FROM CARE+ TO CARE++

Care++ - An Effective Tool of Psychological Interventions delivered by Nursing Attendants' to Geriatric Patients

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INTRODUCTION

- The median prevalence rate of depression among Indian elderly was reported to be 18.2%, which was significantly higher than the rest of the world (5.4%)*
- Among the various mental disorders, depression accounts for the greatest burden among elderly
- Increasing public criticism and media attention regarding patient experience and psychological well-being has put pressure on healthcare organizations to revisit psychosocial aspects of patient care
- Recovering from depression for geriatric population requires action
- A comprehensive approach that will help them to get emotional support and reversing negative thinking

**Source: (Barua A, Ghosh MK, Kar N, Basilio MA. Depressive disorders in elderly: An estimation of this public health problem. J Int Academy of Medicine Science 2016;24:193-4.)*

OBJECTIVES

- To develop an Emotional Support Program, Care++, driven by Nursing attendants
- To design and develop a Training module for Nursing attendants to execute Care++ program coherently
- To assess the effectiveness of Care++ program delivered by Nursing attendants to elderly patients

METHODOLOGY

Sr.no.	Study	Methodology
1	Design	Desk Review and Descriptive Study with Cross Sectional Design
2	Duration	3 months from 06 February to 10 May, 2017
3	Setting	Portea Medical, Bengaluru, Karnataka

DEVELOPMENT OF CARE++ BASED ON DESK REVIEW

➢Desk review for developing Care++ Emotional Support Program among elderly patients

1. Books review
   - Becoming Resilient: Cognitive Behavioral Therapy for Depression and Anxiety by *Nimmi Hutnik*
   - Feeling Good Handbook: The Groundbreaking Program with powerful New Techniques and Step-by-Step Exercises to Overcome Depression, Conquer Anxiety, and Enjoy Greater Intimacy by *David D. Burns*
2. Scientific Articles on Emotional Support delivered through care-givers

   (PubMed, EBSCO)

DEVELOPMENT OF TRAINING MODULE BASED ON DESK REVIEW

- Desk review for developing Care++ Training Module for Nursing Attendants

1. Review of existing training module of Nursing Attendants
2. Development of Module for Care++ to accommodate Nursing Attendants Training schedule

IMPLEMENTATION OF CARE++ BY NURSING ATTENDANTS

Sr no	Study	Methodology
1	Participants	<u>Inclusion criteria:</u> Geriatric patients availing NA services with 1. Length of Stay > 30 Days, 2. Net Promoter Score > 8 3. Customer Satisfaction Survey > 4 4. Age greater than 65 Years <u>Exclusion criteria:</u> 1. Patients not availing NA services 2. Patients with NA services with LOS < 30 Days 3. Age less than 65 years 4. Dementia patients
2	Sample size	Sample size consists of 50 Geriatric patients and 50 Nursing Attendants from South Bengaluru (Patient : Nursing Attendant Ratio -1:1)
3	Sampling technique	Purposive Sampling Technique including • Patients living alone with less severe medical conditions • Patients with moderate medical conditions • Bed-ridden patients
4	Data collection method	• Customized Care++ kit consisting of subjective as well as objective logs, records and checklist. • Monthly tracking performed by CROs.

RESULTS - CARE++ PROGRAM

- New initiative to benefit patients not just physically but emotionally as well
- Free of cost

- **Purpose** – to provide comprehensive well being and speed up recovery of patients

- **Elderly Patients** –
- Focus on General Clinical Problems
- (Bed-ridden, Staying alone/less support etc.)

- **Encourages**
  - Friendly & Supportive Conversation
  - Light exercise
  - Active thinking

Why Implementation of Care++ by Nursing Attendants

1. Companionship
2. Emotional Support
3. Scientific program (based on CBT)

Helps in:

- Adding strong value to patients
- Increase customer satisfaction

HOW CARE++ WILL HELP IN EMOTIONAL SUPPORT

CARE++ PROGRAM

Consists of :

