

## Fact Sheet

### What is BRI Care Consultation?

**BRI Care Consultation™** is an evidence-based care-coaching program, designed to help professionals deliver cost-effective assistance and support to individuals with chronic conditions and their caregivers by telephone and email. The core components of the Program include: 1) assessment, 2) action planning, and 3) ongoing maintenance and support.

### Upon what research is BRI Care Consultation based?

**BRI Care Consultation** is based on nine research studies, comprised of four randomized controlled trials and six translation studies. Through nearly two decades of research, BRI Care Consultation has been proven to provide the ongoing coaching and support needed for people with chronic conditions and their family caregivers. The Program helps families by increasing awareness and use of community resources, providing health and care-related information, and strengthening the family care network. Outcomes of these studies include: improved satisfaction with care, reduced unmet needs, less stress, and fewer costly emergency room visits and hospital re-admissions.

### How does BRI Care Consultation work?

Through a series of phone calls and emails, trained Care Consultants collaborate with families to identify needs and create an Action Plan with simple and practical steps to alleviate their concerns. Care Consultants follow-up on Action Steps with families and work with them to add to, or adjust, the Action Plan as their problems resolve, or change. Care Consultants maintain long-term relationships with families, and coach them through their changing care situations.

**What makes BRI Care Consultation different?**

**BRI Care Consultation** utilizes an empowerment model that emphasizes the importance of getting families actively involved in effectively managing care and decision making. Care Consultants empower clients to take efficient and effective steps to alleviate their concerns, always acting as “coaches” rather than “players”, and refraining from doing tasks that families can do for themselves.

Families who participated in research studies stated that too many questions were asked to assess problem areas, but few tangible solutions were offered. BRI Care Consultation addresses this by allowing Care Consultants to have open dialogue with families about the problems of greatest importance during initial contacts, and gives Care Consultants the tools and flexibility to appropriately assess a variety of other problem areas during subsequent contacts.

BRI Care Consultation monitors the use and impact of provided resources, provides educational materials and follow-up review, helps plan for involvement of other family and friends in the care situation, and offers emotional support for the caregiver.

**Who can purchase a BRI Care Consultation license?**

Nonprofit or for-profit entities who serve people with chronic conditions and/or family caregivers can purchase a license to deliver **BRI Care Consultation**.

**What is included in the cost of a BRI Care Consultation license?**

Benjamin Rose Institute on Aging provides licensing, training, technical assistance, and maintenance of the web-based Care Consultation Information System (CCIS) that guides the evidence-based components of the Program, to organizations offering **BRI Care Consultation**. Over the past five years, Benjamin Rose has licensed 28 sites across the country and trained over 150 Care Consultants/Supervisors to deliver the Program within their organizations, including statewide expansions.

**Can Benjamin Rose Institute on Aging deliver BRI Care Consultation to my clients?**

Yes, your organization or company can contract with Benjamin Rose, and our trained staff can deliver the Program to your clients for you.

**Where can I learn more about BRI Care Consultation?**

To learn more about **BRI Care Consultation**, visit [www.benrose.org/bricareconsultation](http://www.benrose.org/bricareconsultation)