



Family Caregivers Elevate Patient-Centered Care at The End-Of-Life

Introduction

Family Caregivers make up 1 in 4 Canadians. (*Caregiver Center Care*)

“99% of palliative care received at home was provided by family or friends, making it possible for them to stay there.”(*CHPCA*)

This is not only a difficult time for the person in care but also for their surrounding family and friends as they juggle their jobs, medical management, daily tasks, household care, scheduling, appointments, updating the family, and then eventually the passing of their loved one.

Our Healthcare system is struggling, cost and demand for care is expected to double (*CMA*), resources are running thin, and burnout is on the rise.

If we lose our caregivers to burnout, our healthcare system would collapse.

Taking a family & patient-centered approach supports family caregivers and can make their loved ones more comfortable and at peace in their final days.



Family & Patient-Centered Care:

Patients, families, and care professionals are full partners in care in a supportive and respectful environment to collaborate and provide the best care for the patient.

Method:

Team CarePal surveyed 50 Caregivers to find out what their biggest hurdles are. We determined they are overwhelmed and using multiple different tools to coordinate their networks and find resources which is increasing burnout.



1. Finding Resources or education on what to expect.
2. Emotional pain
3. Respite
4. Validation of the choice of care
5. Updating and coordinating the support network



What tools or resources are you currently using to find resources and supports?

22% Govt. Websites
18% Support Groups
18% Internet
10% Family Services

What tools or resources are you currently using to get respite?

48% Use family & friends
36% said they get no break



What tools are you currently using to connect and update friends and family on your loved one's condition?

76% Text
64% Phone calls
12% Video calls
12% Social Media
10% Email
6% In person

What tools are you currently using to coordinate care and help among friends and family?

66% Use phone calls, text and email
24% Don't have help

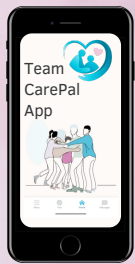


What tools are you currently using to have open and honest communication with the care team to share information?

68% Use phone calls, text and email
22% Meet in Person
12% Use Video Calls



Opportunity: *Team CarePal* app is being built around the pain points of family caregivers to transform the family caregiving experience through partnerships with care associations across the country. By increasing caregivers' networks, family collaboration, curating resources, and supporting caregivers' mental health, we will elevate patient-centered care during the end-of-life journey.



Acknowledgements:

It is only with the collaboration and support of so many others before us paving the way to make a difference, that innovative solutions like *Team CarePal* can join in and help the millions of caregivers and families. Thank you.