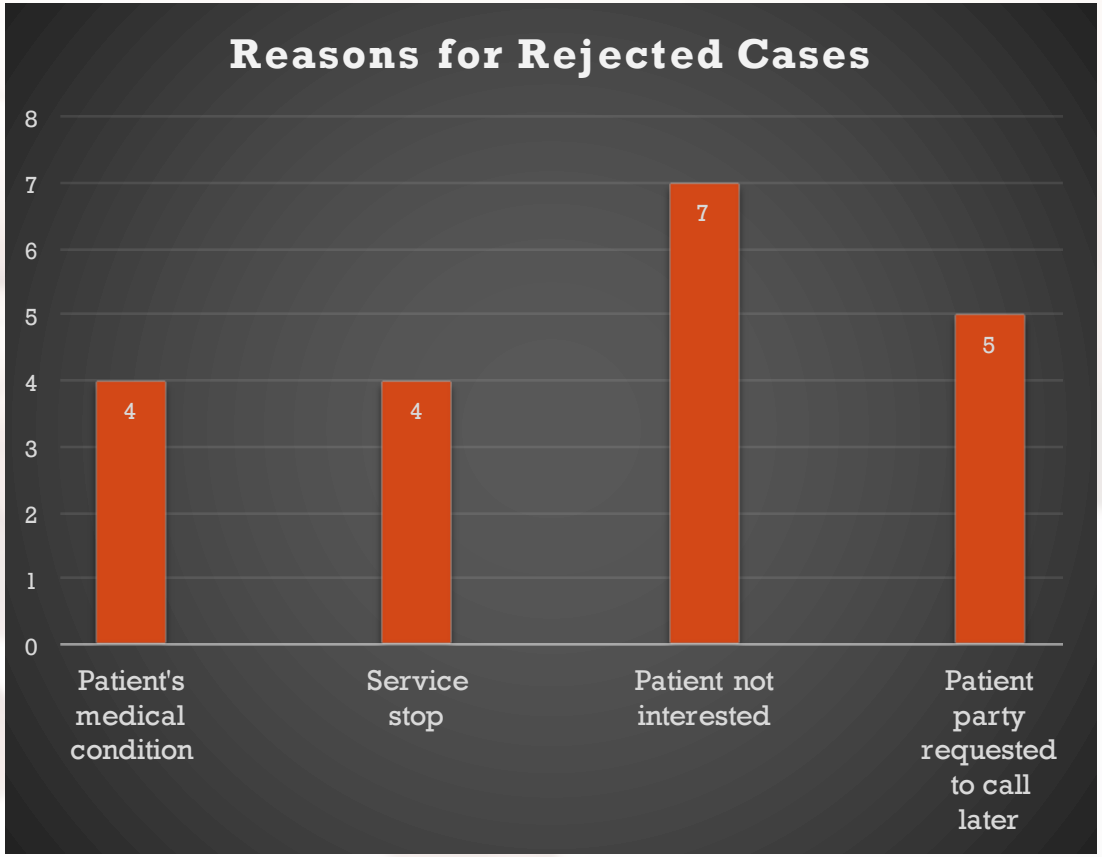
- **Activities –**
  i. Stimulates the mind and boost creativity
  ii. Keeps you feeling young and energetic
  iii. Improves brain function
- **Exercises** – Meditation and Mindfulness
- **Conversations** – Relieves tension caused by the build up of everyday stressors, as well as the trauma of major life difficulties
- **Therapeutic activities and records** - Its goal is to change patterns of thinking or behavior that are behind people's difficulties, and so change the way they feel

- Lifts spirit and lessens depression
- Lowers feeling of isolation
- Encourages communication
- Lessens boredom
- Reduces anxiety
- Creates motivation to heal faster

