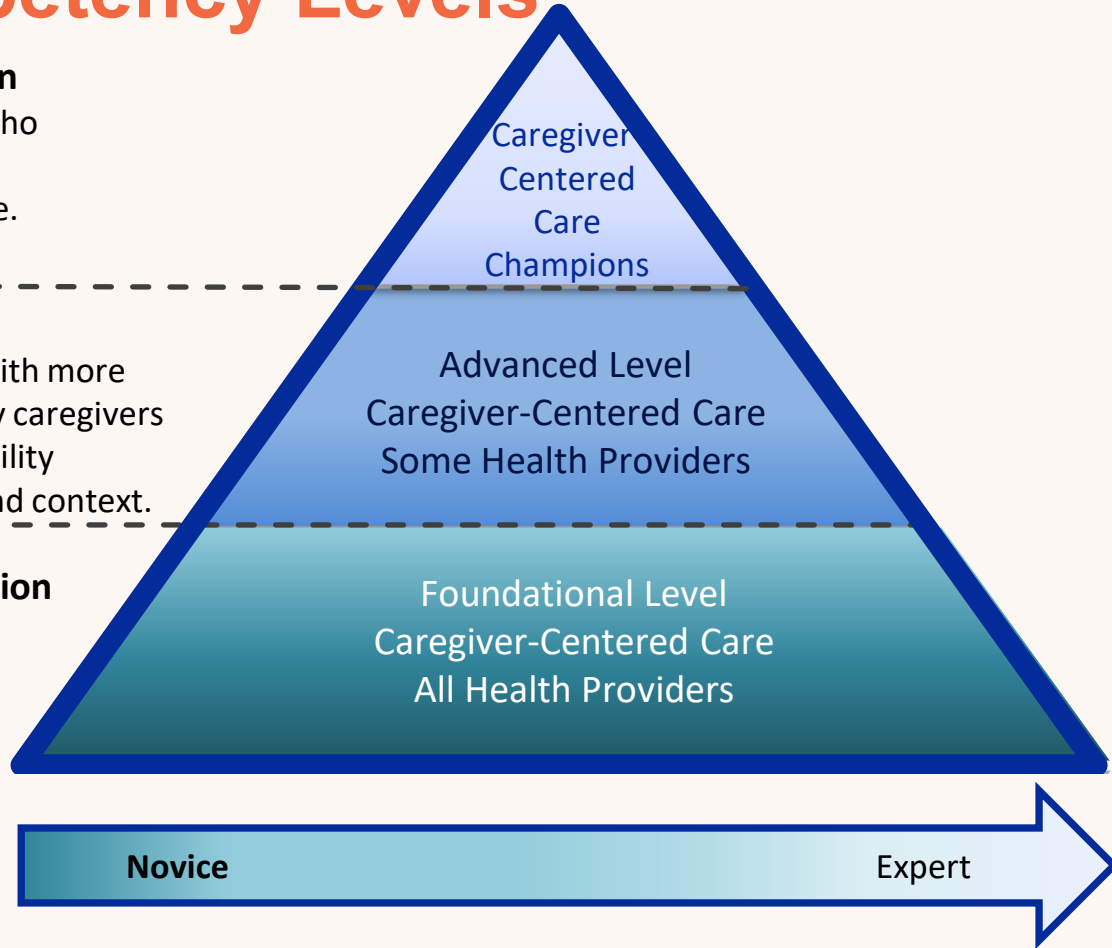
## Foundational Education

Healthcare providers who interact with family caregivers in role and context.

