Department of Veterans Affairs, Employee Education System

and

# 10p4C- Care Management and Social Work

Present

# **RS:** Facilitating Telephone Support Groups for Caregivers of Veterans- FY22

|  |  |  |
| --- | --- | --- |
| **Program Start Dates:** | **Time** | **Registration Links** |
| October 20. 2021 | 1:00pm-4:00 pm ET |  |
| November 17, 2021 | 11:00am-2:00 pm ET |  |
| December 15, 2021 | 1:00pm-4:00 pm ET |  |
| January 19, 2022 | 11:00am-2:00 pm ET |  |
| February 16, 2022 | 1:00pm-4:00 pm ET |  |
| March 16, 2022 | 11:00am-2:00 pm ET |  |
| April 20, 2022 | 1:00pm-4:00 pm ET |  |
| May 18, 2022 | 11:00am-2:00 pm ET |  |
| June 15, 2022 | 1:00pm-4:00 pm ET |  |
| July 20, 2022 | 11:00am-2:00 pm ET |  |
| August 17, 2022 | 1:00pm-4:00 pm ET |  |
| September 21, 2022 | 11:00pm-2:00 pm ET |  |

**Program: Start** October 20, 2021 **Program: End** September 21, 2022

# Place

**Meeting Link:** [http://va-eerc-ees.adobeconnect.com/caregiversupportprogram/](https://gcc02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fva-eerc-ees.adobeconnect.com%2Fcaregiversupportprogram%2F&data=04%7C01%7C%7Cb6e35a6689f74208078408d988e532aa%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C637691340239415870%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=BpSoT99gHIDmxMP9a1iOcNfhPijeNPuCF0f3qiichPQ%3D&reserved=0)

**Audio: Phone number:** 1800-832-0736 **Room Number:** 8597990

# Purpose Statement

Veterans and their caregivers are faced with challenges after military service, often with few resources to meet these needs.  Telephone Support for Caregivers has been shown to build skills to help Veterans and caregivers with behavioral and care challenges, decrease depression, and anxiety for caregivers, and improve social support for the family.

When working with caregivers virtually, clinicians may not have the resources and or skills to support caregivers in coping with the challenges of helping Veterans.  Healthcare team members without these skills need obtaining basic skills for managing a group during the telephone support group interventions.  This lecture is part of a coaching program tasked with the objective of training clinicians to meet this need.

The purpose of this knowledge based live webinar is to train a cohort of clinicians in facilitating telephone support groups, teaching caregiver skills, and the process of Telephone Support for Caregivers of Veterans Group.  Healthcare team members that participate will have the opportunity to become certified as a Telephone Support Group Leader which will demonstrate the efficacy of this educational initiative. The certification process consists of attending the online webinar, completing a brief consultation call, and an optional role play. The success of this training program will be measured through a level two evaluation and application exercises and discussion questions during the lecture.

# Target Audience

The primary target audience for this activity consists of providers that make up the healthcare team including Psychologists, Nurses, Social Workers and Counselors.

# Outcome/Objectives

At the conclusion of this educational program, learners will be able to:

1. list at least three benefits of implementing Telephone Support for Caregivers of Veterans in the areas of social support, communication, and coping;
2. explain as least three skills for successful facilitation of Telephone Support for Caregivers of Veterans groups as a Group Leader;
3. describe at least two strategies for overcoming non-verbal cues in a telephone group design;
4. outline the seven steps in problem solving that caregivers can use to develop a plan to decrease problem behaviors or address concerns;
5. explain at least three stress management techniques caregivers can deploy to reduce stress and burden;
6. complete a thought record that includes the five cognitive restructuring steps using mood management strategies;
7. describe three ways of structuring Telephone Support for Caregivers of Veterans groups; and
8. delineate the five steps in the Telephone Support for Caregivers of Veterans forming support group process.

# Accreditation/Approval

## Joint Accreditation for Interprofessional Continuing Education (JA IPCE)

## American Nurses Credentialing Center (ANCC)

## National Board for Certified Counselors (NBCC)

## Joint Accreditation for Interprofessional Continuing Education (JA IPCE)

## American Psychological Association (APA)

***New York APA***

## Association of Social Work Boards (ASWB)

## New York State Education Department (NYSED) Social Work Board

## National Board for Certified Counselors (NBCC)

## Program Schedule

| **Time** | **Topic/Title** | **Faculty** |
| --- | --- | --- |
| 10 min | Program Overview | Stefanie Alexander |
| 10 min | Facilitating Telephone Support Groups for Caregivers of Veterans* Support Group Leader’s role
* Adavantage and disadvantange of telephone support
* Solutions to common problems
* Session preparation
* Delivery Style
* Risk Priority Inventory
* Stress-Helath Process Model
 | Stefanie Alexander |
| 30 min | * Stress-Health Process Model.
* Listen to two examples. The learner will:

Determine strategy to negotiate REACH VA ModelDiscuss best example | Stefanie Alexander |
| 35 min | * Listen to another example. The learner will:

Define Operational ProblemSet GoalDevelop Issue PlanReview and TroubleshottShare and Discuss  | Stefanie Alexander |
| 75 min | * Stress effect on caregivers – management

Learner creates list of ‘pleasant events’Share and discuss* Tools and resources
 | Stefanie Alexander |
| 20 min | Questions and Answers   | Stefanie Alexander |
|  | Adjourn |  |

**Faculty and Planning Committee Listing**

\* Denotes planning committee member + Denotes faculty

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| --- | --- |
| +Stefanie Alexander, MS Caregiver CoachCaregiver Center Memphis VA Medical CenterMemphis, TN | \*Cory Chen, PhDClinical PsychologistVA New York Harbor Healthcare System   New York CampusNew York, NY |
| \*Karen Earhart, LCSWVISN 4 Caregiver Support Lead VA Healthcare – VISN 4Pittsburgh, PA Planning Member for NBCC | \*Nancy Dupke, MSW, LMSW, ACSW, BCDNational Program Manager, Training/Education Caregiver Support ProgramCare Management and Social Work Services VA Central OfficeWashington, DCPlanning Member for ASWBPlanning Member for NYSED |
| \*April Green, MSREACH VA Trainer and CoachCaregiver Center Memphis VA Medical CenterMemphis, TN | \*Teresa Lanier, MSN, RN, CNLCaregiver Support CoordinatorGulf Coast Veterans HealthCare AdministrationBiloxi, MSPlanning Member for ANCC   |
|  \*Jennifer Martindale-Adams, EdD/NBCCCo-Director, Caregiver CenterMemphis VA Medical CenterMemphis, TN | \*Linda Nichols, PhDCo-Director, Caregiver Center Memphis VA Medical CenterMemphis, TN |
| \*Patricia Elena Roldan, MHSEducation Project ManagerHealth Care Education SpecialistVHA Employee Education SystemBirmingham, AL | \*Joleen Sussman, PhD, ABPPStaff Psychologist, VA ECHSDementia Care Team; GeriPACTDenver, COPlanning Member for APA |
| \*Shauna Portner, LCSWVISN 10 Caregiver Support Program SWVA Chalmers P. Wylie Ambulatory Care Ctr.Columbus, OHPlanning Member for NBCC |  |