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 Model  Discuss best example | Stefanie Alexander |
| 35 min | * Listen to another example. The learner will:   Define Operational Problem  Set Goal  Develop Issue Plan  Review and Troubleshott  Share 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 Coach  Caregiver Center  Memphis VA Medical Center  Memphis, TN | \*Cory Chen, PhD Clinical Psychologist VA New York Harbor Healthcare System   New York Campus New York, NY |
| \*Karen Earhart, LCSW  VISN 4 Caregiver Support Lead  VA Healthcare – VISN 4  Pittsburgh, PA  Planning Member for NBCC | \*Nancy Dupke, MSW, LMSW, ACSW, BCD National Program Manager, Training/Education Caregiver Support Program Care Management and Social Work Services VA Central Office Washington, DC Planning Member for ASWB  Planning Member for NYSED |
| \*April Green, MS REACH VA Trainer and Coach Caregiver Center Memphis VA Medical Center Memphis, TN | \*Teresa Lanier, MSN, RN, CNL  Caregiver Support Coordinator  Gulf Coast Veterans HealthCare Administration  Biloxi, MS  Planning Member for ANCC |
| \*Jennifer Martindale-Adams, EdD/NBCC Co-Director, Caregiver Center Memphis VA Medical Center Memphis, TN | \*Linda Nichols, PhD Co-Director, Caregiver Center  Memphis VA Medical Center Memphis, TN |
| \*Patricia Elena Roldan, MHS  Education Project Manager  Health Care Education Specialist  VHA Employee Education System  Birmingham, AL | \*Joleen Sussman, PhD, ABPP  Staff Psychologist, VA ECHS  Dementia Care Team; GeriPACT  Denver, CO  Planning Member for APA |
| \*Shauna Portner, LCSW  VISN 10 Caregiver Support Program SW  VA Chalmers P. Wylie Ambulatory Care Ctr.  Columbus, OH  Planning Member for NBCC |  |