

Project HOPE: Helping Overcome Pressures in Eldercare

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UNC
INSTITUTE FOR HEALTHCARE
QUALITY IMPROVEMENT

Impact Statement

- 223 caregivers were screened for caregiver strain over an 8-month period
- 67 caregivers screened positive for caregiver strain
- 100% of those who screened positive were referred and received follow up from care management

Patient Story



Importance

- Caregiver burden is associated with poor health outcomes in caregivers and the patients for whom they care
- Caregivers are not routinely identified or screened for caregiver burden
- There are approximately 3400 patients seen in the UNC Geriatrics Outpatient Clinic and about 25% of patients bring a caregiver to their clinic appointments
- **SMART AIM: By September 30, 2025 25% of patients who present to clinic with a caregiver will be screened for caregiver burden with a Zarit Burden Inventory (ZBI)**

Intervention

ZBI item

- Q1. You don't have enough time for yourself?
- Q2. Stressed between caring and meeting other responsibilities?
- Q3. Angry when around your relative?
- Q4. Your relative affects your relationship with others in a negative way?
- Q5. Strained when are around your relative?
- Q6. Your health has suffered because of your involvement with your relative?
- Q7. You don't have as much privacy as you would like, because of your relative?
- Q8. Your social life has suffered because you are caring for your relative?
- Q9. You have lost control of your life since your relative's illness?
- Q10. Uncertain about what to do about relative?
- Q11. You should be doing more for your relative?
- Q12. You could do a better job in caring for your relative?



Greetings from Social Work!

At UNC Geriatrics, our social workers connect seniors and their caregivers to the supports everyone needs to stay happy AND healthy. Here are some of our favorite resources!

Caring for Seniors:

- **Meals on Wheels** provides free or low-cost meals, delivered fresh by a volunteer, to seniors who have trouble grocery shopping or cooking—regardless of income. To learn more or apply, call 252-436-2040 for help contacting your [local program](#).
- **Home Health** provides short-term, skilled care (such as Physical Therapy) when it's hard to leave the house. It's prescribed by the doctor and usually free with insurance.
- **Home care** can provide companionship, transportation, light cooking and cleaning, help bathing and dressing, etc. It's not covered by most insurances, but it might be covered by Medicaid, VA insurance, or Long-Term Care Insurance. Call your county Dept. on Aging to ask about free care, or ask the clinic for a list of people/agencies.
- **Senior Day Programs** can help you connect with others while having some fun! They're often around \$100 per day—much cheaper than home care—and can even be free with grant funding. Consider [Charles House](#) 919-967-7570 in Chapel Hill, [Soltys Place](#) 919-245-2017 in Hillsborough, a [Durham Center for Senior Life](#) (919) 688-8247, or [Friendship Adult Day Services](#) 336-222-9966 in Burlington.
- **Housing Options** come in many forms. If little to no help is needed, consider a private apartment or [Senior Housing](#). For those needing a little help, consider a [Family Care Home](#) or [Assisted Living Facility](#). For lots of help, consider a [Memory Care Unit](#) or a [Nursing Home](#). Or, for every level of care in one, consider a [Continuing Care Retirement Community \(CCRC\)](#). Need help finding the right place? Call [Kelly Klein](#) 336-380-7701 or [Jonathan Clark](#) 919-377-9922 for FREE help exploring your options.

Caring for Caregivers:

- **Powerful Tools for Caregivers** provides six, 90-minute sessions of practical training to take better care of yourself while you're caring for someone else. For the [Durham group](#), call 919-688-8247 ext. 103. For [Wake County](#), call 919-460-0567.
- **Respite** gives caregivers a short break. It usually comes through home care, a Senior Day Program, or a short-term stay in Assisted Living. If your loved one has dementia, call the [Duke Dementia Family Support Program](#) ph 919-660-7510. Otherwise, ask your clinic social worker for a referral to the [Lifespan Respite Project](#).
- **Mental health matters!** To find a therapist, call your insurance company, visit [Psychology Today](#), or ask your clinic social worker for assistance. For dementia support groups, call the [DDFSP](#) at 919-660-7510.