Foundational Level  
Caregiver-Centered Care  
All Health Providers

Novice

Expert



# Co-Designing the Competency Based Education





# Caregiver-Centered Practice

FOUNDATIONAL COURSE

COVID-19 EDUCATION

WEBINARS

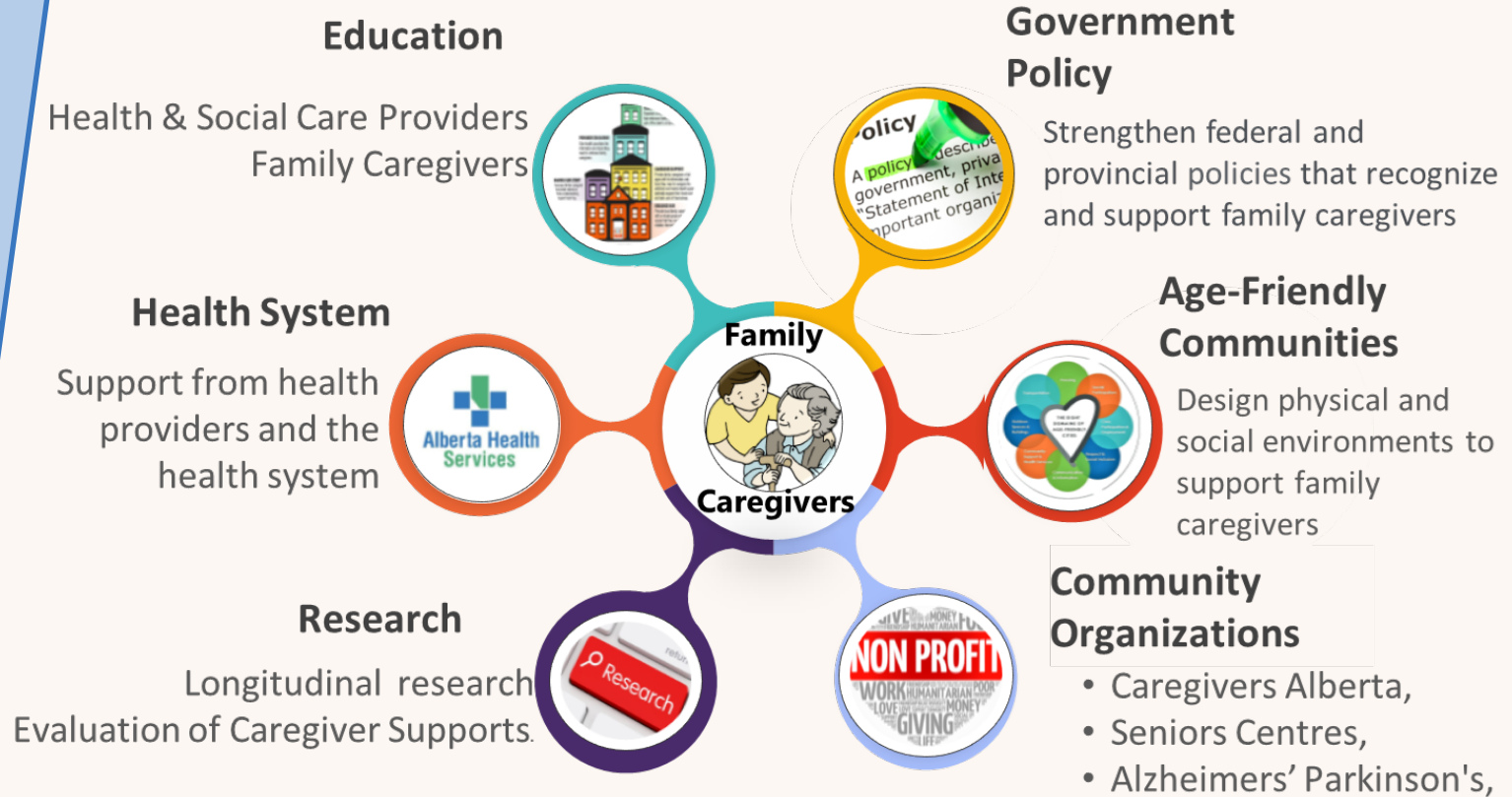
[www.caregivercare.ca](http://www.caregivercare.ca)

Caregiver-Centered Care is a Program of Applied Research & Innovation in Health Services Delivery in Family Caregiving

**Wide range of services and supports are needed to address diverse family caregiver needs.**

Zarit, 2017  
Schulz et. al. 2018

# Building a Better System to Support Family Caregivers







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# Thank You



**Caregiver Centered Care**  
Supporting Family Caregivers in Healthcare

**Caregivercare.ca**