

# EMPOWER YOUR FAMILY CAREGIVERS

GIVE THEM THE TOOLS THEY NEED TO  
PROVIDE EXCELLENT CARE AT HOME.



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# CONTINUED CARE EVEN AFTER DISCHARGE

After discharge, the perception of your facility will be influenced by the continued care the patient receives at home from their family or volunteer caregiver.

- **Are the family caregivers for your discharged patients leaving your facility armed with the information and resources they need to provide the best care for their loved one?**
- **Do they continue to feel support from your facility after discharge?**
- **Do they continue to feel a connection to your facility?**

These factors will impact the level of care a patient receives once at home, as well as how the caregiver and patient perceive their overall experience with your facility.

Caregivers who feel informed and supported will provide better care at home. As a result, your facility realizes increased patient satisfaction and decreased readmissions. Equip your family caregivers with the tools they need to provide quality care at home. Give them Caregiving Concepts.



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## CARING WITH CONFIDENCE

Caregiving Concepts is an online library of resources which family caregivers access through a unique code provided by your facility. It includes everything the caregiver needs to provide excellent care in the home.

- **Step-by-step, how-to videos**
- **How-to and informational articles**
- **Checklists**
- **Helpful products lists and videos**

Most importantly, Caregiving Concepts gives caregivers the confidence to deliver great care.

## A SOURCE YOU CAN TRUST

With all of the unreliable (and often harmful) medical information on the internet today, it is important that caregivers receive accurate information on caring for the older adults in their life. All of the content in Caregiving Concepts is from a trusted source in caregiver training, the evidence-based Schmieding Home Caregiver Training program, developed by the Schmieding Center for Senior Health and Education/University of Arkansas for Medical Sciences. Caregiving Concepts provides the caregiver with reliable information about a variety of topics critical to family and volunteer caregivers.

## FEATURED TOPICS

Infection Control  
Home Safety  
Caregiver Stress  
Skin Care  
Personal Care  
Transfers/Moving an Elder  
Nutrition & Hydration  
Bowel & Bladder Health  
Medication Safety  
Exercise  
Vital Signs  
Dementia  
Alzheimer's Disease  
And More



## DESIGNED WITH HOSPITALS IN MIND

### SIMPLE DASHBOARD

We know your case managers are busy, so we designed the facility dashboard based on real case manager feedback. No long forms to fill out. A few easy steps generates an access code that can be automatically emailed to the family caregiver by the site or printed.

### PRIVATE LABEL OPTIONS

Strengthen the patient-provider relationship by private labeling the site. Caregivers access the platform seeing *your* brand, sending the message that your facility is continuing to support them even after they transition their loved one home.

### CUSTOMIZABLE DESIGN

Flexible site design allows you to address the unique needs of your facility and community. You have control over which resources are offered to patients, as well as most of the site's wording and images.

### ADDRESSES NEW CAREGIVER LEGISLATION

More and more states are requiring that hospitals not only identify a patient's family caregiver, but also provide adequate training to the caregiver. Caregiving Concepts helps hospitals address this requirement by continuing to support the caregiver with this necessary information even after the patient has been discharged.

## DESIGNED WITH FAMILY/ VOLUNTEER CAREGIVERS IN MIND

### BITE-SIZED SEGMENTS

No long courses or books to read. Caregiving Concepts gives caregivers the ability to learn necessary information quickly and easily, without the risk of information overload.

### SIMPLE, STRAIGHTFORWARD DESIGN

User-friendly search capabilities combined with the ability to 'favorite' allow caregivers to quickly find the resources they want given their needs and limited time.

### EASY-TO-READ RESOURCES

No four syllable medical terms – designed with an emphasis on health literacy, all of the resources are presented using patient-friendly wording.

### STEP-BY-STEP SKILLS VIDEOS

One-of-a-kind videos walk caregivers through each caregiving skill, giving them the confidence to provide excellent care for a loved one at home.

### WEB-BASED DELIVERY

Now, caregivers can get the information they need when and where they need it most. Our mobile-responsive site allows users to access needed information from any wi-fi enabled device – smartphone, tablet, or computer.

### APPEALING GRAPHICS AND IMAGES

Diverse, relevant images and colorful graphics keep caregivers interested, and wanting to learn more.



## **ADDITIONAL SERVICES PROVIDE EXTRA SUPPORT**

A caregiver who feels educated *and well supported* can provide excellent care in the home, leading to fewer readmissions for your facility. An entire suite of add-on services makes Caregiving Concepts a one-stop resource for your patients and their family caregivers.

### **24-HOUR NURSE ADVICE LINE**

Caregivers experience the ultimate support with the reassurance that a nurse is only a phone call away, 24 hours a day, 365 days a year, without adding more to your staff's workload.

### **CARE COACH**

Allows caregivers to contact a Schmieding-trained caregiver with a personal caregiving questions using a secure message system.

### **ASK A MEDICAL PROFESSIONAL**

Access to a team of medical professionals including physicians, psychologists, dentists, pharmacists, physical therapists, nutritionists and more with whom the caregiver can connect to ask specific questions.



"Caregiving Concepts provides *exactly* the type of information and training that family caregivers so desperately need. The resources and videos are higher quality and more comprehensive than any I have ever seen."

JOHN SCHALL, CEO  
CAREGIVER ACTION NETWORK



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