RAISE: Resource Assessment and Individualized Support Engagement



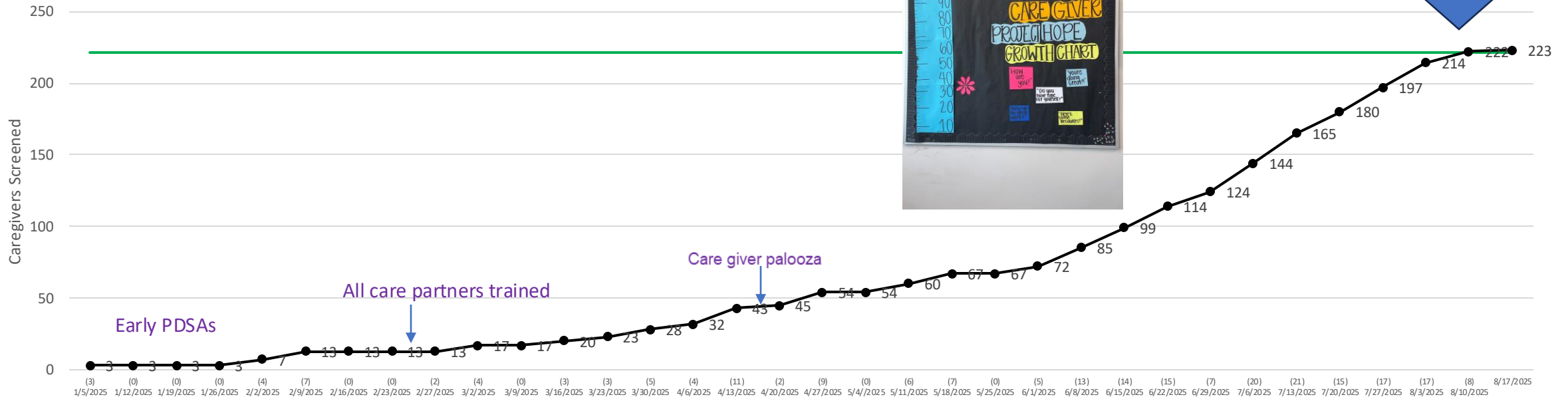
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Cumulative Caregivers Screened Eastowne Geriatric Clinic

Goal 25% (221/885 Caregivers)

1/5/2025 - 8/18/2025

n=223



— Goal ●— Cumulative Screened

Sustainment & Future Plans

- Screening has become standard practice in the Geriatrics clinic
- Training materials are part of new hire onboarding
- 1 hour per week dedicated for care management
- Epic report with screening results
- Conference presentation

Key Learnings

- Change is hard
- Care management is a limited resource
- Support from leadership is critical
- Well-received by caregivers and clinicians
- Addressing caregiver needs more proactively

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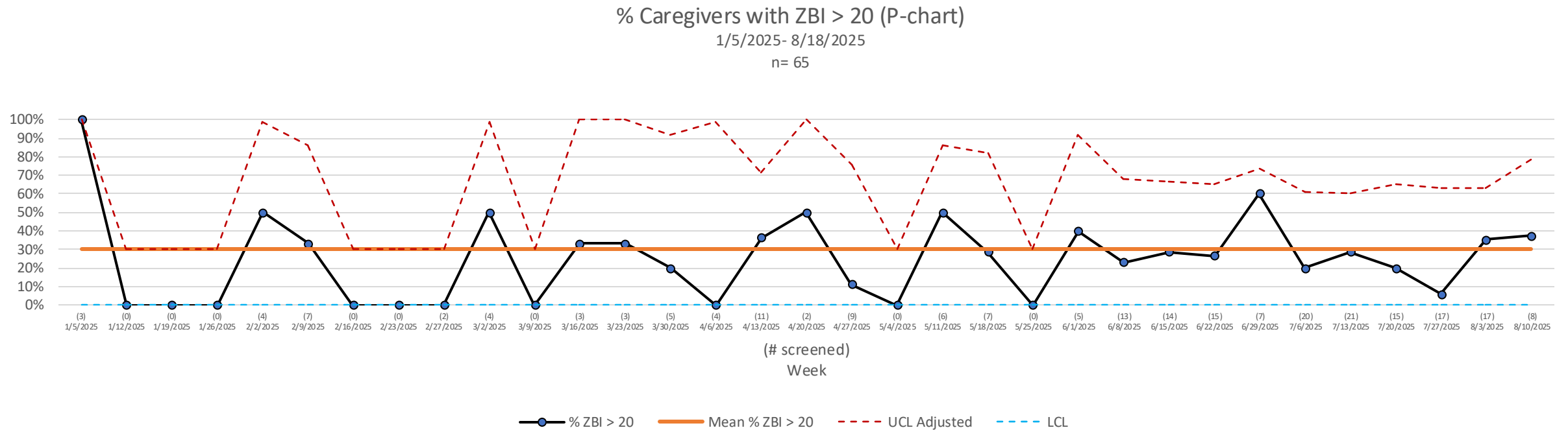
IHQI

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Percent Caregivers with ZBI > 20



Although very variable week on week, on average, 30% of caregivers score greater than 20 on the ZBI.