

# Building a Family and Caregiver Support Program

MOLLIE FORRESTER, MSW, LICSW

UW MEDICINE, DEPARTMENT OF PSYCHIATRY AND BEHAVIORAL SCIENCES

November 21, 2024

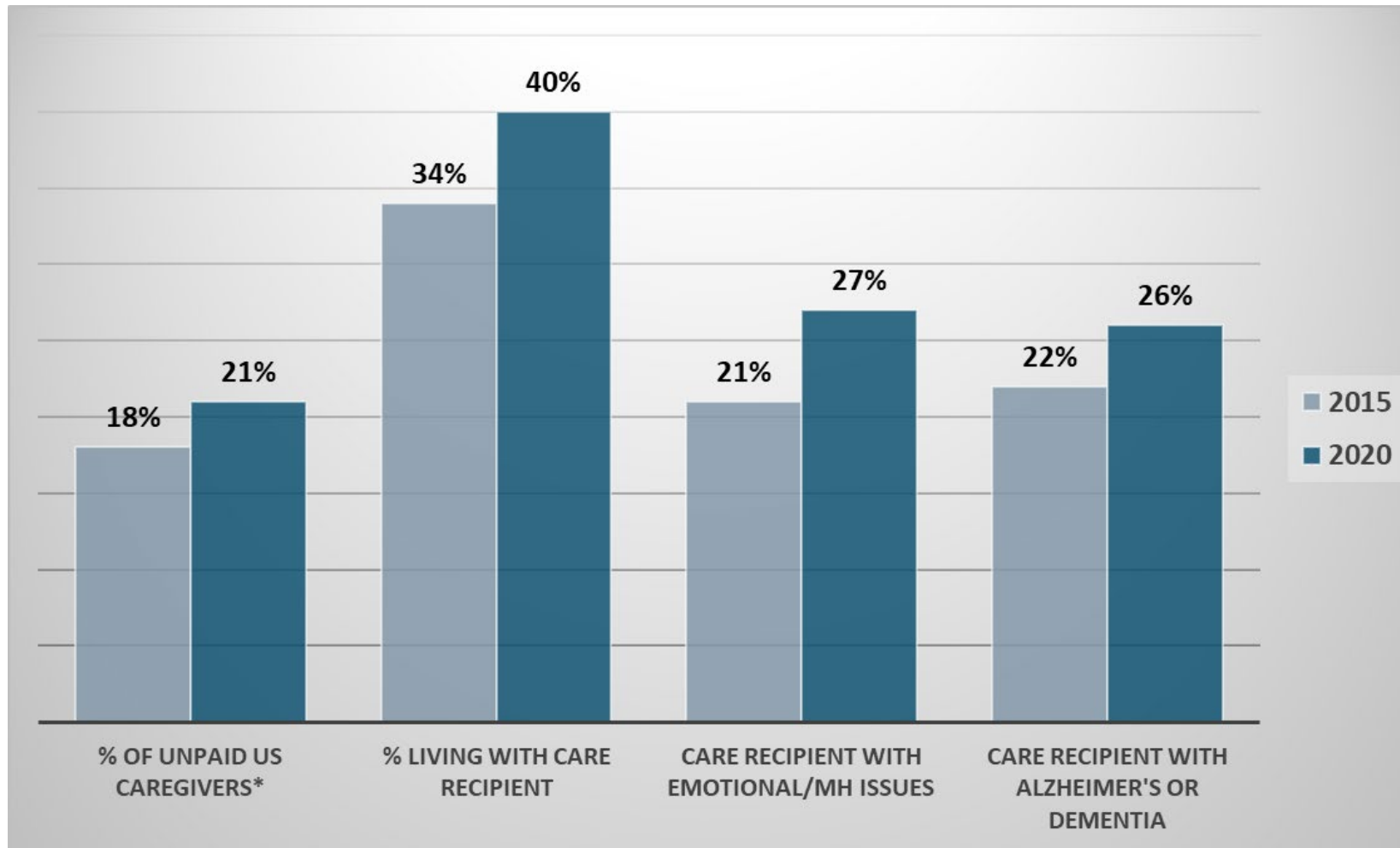
# “Family and Caregiver” Defined

---

- Anyone in an unpaid supportive relationship with an ***adult*** living with a serious mental health condition
- Those who are **actively engaged in a person’s care, invested in their recovery and improving their quality of life**