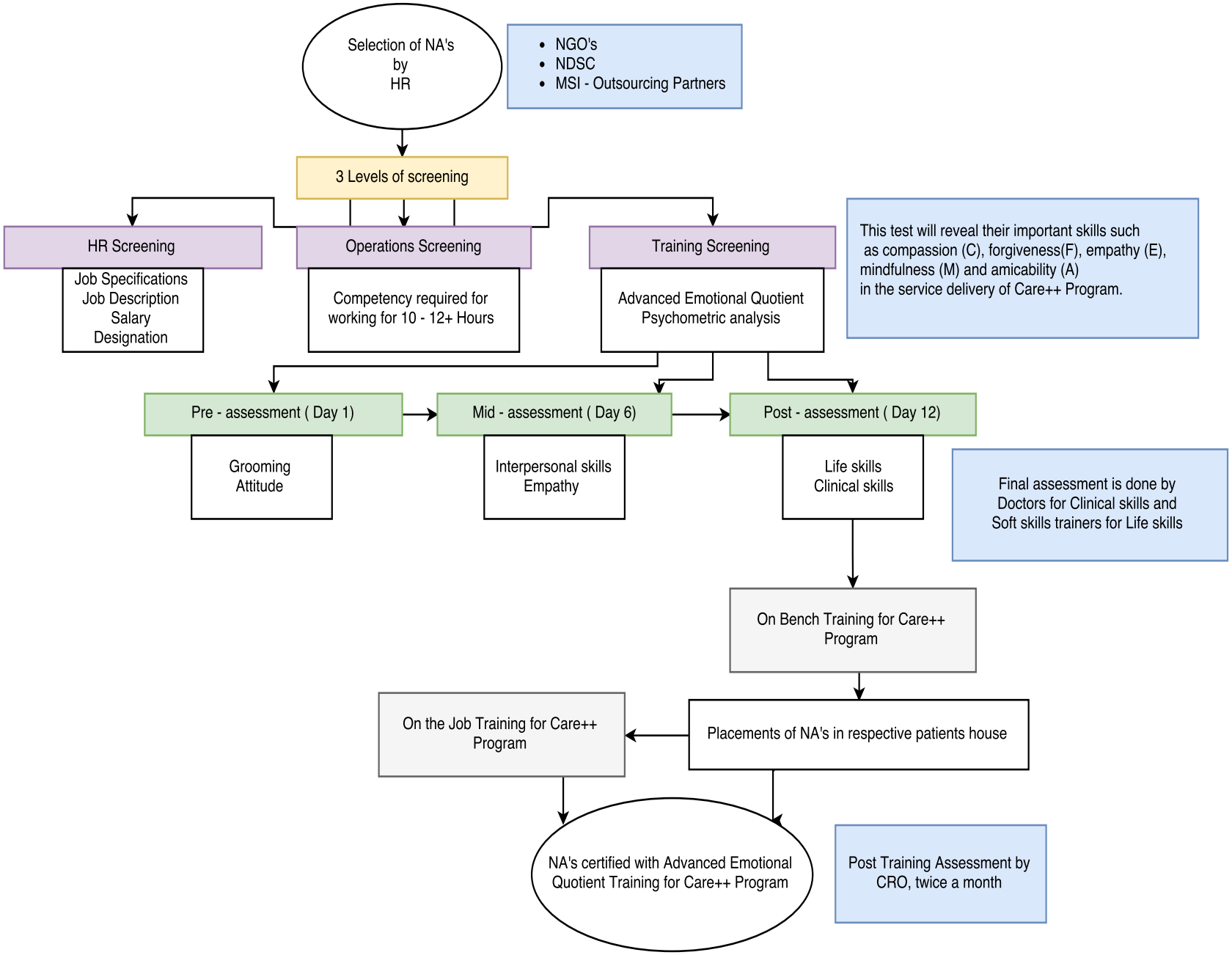
RESULTS – TRAINING MODULE

- Existing training module of Nursing Attendants -14 days
- Current training module – 14+1 days
  1. Selection of NA's and
  2. Training process flow
  3. Creating Advanced EQ Psychometric tests
  4. Key Responsible Activities of NA's
  5. Developing Treatment Progress Indicators for Coordinators
- A list of top 70 NA's were selected for OTJ training- Data was collected from Operations Department

Total no. of NA's	70
Total no. of selected NA's	50
Total no. of rejected NA's	20
OTJ Training	50



