

## LEADING PRACTICES FOR HEALTHCARE SETTINGS

This overview of leading practices demonstrates the key components of caregiver inclusion in healthcare settings to ensure that caregivers are identified, included and supported to participate as part of the care team.

Leadership Commitment and Sustainability	Policy and Process Development	Caregiver Identification and Documentation	Staff Training and Education	Caregiver Onboarding and Education	Caregiver Support
<p><b>Organizational commitment</b> The organization has communicated a commitment to caregiver inclusion</p> <p><b>Resource allocation</b> Resources are allocated to support caregiver inclusion activities</p> <p><b>Leadership champion</b> A senior leader is championing caregiver inclusion</p> <p><b>Evaluation</b> Caregiver inclusion practices are evaluated to inform continuous improvement</p>	<p><b>Caregiver engagement &amp; co-design</b> Caregivers are engaged in the design and development of caregiver-related policies, processes and programs</p> <p><b>Policy</b> Policies support caregiver inclusion and distinguish essential care partners from visitors (e.g., enabling 24/7 caregiver presence, in accordance with care recipient wishes)</p> <p><b>Communication</b> Caregiver policy, program, and practice information is openly communicated</p> <p><b>Resolution process</b> There is a process to promptly resolve issues related to caregiver designation and responsibilities</p> <p><b>Involvement &amp; responsibilities</b> Caregiver involvement and responsibilities are defined in collaboration with care recipients and caregivers based on their needs and abilities</p> <p><b>Integration</b> Caregivers are integrated into care processes and key moments in care (e.g., assessment, care planning, care conferences, discharge planning)</p>	<p><b>Designation</b> Care recipients (or their substitute decision makers) are enabled to designate caregivers as early as possible</p> <p><b>Caregiver documentation in the EMR</b> Caregivers are documented in the EMR, differentiated from emergency contacts</p> <p><b>Caregiver documentation in workflows</b> Caregivers are documented in workflows and care pathways</p> <p><b>Identification</b> Caregivers are visually identified in appropriate settings (e.g., using a lanyard or ID badge)</p>	<p><b>Leadership education</b> Senior leadership and management are educated about the essential role of caregivers</p> <p><b>Staff education about the value of caregivers</b> All staff receive education about the value of caregivers, and their essential role on the healthcare team</p> <p><b>Staff education about policies &amp; practices</b> All staff receive education about essential care partner policies and practices and how to put them into action</p>	<p><b>Caregiver orientation</b> Caregivers are welcomed and oriented to the healthcare setting/ organization</p> <p><b>Caregiver education &amp; training</b> Caregivers receive education and training on key aspects of their role</p>	<p><b>Connections to support</b> Caregivers are connected to resources and services for their own well-being</p> <p><b>Providing support services</b> Support services are available for caregivers</p> <p><b>Screening for distress</b> Caregivers are screened for distress and receive further assessment as appropriate</p>