***November is National Family Caregivers Month –  
thank you for being here!***

# Caregiving by the Numbers



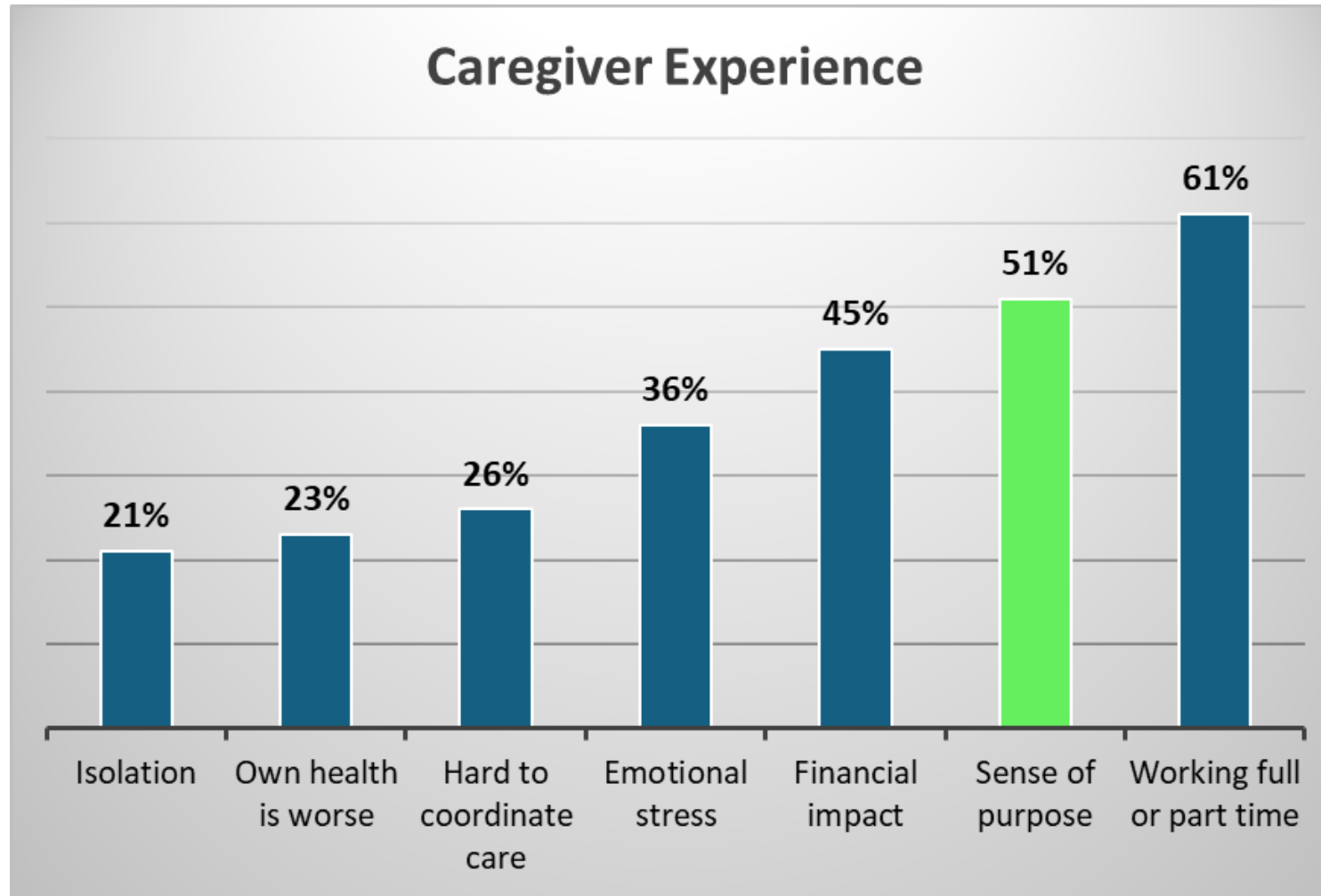
2015: 43.5M\*

2020: 53M\*

2024: ~63M\*

\* Includes those caring for minors as well; [www.aarp.org/uscaregiving](http://www.aarp.org/uscaregiving); <https://doi.org/10.26419/ppi.00103.002>

