

# Interprofessional training and education to deliver person-centered care

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## Background

- Development of an interprofessional team of health-care workers as part of a CMS Innovation Award, (Dissemination of the Aging Brain Care Program), has proven to be effective in providing person-centered care.
  - Care coordinator assistants (CCAs) were trained in interprofessional teams with a goal of improving health outcomes to provide person-centered care.
  - Purpose of this study was to analyze job satisfaction scores in CCA teams and importance of interprofessional team based care.
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## Methods

- 16 CCAs completed the Job Descriptive Index (JDI) as measure of their satisfaction with their work.
  - Additionally, 165 quarterly case reports from CCAs, social workers, and nurses were entered into Nvivo software
  - Qualitatively analyzed for themes related to person-centered care and interprofessional teamwork.
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## Patient Population

- 2070 patients with dementia and/or depression
  - Mean age of 76 (SD=8.47 years)
  - Predominantly female (77%)
  - 46% African American
  - Vulnerable population served by Eskenazi Health, and included those enrolled in the Aging Brain Care Program
  - Each patient on average received 16+ CCA contacts (home, clinic and/or phone visits)
  - Additional interactions with SW, RNs, NPs, and Drs.
  - CCA began with 100 patients each and increased to 150 by end of trial
  - 9,742 home visits were made by team
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## Findings

- Analyses of JDI indicated that compared to a normative sample of healthcare and social workers, CCAs responded most positively about interaction and dealings with people on their present job.
  - This subscale mean score was higher than the norm.
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## JDI Subscale Mean Scores and Comparative norms

JDI Subscale	Mean Score	Norm %
Work on present job	45	52
Opportunities for promotion	18	55
<b>People on present job</b>	<b>44</b>	<b>41</b>
Job in general	44	45



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## Qualitative Analysis

- Qualitative analysis of quarterly case reports indicated teamwork was a significant positive aspect in providing person-centered care
  - Teamwork referenced in 67% of the cases
  - Emphasis placed on ability to improve health outcomes in geriatric patients with depression and/or dementia and their caregivers when our interprofessional team worked and trained together
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## Case Examples of Teamwork

### CCA:

- The CCA had not seen patient for 3 months
  - At quarterly visit found this very stable patient upset and distraught.
  - The son, the caregiver, was very irritated and angry.
  - Scene was very different from previous visits.
  - Patient was very upset because her son had not been able to go to his Dr.'s appointments and was out of several meds.
  - Patient continued to decline and the family was discussing putting him in a nursing home.
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- If this happened, patient would be forced to go live with a daughter out of town
  - She did not want to leave her son or her home.
  - Son revealed to the CCA that he was bi-polar and needed his meds.
  - CCA tried to assist the son with transportation but was unsuccessful because he is only 59 and therefore not eligible for the assistance.
  - CCA immediately returned to hospital to discuss the situation with social worker, hoping to find some kind of help to assist this family.
  - SW immediately assisted the family.
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- SW got right on it to see what could be done.
  - A joint visit was made by the CCA and the SW to assess the patient and the caregiver for CICOA services.
  - SW was able to get a Dr. that made house calls which enabled the son to get his medication refills.
  - Both patient and caregiver were approved for in home services including home health aide, home delivered meals, and medical alert.
  - CCA and SW returned for a f/u visit and were both doing much better and extremely grateful for assistance
  - Most especially for concern and care that they received quickly.
  - Patient was especially grateful that she was able to stay in her home and her son was doing much better.
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## Case Examples of Teamwork

SW:

- 2012 enrolled Mr. W into the program.
  - Diagnosed with mild dementia.
  - Mr. W didn't have many concerns.
  - His caregiver was stressed because she was taking care of him and her mother.
  - Focus was on getting help for caregiver and encouraging her to seek medical and mental health care for self.
  - With the increase in staff, family was assigned to a very compassionate CCA that has worked intensively with them
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- With help of our team NP and SW, we were able to help the caregiver with resources for her so she could get the help she needed.
  - Patient's wife is now very engaged with program and improvement continues in the home.
  - Still working with caregiver on getting the help she needs and better understanding of disease.
  - Family very willing to invite us into their home for support.
  - Patient currently enrolled in hospice and has an agency that comes to the home weekly to help with his care.
  - With team approach we are able to reach more patients to offer education, support, access to resources, and face-to-face contact
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## RN:

- One thing I learned early in my nursing career is the necessity for team work.
  - Working as a team helps not the patient but yourself too.
  - You have others you can go to for help with hands-on care as well as troubleshooting problems.
  - Team work is invaluable when meeting the needs of our most vulnerable patients.
  - CCA goes to home and identifies a problem(s) and brings it back to the team.
  - RN addresses the medical issues and the SW addresses the social issues.
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- Sometimes it takes more than just our team to solve the problem. Often have to reach out to others to help with the patient's needs.
  - It's not unusual for a patient to refuse our services especially if they don't fully understand our program. This is when we approach others to help. For example:
    - meeting the patient in the clinic
    - asking the staff to help with introductions or
    - going to the nursing unit and meeting the family to explain our program in more detail.
    - however it's done, the goal is the same...helping to take care of our seniors as a team.
  - Sometimes it only take 1 or 2 people ...sometimes many people are working together.
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## Conclusions

- Interprofessional training with CCAs in a healthcare team to address the needs of patients with dementia and/or depression and caregivers provides effective model of person-centered care to meet growing demands of this population.
  - Teamwork and continuity of care are key in implementation of person-centered care.
  - With team training and support, CCAs function as effective primary care extenders in medical home model.
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