

FUTURE OF WORK IN HEALTH CARE TEAMS: BRIDGING THE GAP BETWEEN “FORMAL” AND “INFORMAL” CAREGIVERS

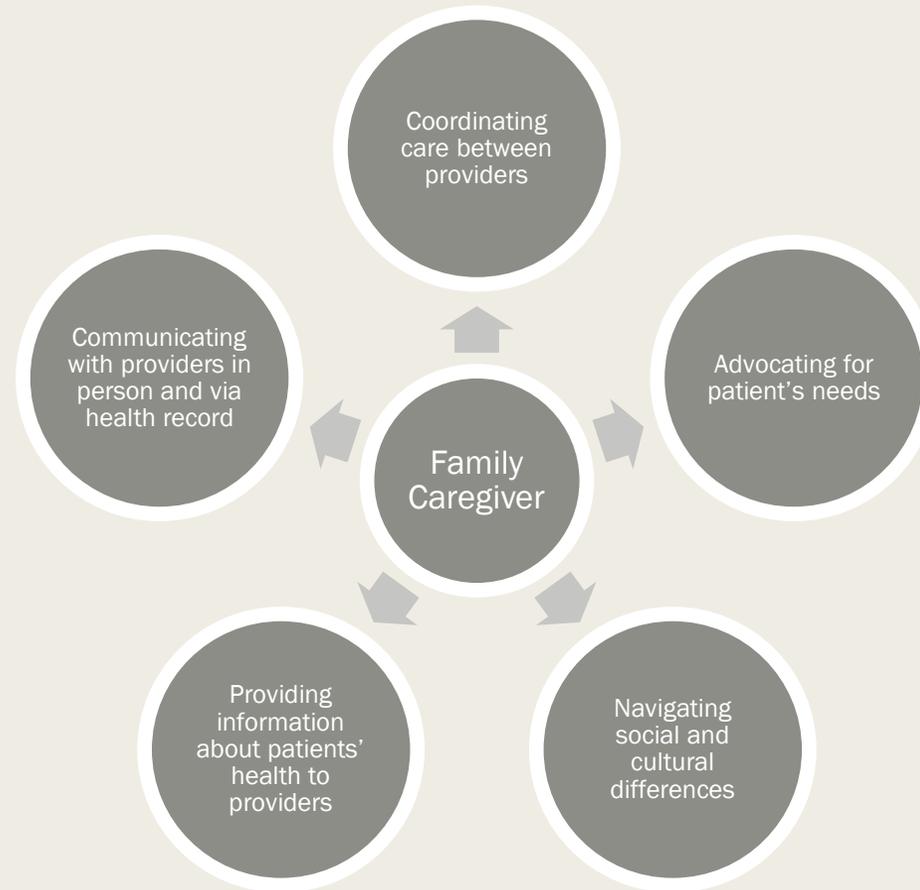
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Acknowledgements

- Campus Research Board
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- Organizational Behavior in Health Care

Family caregivers of adults are increasingly important within the health care system



*Amplified role during pandemic

Yet they are not recognized within the health care team

The image shows a Google search interface for the query "health care team". At the top, the Google logo is on the left, and the search bar contains the text "health care team". To the right of the search bar are icons for voice search, image search, and a magnifying glass. Further right are icons for settings, a grid of apps, and a profile picture. Below the search bar is a horizontal row of filter buttons with icons and labels: "clip art", "hospital", "patient", "collaboration", "nursing", "medical", "interdisciplinary", "community", "members", and a right-pointing arrow. The main search results area displays a grid of eight image-based results. Each result consists of a thumbnail image, a title, and a URL. The results are: 1. "What is a Clinical Care Team? | Elation" from elationhealth.com, showing hands being joined in a circle. 2. "How to Use Team-Based Care to Improve ..." from patientengagementhit.com, showing a cartoon illustration of diverse healthcare professionals. 3. "Health Care Team ..." from studentdoctor.net, showing a group of healthcare professionals in a hallway. 4. "Effective Healthcare Teams ..." from scrubsmag.com, showing a group of healthcare professionals in a meeting. 5. "Team-Based Care Creates Value | AHA ..." from trustees.aha.org, showing a group of healthcare professionals in a meeting. 6. "You & Your Health Care Team - P..." from urmc.rochester.edu, showing a doctor examining a patient. 7. "Primary Care: Our First Line of Defen..." from commonwealthfund.org, showing a diagram of a "Patient-Centered Medical Home Team" with a central "PATIENT" and surrounding roles like "Physician", "Nursing Team", "Specialists", "Physician Assistants, Nurse Practitioners, Other Health Professionals", and "Direct-Care Health-Care Clinicians". 8. "Your Asthma Care Team | Everyday Health" from everydayhealth.com, showing a cartoon illustration of diverse healthcare professionals. 9. "7 ways physicians can lead a care team ..." from fiercehealthcare.com, showing a group of healthcare professionals in a meeting.