PROCESS FLOW



Recruitment Process for NA's for Care++ Program

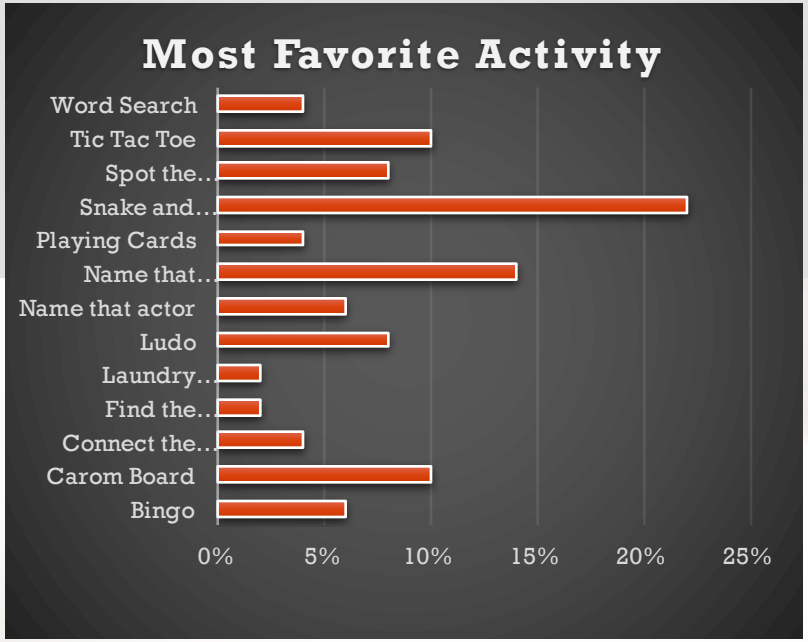
1. Selection of NA's
2. Training process flow

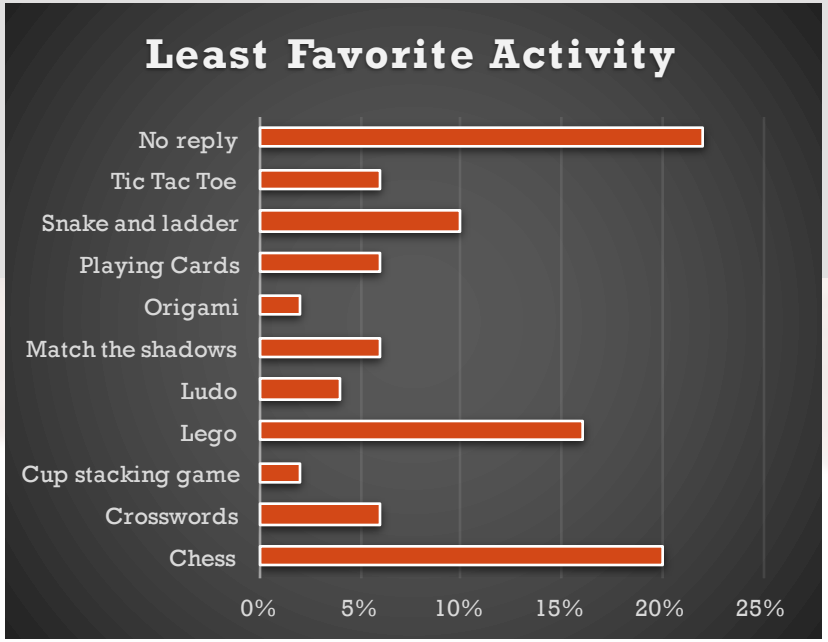
RESULTS- EFFECTIVENESS OF CARE++PROGRAM

Compilation of data was done in the following 3 manners over a period of 2 weeks

1. Feedbacks from Patient/Family
2. Feedbacks from Nursing Attendants
3. Results from Treatment Progress Indicator filled by Coordinator

Results on Feedback from Patients





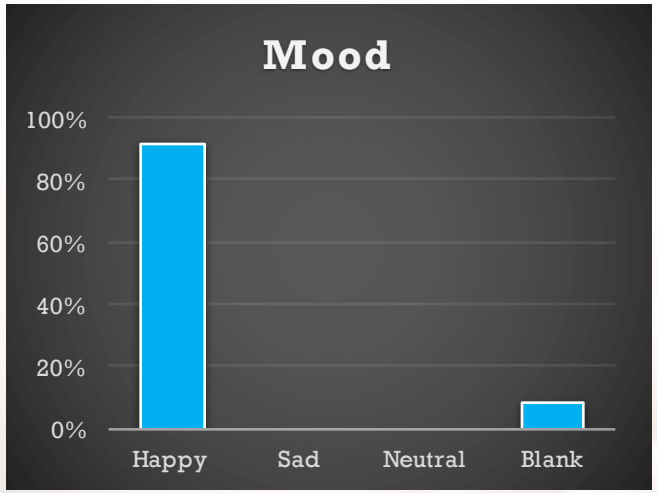
- **Favorite activity**
  1. Snake and Ladder followed by 'Name that movie',
  2. Tic-Tac-Toe and
  3. Carom Board respectively

