

FAMILY INVOLVEMENT IN CARE (FIC) INTERVENTION ORIENTING FAMILIES TO BEING PARTNERS IN CARE

Family Involvement in Care (FIC) Intervention

1. Orient family to the setting and to the idea of partnership
2. Educate staff → Goal of this training series
3. Negotiate and form a partnership agreement with family
4. Educate family members about staying involved in care → Goal of the companion training series for family members [<https://igec.uiowa.edu/fic>]
5. Evaluation and negotiate the agreement as needed

Step 1. Orientation

Orienting family members to the physical care environments is the first step in the FIC Intervention. This process increases awareness of the both potential assets and deficits related to family expectations, and promote communication to help shape a shared understanding of what your organization/service and staff provide to persons with dementia. The primary aim is to increase their knowledge and comfort, AND dispel any false or unrealistic views if they exist. Most residential services offer some type of orientation for family members and new residents. However, using the FIC intervention requires greater early discussion about family roles and opportunities to be partners in care.

- Introduce the primary family member contact to key leaders in your service, including the nurse care manager, social worker, and other team leaders that oversee dementia care and use of the FIC intervention.
- Conduct a tour of the residence or service (e.g. nursing home, special care unit, adult day health care program); help familiarize the family with the physical layout.
- Review your setting/service's care philosophies and policies, such as
 - ✓ Philosophy of dementia care
 - ✓ Policies about visiting, family participation in care, communicating with families
 - ✓ Staff roles and responsibilities
 - ✓ Availability of resources or supports (e.g., family support group, online training, dementia information, volunteering opportunities in the setting)
 - ✓ Environmental factors or policies (e.g., pets; residence cats, dogs, birds/aviaries, fish; alarmed doors; outside areas; activities)
- Introduce family members to caregiving and support staff who will provide daily care or essential services in the setting.

- Encourage questions about and discussion of family members' expectations and concerns.
- Introduce the idea of family-staff partnerships in care (see below).
- Review and sign the Statement of Partnership Intent (see below).

SAMPLE: INTRODUCTION TO FAMILY-STAFF PARTNERSHIPS

There are lots of ways to introduce the idea of being partners in care with family members. We offer the following example to help guide this process. However, each discussion will be shaped by the type of services/setting and your individualized approach to partnership.

I'd like to tell you about an approach to dementia care that our service/setting is using to promote quality of life and care for persons with dementia. It's called the Family Involvement in Care Intervention or FIC for short. The FIC Intervention is designed to help family and staff act as partners in caring for persons with dementia, for example your relative [Name]. Our goal is for family and staff to develop shared expectations for daily care of persons with dementia. As part of the FIC Intervention, both family members and staff members are asked to take some training about the partnership approach and what it means. Family and staff are also asked about their views and concerns for the person with dementia. We use those views and concerns to develop a mutually agreeable plan about goals of care, and how family and staff will each help achieve the goals of care. We put that information in a written "Partnership Agreement" so everyone is clear about how we plan to work together. We understand that some families really don't want to be actively involved in their relative's care, or just don't feel that they have time – and that's fine! The main point of being partners is having open discussion and developing a mutually agreeable view about your relative's care. What do you think? Would you be willing to work with us to be a partner in caring for [name of person/relative]? If so, I'd like for us each to sign this form about our intent to work as partners, and then I'll tell you more about next steps.

After answering questions you may want to show the family member the family-focused training topics or online program. If the person is hesitant, work to clarify any concerns they have, and if needed, offer them some time to think about it. If the family member is interested, ask them to sign one of the two forms on the next page. Further adaptations may be needed to best assure the agreement fits with your use of the FIC Intervention in your setting.

FAMILY AND STAFF STATEMENT OF PARTNERSHIP INTENT
[NAME OF RESIDENTIAL/NURSING CARE SETTING]

Quality care of the person with dementia is the goal of family and all caregivers. Family members recognize that at a certain point in the progression of dementia, their relative and the family caregiver are best served by placing the person with dementia in a residential or nursing care setting. Our staff recognize that the family's decision to place their relative in a residential or nursing care setting is not an easy one, that family members do not suddenly lose interest in caring for their relative, and that family participation in the care of the person with dementia following transition to the new setting is often difficult and stressful for family members. Family caregivers know that they are dependent upon others to assist with the care of their relatives with dementia, and our staff value families as an important resource for providing needed care. For these reasons, the shared goal of family and staff caregivers in [name of setting] is to establish a partnership, so that all parties are optimally involved in planning, providing, and evaluating care of the person with dementia, [insert person's name].

Family Member signature

Organization/Setting leader signature

Date

FAMILY AND STAFF STATEMENT OF PARTNERSHIP INTENT
[NAME OF COMMUNITY-BASED SERVICE]

Quality care of the person with dementia is the goal of family and all caregivers. Family members recognize that at a certain point in the progression of dementia, their relative and the family caregiver are best served by seeking formal care services and supports for the person with dementia. Our staff recognize that the family's decision to seek assistance is not an easy one, that family members do not suddenly lose interest in caring for their relative, and that using new and unfamiliar services may be difficult and stressful for family members. Family caregivers know that they need assistance with the care of their relatives with dementia, and our staff value families as an important resource for providing needed care. For these reasons, the shared goal of family and staff caregivers in [name of setting] is to establish a partnership, so that all parties are optimally involved in planning, providing, and evaluating care of the person with dementia, [insert person's name].

[Add signatures and date as illustrated above.]