Google health care team

clip art hospital patient collaboration nursing medical interdisciplinary community members

What is a Clinical Care Team? | Elation
elationhealth.com

How to Use Team-Based Care to Improve ...
patientengagementhit.com

Health Care Team ...
studentdoctor.net

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Team-Based Care Creates Value | AHA ...
trustees.aha.org

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urmc.rochester.edu

Primary Care: Our First Line of Defen...
commonwealthfund.org

Your Asthma Care Team | Everyday Health
everydayhealth.com

7 ways physicians can lead a care team ...
fiercehealthcare.com

...despite demonstrating trust-based relationships

*“As far as objective information, data are concerned, I would definitely lean towards the physician. But **when it comes to assessing the whole environment, it is, I think, definitely a family member who is in a better position and generally, able to provide more detail that the physician may not even be aware of.**” -P11*

*“**If talk to the caregiver, I get a different perspective.** For example, nausea, symptom burden, or fatigue, the referring physician will tell me, ‘He doesn’t have a lot of fatigue, he’s doing fine.’ **But then when you talk to the caregiver, they tell us that ‘He’s doing very bad, he’s not able to walk.’**”-P10*

And despite increasing policy imperative to integrate



On September 22, 2021, [the Recognize, Assist, Include, Support, and Engage \(RAISE\) Act Family Caregiving Advisory Council](#) delivered its initial report to Congress. It includes a comprehensive review of the current state of family caregiving and 26 recommendations for how the federal government, states, tribes, territories, and communities—in partnership with the private sector—can better Recognize, Assist, Include, Support, and Engage family caregivers.

Download the [RAISE Family Caregivers Act Initial Report to Congress](#).

To learn more about how the council developed this report, check out the [Implementing the RAISE Family Caregivers Act factsheet](#).

Read the [press release](#).

Help us spread the word about how to #RAISEcaregivers with this social

5 Priority Areas of the Recommendations

- Increased awareness of family caregiving.
- Increased emphasis on integrating the caregiver into processes and systems from which they have been traditionally excluded
- Increased access to services and supports to assist family caregivers.
- Increased financial and workplace protections for caregivers.
- Better and more consistent research and data collection.

Why?

- Hierarchical history of medicine
 - *Formal (“professional,” “paid,” “trained”) vs informal*
 - *Discourage information sharing --> Information asymmetry*
- **Permanence of team members** vs dynamic entry of caregivers
- Under-recognized **value**
- Ambiguous definition of caregiver’s **role in the team**

Scoping review: How has care partner inclusion been measured and defined?

- N=45
- Outpatient settings
- Observational (n=38), interventional (n=9)
- How do identified articles describe care partners?
- How do identified articles define and describe care partner involvement in health care teams?

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Conceptual Framework for Integrating Family Caregivers Into the Health Care Team: A Scoping Review

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OnlineFirst | <https://doi.org/10.1177/10775587221118435>

Research Areas Identified through Review

Key Elements of Reviewed Research

Defining and Operationalizing Caregiver Inclusion

- Considers caregivers through lens of decision making, disease management, daily living assistance, and communication with physicians/medical staff.

Care Coordination

- Shows mixed perception of inclusion by caregiver; perceptions of care coordination viewed through various measurement instruments.

Caregiver Wellness and Interventions

- Notes caregiver responsibilities as burdensome, impacting wellness; highlights interventions meant to support/improve skills of caregivers.

Technology and Access

- Examines electronic devices in terms of how they support or improve care as well as their ease of use on patient and caregiver outcomes.

Research Areas Identified through Review

Key Elements of Reviewed Research

Opportunities for Future Research

Defining and Operationalizing Caregiver Inclusion

- Considers caregivers through lens of decision making, disease management, daily living assistance, and communication with physicians/medical staff.

- Should address team-building support and clearly identify how caregiving tasks fit into healthcare teams; identify how formal hierarchy as well as trust may impede or facilitate inclusion.

Care Coordination

- Shows mixed perception of inclusion by caregiver; perceptions of care coordination viewed through various measurement instruments.

- Could determine optimal flows of communication; evaluate patient outcomes associated with caregiver involvement; determine role of shared team goals and trust; assess leadership's role in coordination.

Caregiver Wellness and Interventions

- Notes caregiver responsibilities as burdensome, impacting wellness; highlights interventions meant to support/improve skills of caregivers.

- Could identify efficacy of interventions aimed at knowledge and skill development or caregiver burnout reduction.

Technology and Access

- Examines electronic devices in terms of how they support or improve care as well as their ease of use on patient and caregiver outcomes.

- Discover interdependencies between caregiver and medical staff that could be facilitated by technology; identify the privacy implications of using technology as a tool for caregiver inclusion.

Implications for the future of work

- Health care organizations will face increasing pressure to involve family caregivers
 - *Post pandemic, societal aging, resolving information asymmetries, policy (e.g., RAISE Act)*
- Policy needs to stay a step ahead to support organizations and caregivers
 - *E.g., technology policies, payment policies*



Implications for the future of work

- Evolving norms and definitions of “professionals” and “formal workers” and their roles in health care
- Changing norms of teamwork and channels for communication within teams
- Who gets paid, how, and for what?
 - *Compensation for caregivers to recognize their involvement?*
 - *Compensation for physicians for formally including caregivers?*
- Thinking broadly and creatively about who else might be involved in health care work
 - *Behind-the-scene workers*

The image features two large, thick, black L-shaped corner brackets. One is positioned in the top-left corner, and the other is in the bottom-right corner. They are oriented towards each other, framing the central text.

THANK YOU

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