# Caregiving by the Numbers



# Caregiving by the Numbers

38 million unpaid caregivers for adults in US

X 36 billion hours of caregiving/year

**= \$600 billion in unpaid care in 2021**



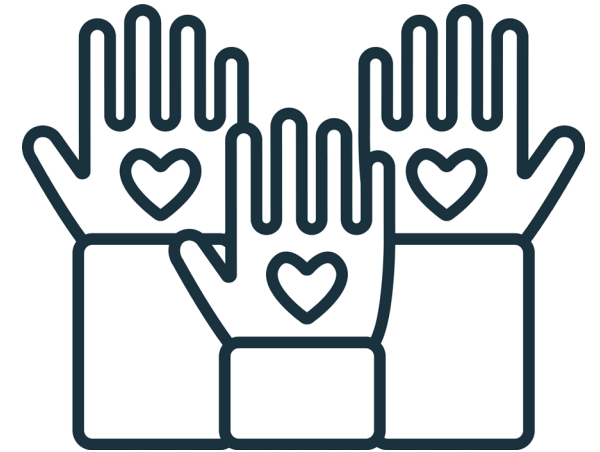
**Professional healthcare workforce ~ 4.5M**

# Effective Family and Caregiver Engagement

---

## *Benefits for families and caregivers*

- Improves understanding of a loved one's experience
- Encourages development of positive coping skills
- Enhances social connection and hope
- Improves quality of life

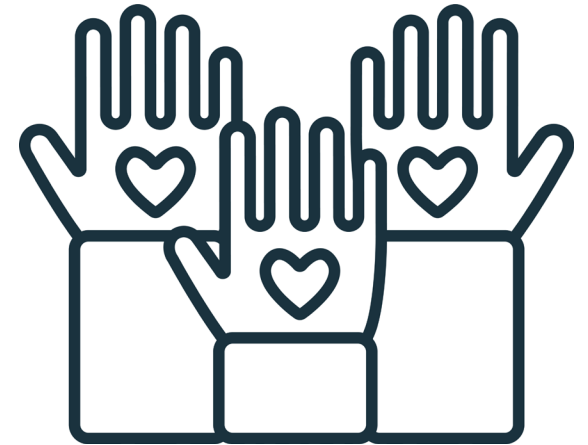


# Effective Family and Caregiver Engagement

---

## *Benefits for people living with mental health conditions*

- Decreases isolation
- Improves supportive connections
- Reduces relapse and mental health crises
- Leads to improved health status and better treatment outcomes



# Effective Family and Caregiver Engagement

---

## *Barriers for families and caregivers*

- The person may not know or accept they are ill, may not agree to treatment or family/caregiver involvement
- Fear, stigma, isolation
- Limited access to reliable information
- Diverse cultural experiences and perspectives



# Effective Family and Caregiver Engagement

---

## *Systemic barriers*

- Variable workforce training and experience
- Concerns about privacy, patient consent, patient autonomy
- System is overwhelmed and difficult to navigate
- **Unfunded – not covered by insurance**

# UWMC-NW: the Center for Behavioral Health & Learning



## **\$244M investment by WA State to improve access to care**

- 150 inpatient beds: geriatric psychiatry, long term civil commitment (court ordered) and co-located medical/surgical services
- Neuromodulation: TMS, ECT (inpatient and outpatient)
- Hospital cafeteria
- Workforce training and development

*A modern space developed to be a welcoming, healing and safe environment offering patient and family-centered programs*

**Family and Caregiver Training and Support (FACTS) Program**

# Family and Caregiver Training and Support (FACTS) Program

---

## ***Philanthropic support - Garvey Center for Brain Health Solutions Innovation Grant and anonymous donors***



- Provide evidence-based education, skill building courses, and curated resources
- Support the resilience and long-term health of patients, their families and caregivers
- Support the development of a collaborative learning environment for faculty, staff, trainees, patients, families and caregivers

