

FINDINGS FROM THE CENTER FOR RESEARCH AND EDUCATION OF BENJAMIN ROSE

A Care-Coaching Program for Adults With Chronic Health Conditions and Their Caregivers

Caregiving for a loved one with chronic health conditions can feel like a second job. At the same time, family or friend caregivers can feel left out when it comes to making decisions about care or getting information from doctors, nurses, and other service providers. It can be very confusing to deal with all the different services or professionals who are providing care or to know about all the available options for care.

Every community is different, so coordinating all the different types of help from professionals and other family members can be difficult and frustrating. Caregivers can get overwhelmed, particularly if they are also dealing with the demands of work, family, and other areas of their lives. Some caregivers get depressed, feel alone and isolated, and experience tension or conflict with the relative or friend receiving care. Many people feel uncertain about whether their loved one is getting the best possible care.

There Is Hope

BRI Care Consultation was created to help caregivers address these challenges. The program, developed by the Benjamin Rose Institute on Aging, helps caregivers by providing guidance, coaching, and information about how to deal with challenges of caregiving.

BRI Care Consultation was tested in nine different research studies involving more than 4,000 families in different communities across the US. After all this testing, the program is now considered “evidence-based.”

Key Features

BRI Care Consultants are knowledgeable and trusted experts who:

- Provide information so you feel empowered
- Offer simple and practical solutions
- Help find, use, and monitor services
- Coach on communicating with doctors
- Get to know you and your loved one for the long-term
- Help you address your immediate concerns and avoid future problems

BRI Care Consultation coaches family members or friends on how to best care for their loved one with chronic health conditions. It also helps coordinate all the different professionals, services, and other family members who are involved in caring for individuals with chronic conditions.

Through regular telephone calls (or emails, for those who prefer computer communication), Care Consultants offer personalized coaching, connect people to available services and resources in the community, help organize assistance from family members and friends so it is most beneficial, and offer support for both the person with the illness and the caregiver.

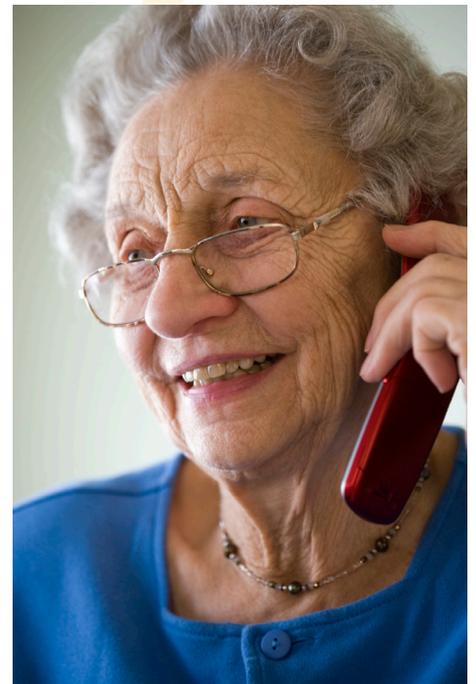
The Care Consultant helps the caregiver identify areas of concern or problems. Then, the Care Consultant works with the caregivers and the person in his or her care to create an Action Plan with small doable steps that address those concerns and problems. Action Plans provide a guide toward simple and practical solutions.

Because BRI Care Consultation is done by phone and email, it is a low-cost program. In research studies, BRI Care Consultation saved money by decreasing unnecessary visits to the emergency room or hospital. Some families also were able to continue providing care at home rather than in a nursing home.

BRI Care Consultation also helped caregivers and individuals with the illness feel less depressed, anxious, and isolated; and it helped families get the services they wanted. The program coached caregivers on how to best communicate with doctors and other professionals, which increased their satisfaction with health care providers.

For more information about organizations that offer BRI Care Consultation or to learn more about the research studies that led to the development of this evidence-based program, please contact:

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THE CENTER FOR RESEARCH AND EDUCATION AT THE BENJAMIN ROSE INSTITUTE ON AGING

Established in 1961, the Center for Research and Education of Benjamin Rose conducts applied aging research to enhance the lives of older adults and those who care for them. The Center for Research and Education shares its knowledge with local, national, and international audiences. The current research program focuses on five major topics: Services and Interventions; Family Caregiving; Quality of Long-Term-Care Services; Active Aging; and Program Evaluation.

“BRI Care Consultation” (and design) is a service mark of the Benjamin Rose Institute on Aging