

Patient safety: Family caregivers' perspective

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careum



Program

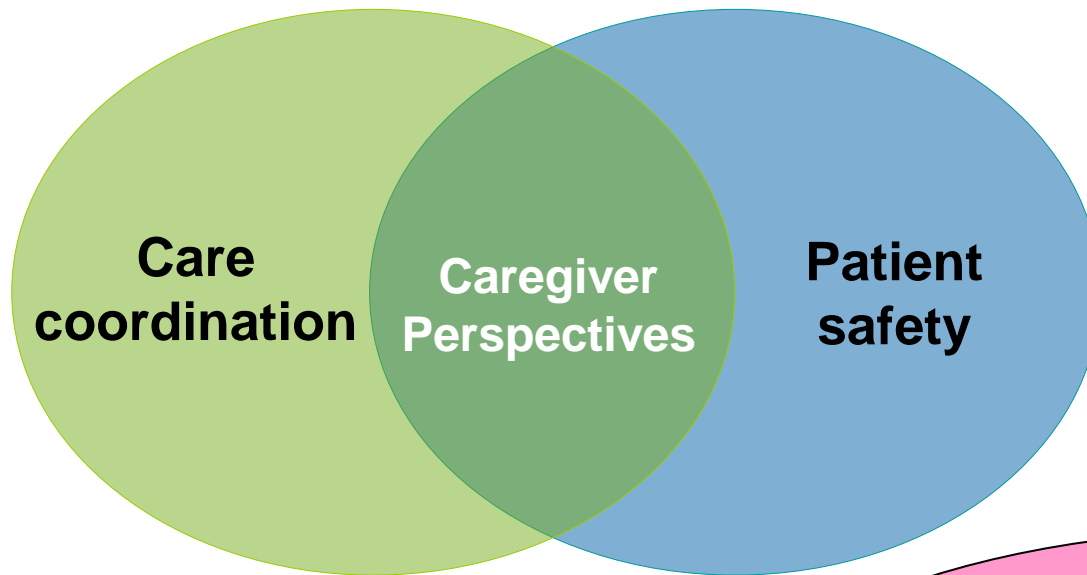
- The serious lense: a world of family caregivers
- The conceptual lense: family caregivers in patient safety
- The comic lense: Not every mistake is dramatic...

The serious lense: There are only four types of people in the world...

- Those who have been caregivers
- Those who are currently caregivers
- Those who will be caregivers
- Those who will need a caregiver