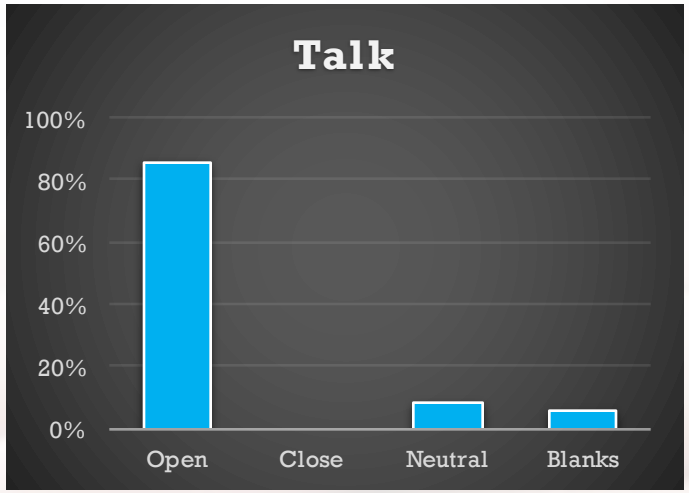
- **Least favorite**
  1. Chess
  2. Lego-susceptible reason for not liking is complexity of the game

- Highest percentage of patient didn't reply for least favorite activity

Results on Feedback from NA's

- Behavioral Change





- Data suggests that highest percentage (92%) of patients has shown significant change in their mood resulting in happiness.
- Talkativeness of patients has increased through this program and patients have shown signs of openness to few conversational activities.

Suggestions from Patients/Family Members

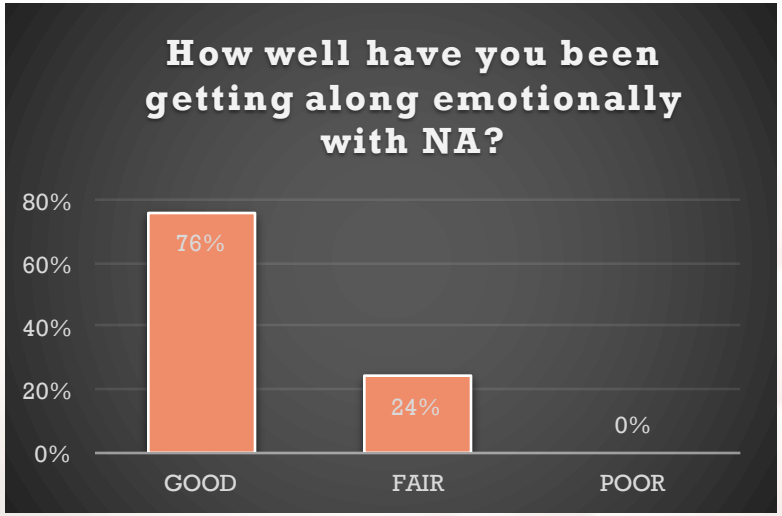
Positive Suggestions

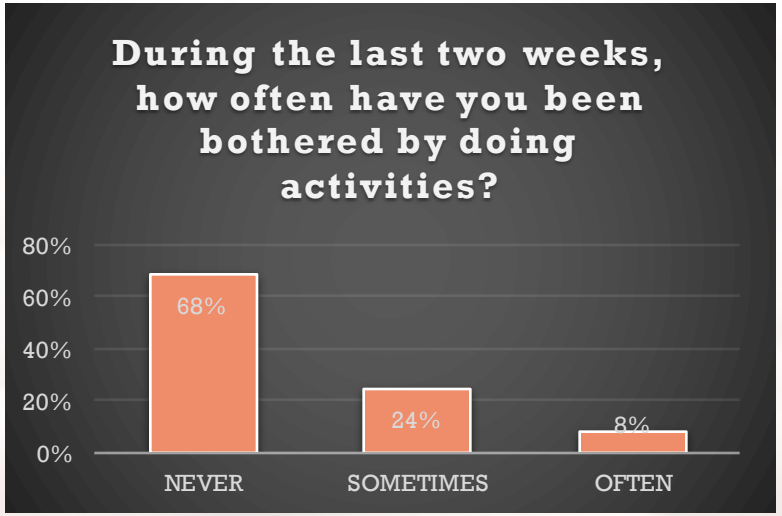
1. Sweater weaving
2. Blow bubble activity
3. Balloons blowing
4. Reading Shlokas
5. Mindful coloring