# FACTS Program Teams

---

## **Garvey Innovation Grant**

Anna Ratzliff, MD, PhD

Charity Holmes, RN, MSN, MBA

Andie Uomoto, MPA

Alan Gojgics, MEd

Melissa Farnum, MA

Erin LePoire, MPH

## **Mental Health Navigators**

Jennifer Magnani, MSW, LICSW

Alicia Kerlee, MSW

Perla Raga

Lauren Oickle

Suwilanj Chisebuka

Hannah Kim

## **Family Advisors**

Trez Buckland

Laura Crooks

Jeri Clark

Susie McGlade

UW Medicine

DEPARTMENT OF PSYCHIATRY  
AND BEHAVIORAL SCIENCES

# FACTS Program – Areas of Focus

---

Inclusion

Skills

Information

Resources

Support

# FACTS Program - Inclusion

The screenshot shows the top portion of the FACTS Program website. The header is a dark purple bar with the UW Medicine logo on the left, the program name in the center, and navigation links on the right. Below the header is a breadcrumb trail and a 'MAKE A GIFT' link. The main content area features a large image of four vertical panels with abstract, colorful stained-glass patterns. Text on the left side of this area provides a definition of the program and a link to learn more.

**UW Medicine**  
DEPARTMENT OF PSYCHIATRY  
AND BEHAVIORAL SCIENCES

**Family and Caregiver Training and Support Program**

CONTACT US Search

Home / Training / Behavioral Health at UW Medicine / Resources / FAQs / FACTS Program

MAKE A GIFT >

## What is the FACTS Program?

The Family and Caregiver Training and Support (FACTS) Program provides information, resources, and skills training for anyone supporting an adult loved one who is living with a mental health condition, particularly those receiving care at UW Medicine

[Learn more »](#)



[facts.psychiatry.uw.edu](https://facts.psychiatry.uw.edu)

# FACTS Program - Inclusion

---

- FAQs
- Who do I contact?
- “What to Expect” – video  
introduction to the Center for Behavioral  
Health and Learning



<https://www.youtube.com/watch?v=ZIf0kyPPBVo&t=7s>

# FACTS Program – Skills Training

## *Communication skills pilot – 3 parts*

- 1. Setting a positive environment*
- 2. Active listening*
- 3. Effectively expressing feelings, concerns and requests*

- Web-based: on-demand, brief, convenient
- **Family and caregiver input throughout**
- Foundational level course for any diagnosis then diagnosis specific such as [Psychosis REACH](#)