- Rosalynn Carter

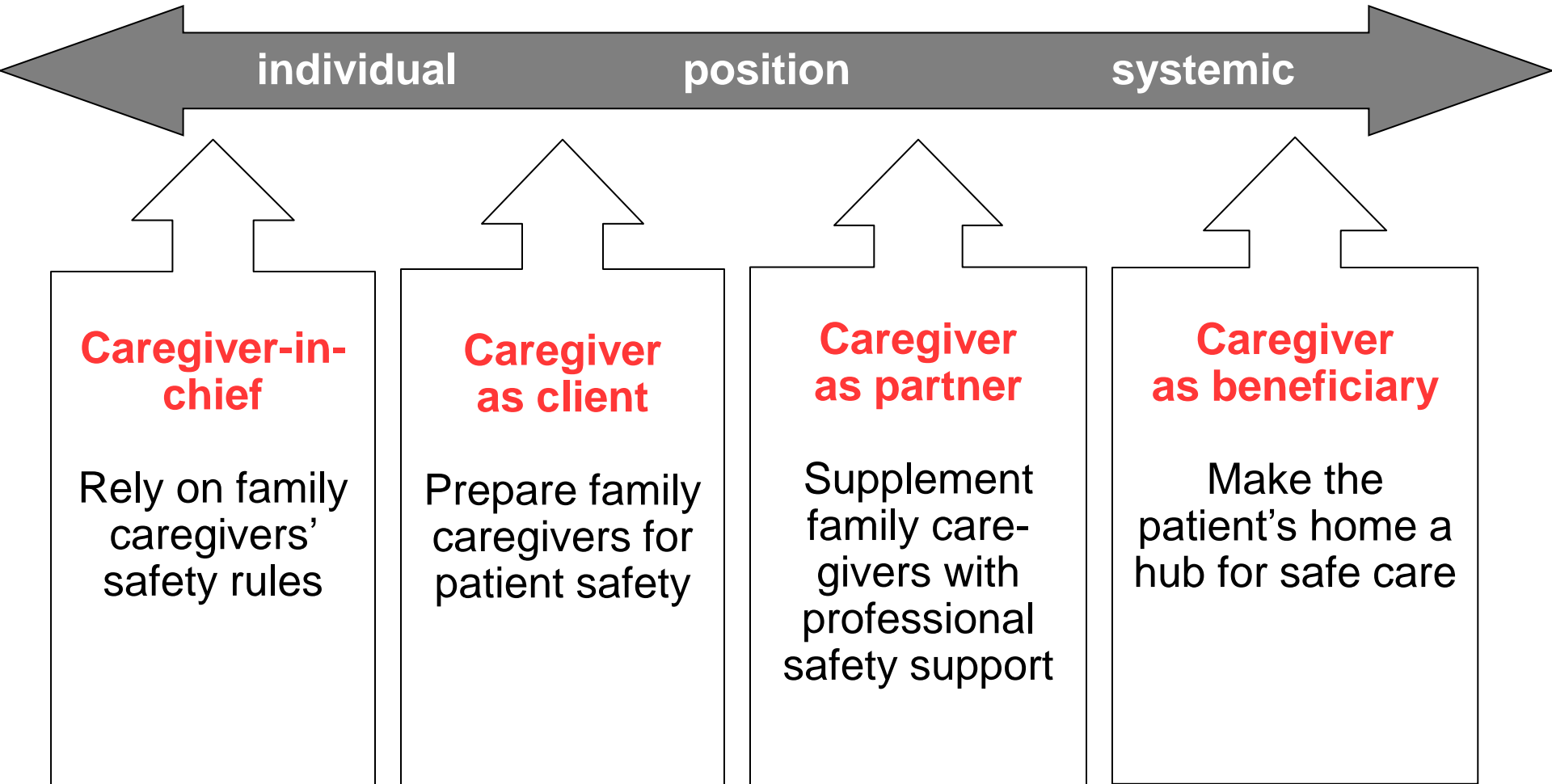
The conceptual lense



Facilitator:
How would such a program be helpful for you? [refers to transitional care nursing model]

Regina (daughter):
This would be nice. May be not so much to pick up things at the pharmacy. But coming to talk to us. Because that is one of my biggest problems. I forget to check the medicine. And I could make mistakes.

Where is the family caregivers' position in patient safety?



What do family caregivers perform related to patient safety?

Typology	Caregiver roles		
	DIRECT CAREGIVER	MANAGING CAREGIVER	INVESTIGATING CAREGIVER
Caregiving tasks	Conduct care and medical procedures	Organize legal and financial matters	Check and compare service provision
	Run a household of an ill or disabled person	Communicate with providers, payers, and family	Search, study, and discuss information on illness, providers, and payers
	Succeed rules and instructions for care	Arrange care and communication logistics	

Direct caregiver

Typology	Caregiver roles		
	DIRECT CAREGIVER	MANAGING CAREGIVER	INVESTIGATING CAREGIVER
Caregiving tasks	Conduct care and medical procedures	Organize legal and financial matters	Check and compare service provision
	Run a household of an ill or disabled person	Communicate with providers, payers, and family	Search, study, and discuss information on illness, providers, and payers
	Succeed rules and instructions for care	Arrange care and communication logistics	

Managing caregiver

Typology	Caregiver roles		
	DIRECT CAREGIVER	MANAGING CAREGIVER	INVESTIGATING CAREGIVER
Caregiving tasks	Conduct care and medical procedures	Organize legal and financial matters	Check and compare service provision
	Run a household of an ill or disabled person	Communicate with providers, payers, and family	Search, study, and discuss information on illness, providers, and payers
	Succeed rules and instructions on care	Arrange care and communication logistics	

Investigating caregiver

Typology	Caregiver roles		
	DIRECT CAREGIVER	MANAGING CAREGIVER	INVESTIGATING CAREGIVER
Caregiving tasks	Conduct care and medical procedures	Organize legal and financial matters	Check and compare service provision
	Run a household of an ill or disabled person	Communicate with providers, payers, and family	Search, study, and discuss information on illness, providers, and payers
	Succeed rules and instructions for care	Arrange care and communication logistics	

Recognition from policy, practice, and research

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Recognition	++	+	-

Medication Administration Hassles Scales (Travis 2003)

How do family caregivers arrange care material logistics, e.g. for pharmaceuticals?

Search

decide/select

buy/order

pay/reimburse

transport

set up

store

maintain

discard

→ Family caregivers are **unofficial case managers** and **a walking medical record**, representing their position as a **shadow workforce**.

(Bookman & Harrington 2007, p. 1025, Journal of Health Politics, Policy and Law)

The comic lense: Luckily not every caregiver's med mistake is dramatic ...

DEAR DOC, I MADE A BIG MISTAKE. I TOOK MY HUSBANDS ANTI DEPRESSIVE MEDS INSTEAD OF MY ANTICONCEPTIVES. A.S.



NO I AM PREGNANT AND HE IS A NERVOUS JERK. WHAT CAN I DO?



DEAR MRS. S. PUT THE MEDS IN THE RIGHT PLACE AGAIN QUICKLY! YOU WILL NOT BE LESS PREGNANT, BUT YOUR HUSBAND WILL BE SLOWLY ABLE TO LOOK FORWARD TO THE BABY.

CHEERS, YOUR DOC.



Thank you!

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