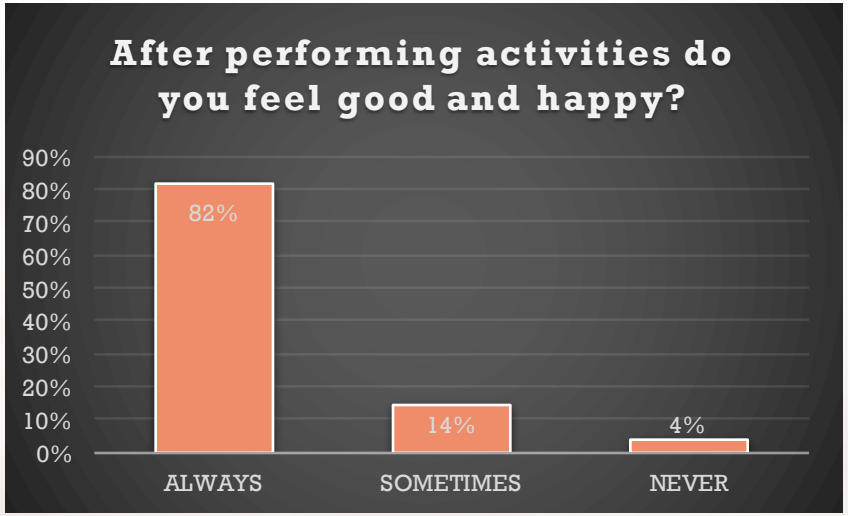
Negative Feedbacks

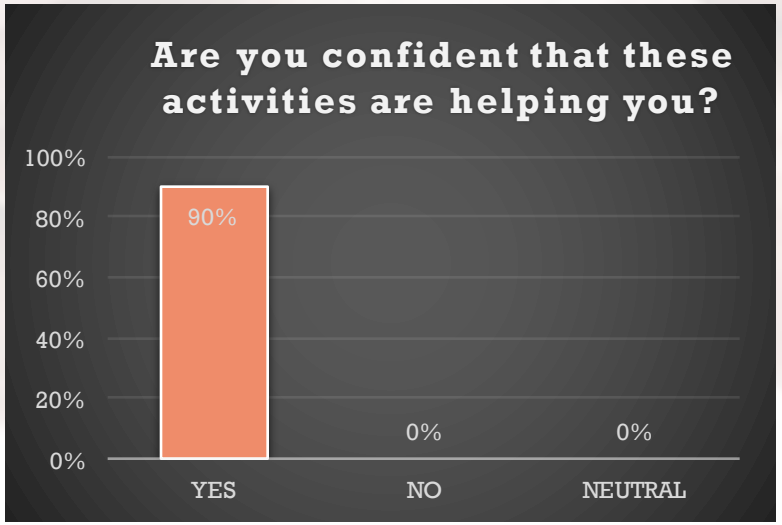
1. No improvement
2. Can't see any positive results
3. It's difficult to persuade patients for games
4. Doesn't like playing so not interested

Results on Feedback from Coordinators









Overall analysis of above TPI shows

- 76% of care-givers are getting well along with patients cause of Care++ Program
- 90% elderly patients are confident that this program will help them in having a quality life

DISCUSSION

Strength

- Emotional Healing along with medical care at comfort of home
- Approach of "talk therapy" through Conversational Activities
- Double check method of feedback

Limitations

- Lack of quantitative approach using validated psychometric instruments to measure aspects of patients' outcome
- Missing counselling services along with emotional support

CONCLUSION

- Based on exhaustive review of the existing literature on emotional support, Care++ was developed to relieve patients' from their emotional turmoil during difficult times
- After reviewing existing training schedule of Nursing Attendants training program was developed and implemented
- Care++ was effective according to Patients and Nursing Attendants feedbacks. Negative feedbacks will be used to improve Care++ Program
- Further research is required to illuminate the mechanism of this association (effectiveness of Care++) and explore the value of interventions

RECOMMENDATIONS

- Counselling teams should provide intervention strategies to operate in an interdisciplinary fashion to help patient during tough times
- Measurement system need to integrate care-giver and Counsellors feedback along with the patients reports to allow for a holistic appreciation
- Communication issues should be are properly addressed and competencies should be developed among NA's

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THANK YOU