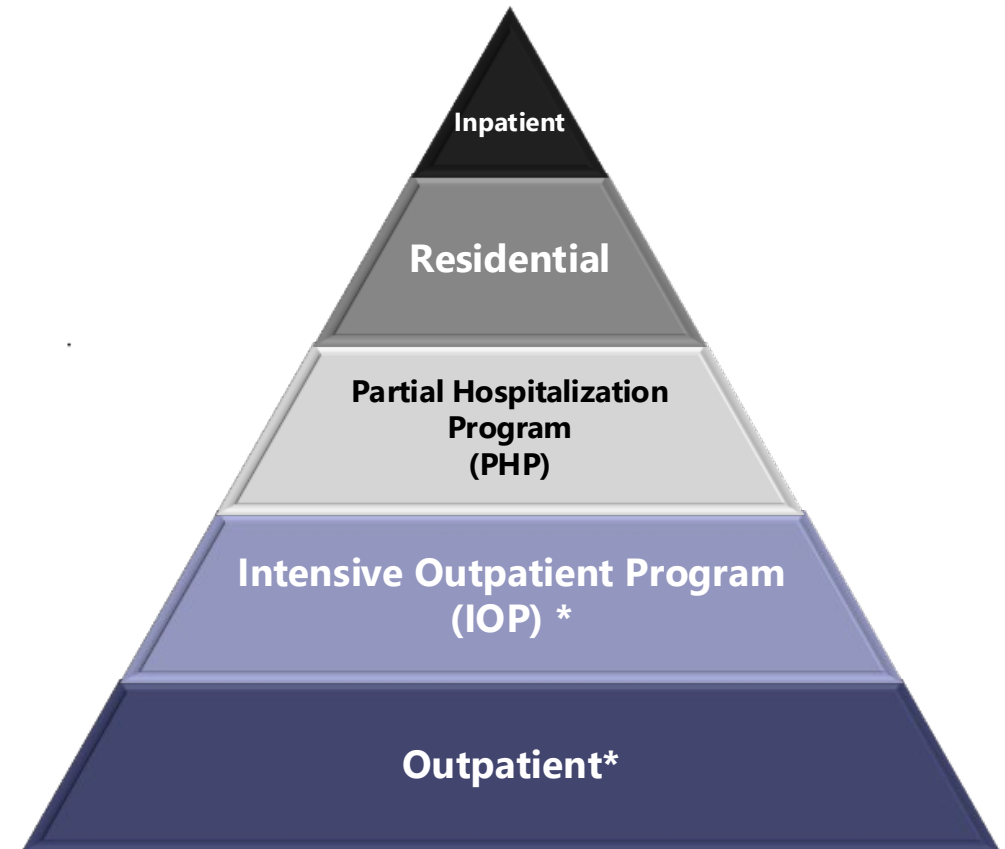




# FACTS Program - Information

- Navigating the mental health system
- Types of mental health providers
- Levels of care in behavioral health
- Understanding insurance
- Involuntary treatment for adults

## Levels of Behavioral Healthcare



\* Services available at UW Medicine

# FACTS Program – Resources

- Curated, reliable and up to date
- Common diagnoses, symptoms and related resources
- Types of treatment: talk therapy, medications, neuromodulation (ECT, TMS, etc.)



🏠 > Common diagnoses, symptoms and related resources

RESOURCES
Common diagnoses, symptoms and related resources >
Treatments >
Find support >

## Resources

With so much information available on the internet, it can be hard to know what is reliable. Included here is a collection of mental health resources selected by the FACTS Program. These are produced by government agencies, national non-profit organizations, medical institutions (e.g., Mayo Clinic) or medical professional associations. The program is an educational service and does not engage in patient care or other treatment activities. Resources noted may not be affiliated with UW Medicine and their inclusion is not a

*...a work in progress*

# FACTS Program - Support

## Caring for Caregivers

- Types of mental health providers and how to choose
- Finding your own support
- Recommended books, podcasts, apps

[NAMI WA Programs](#): Family to Family; Peer to Peer  
[Memory Hub](#): Harborview and Alzheimer's Association  
[McLean Hospital](#): Patient and Family Resources



Find support

[Home](#) > Find support

RESOURCES	
Common diagnoses, symptoms and related resources	>
Treatments	>
Find support	>

## Find support

Research shows that effective family and caregiver involvement in a loved one's mental health treatment supports patient recovery, improves social connections and can decrease mental health crises. But being a caregiver can be stressful and overwhelming at times. Ensuring caregivers have access to support resources is essential to sustaining their wellbeing in this vital role. When caregivers look after their own health they're better able to handle the challenges of caregiving. This self-care helps them stay strong, focused, and patient, which ultimately benefits the person they're caring for too.

Here are some ways caregivers can care for themselves:

# FACTS Program – Next Steps

---



## Secure funding to expand FACTS Program

- Build out community partnerships, including a volunteer program
- Add navigation and support programs, in-person and virtual
- More educational and skills trainings, *aligned with patient curriculums*
- Integrate with interdisciplinary workforce development

# FACTS Program – How Can You Get Involved?

---

- Share your experience as family/caregiver – what went well, what did not
- Join our mailing list for updates, including volunteer opportunities
- Share education, training and/or support resources or ideas, inclusive of and accessible to people from diverse backgrounds
- Share ideas for funding opportunities and related advocacy**

# FACTS Program – Vision

---

*We envision a world where families and caregivers are acknowledged as a vital component of their loved one's care team and are engaged to work collaboratively with health care professionals to improve treatment outcomes, reduce caregiver and provider stress, and enhance the quality of life for all.*

# QUESTIONS?



factsprogram@uw.edu  
mgforr@uw.edu