Caregiver-Centered Care: Competency-based Education for the Health Workforce

**INTRO**

Web-based education is a flexible and cost-effective way to deliver health workforce education. We designed an online Caregiver Centered Care Education program to train health providers who interact with family caregivers (FCGs) in the competencies required to provide person-centered care to FCGs. Our goal is to begin to address the gap between what FCGs say they need from healthcare providers and provider’s preparation to support FCGs.

**METHODS**

Evaluated education at two levels of the Kirkpatrick-Barr Healthcare Education Evaluation Framework:

- **Level 1 Learner’s Reaction:** 5 item Student’s Satisfaction with Education.
- **Level 2 Changes in Learner’s Knowledge:** 10 item Carers Knowledge Assessment Test (CKAT) pre/post the education

**TARGET AUDIENCE**

Healthcare trainees and providers who interact with FCGs in five settings primary care, acute care, homecare, supportive living, and long-term care.

**Reaction: Satisfied with the education**

- Overall quality of the education (Median 5)
- Quality/utility of the videos (Median 5)
- Interactive exercises (Median 5)
- Motivated to learn more about caring for caregivers (Median 5)

**Learners’ Knowledge & Confidence: Significantly* increased**

![Graph showing pre and post means for FCGs contributions, Carers, Communicate with FCGs, Partner with FCGs, Access FCG needs, Navigation, Confident in FCG, Comfortable to Reflect and Pre Mean and Post Mean values.

*CKAT, Level 2] Pre ( M=38.6, Sd=6.5) to post (M=47.2, SD=3.4) t (69)= -13.0, p<.0005 (two-tailed)

**DISCUSSION**

The evidence-based spread of Caregiver-Centered Care Education for the health providers to support family caregivers was needed prior to the COVID-19 Pandemic and is more imperative since.

Contact Us
Dr. Jasneet Parmar
Jasneet.Parmar@ahs.ca
Dr. Sharon Anderson
sdanders@ualberta.ca