



Wisconsin Caregiver Coordinators Workshop

September 26, 2023





ADRC
Aging & Disability Resource Center

NO
SMOKING



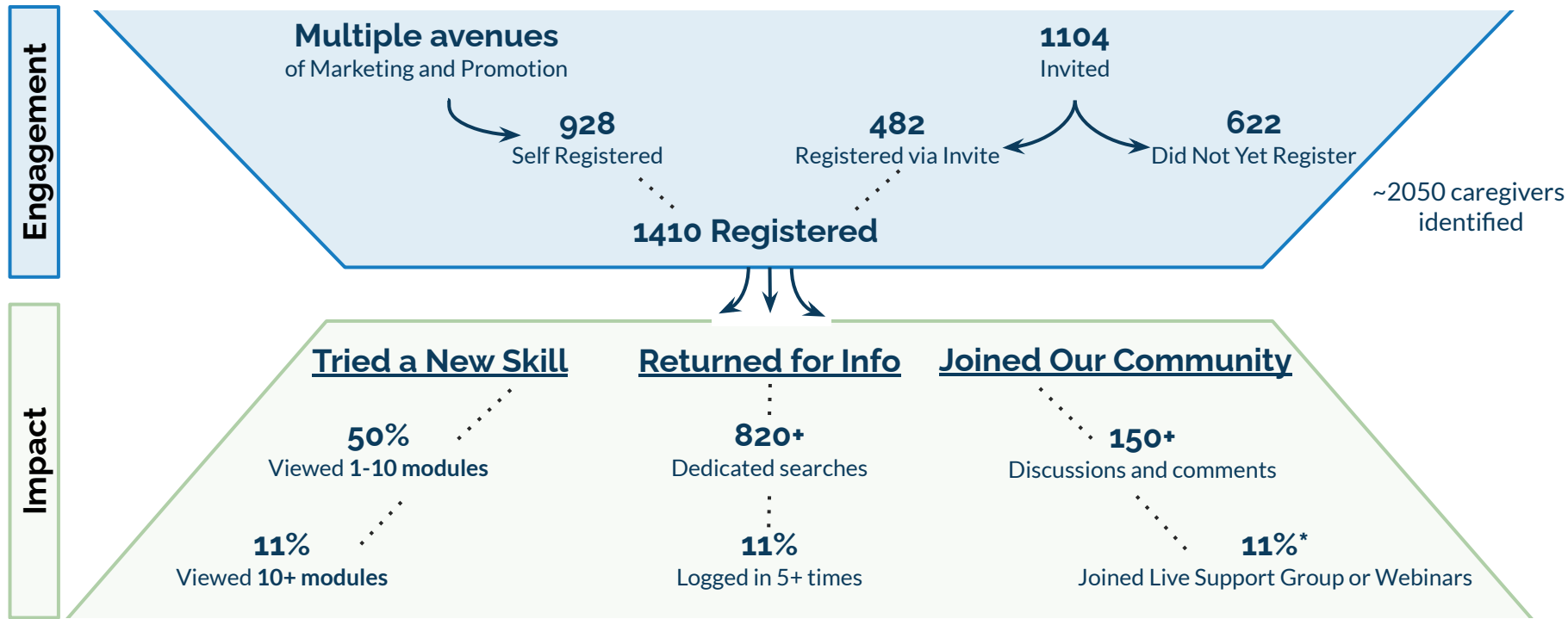
Agenda

- 01 The Collective Impact
- 02 Promoting Self-Identification
- 03 Updates on Trualta

The Collective Impact



An Outsized Impact for Wisconsin Caregivers



*Since the beginning of the Connections program

Engagement Patterns

856
Engaged
Caregivers

On an average, the learning journey of engaged caregivers is ~127 days long.

6794
Content
Views

Top 20% engaged caregivers accounted for 82% of total views.

Top Viewed
Content

- Caregiver Resources in Wisconsin
- Introduction to Aging and Dementia
- Caregiver Guilt



Staff Engagement

1104 caregiver invitations were accepted
1945 content recommendations out

Why staff involvement is helpful:

A user who is recommended content is

1.7x More likely to log in

1.5x More likely to engage with content

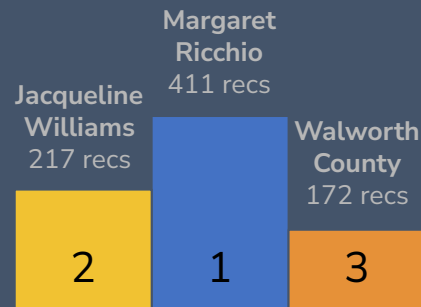
A user who is invited to the portal* is

2.2x More likely to engage with content

*compared to users who self-registered without any staff assistance



Coordinator Shoutouts!
Inspiring and empowering coordinators who proactively engage caregivers



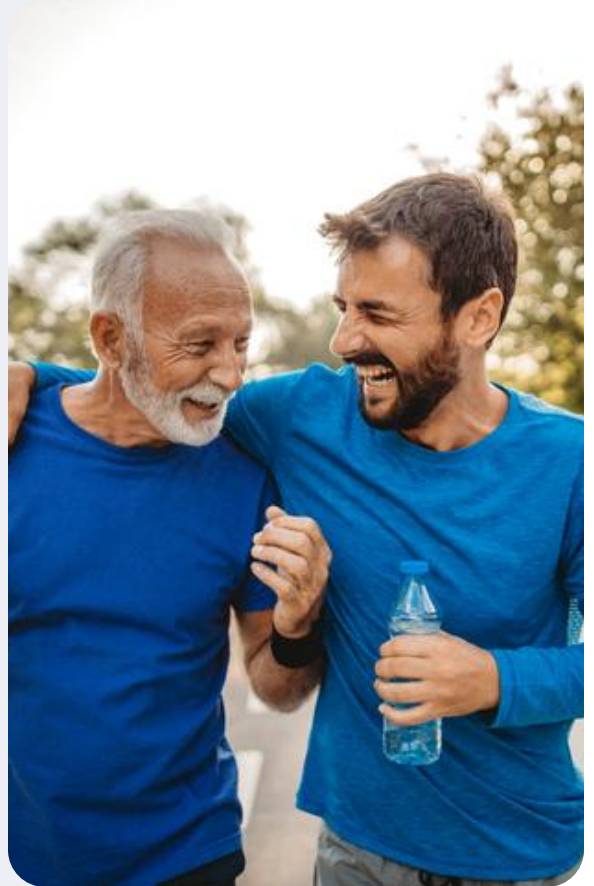


Open question to everyone:

Can you share what has worked for you OR what challenges you face to operationalize Trualta with your caregivers?

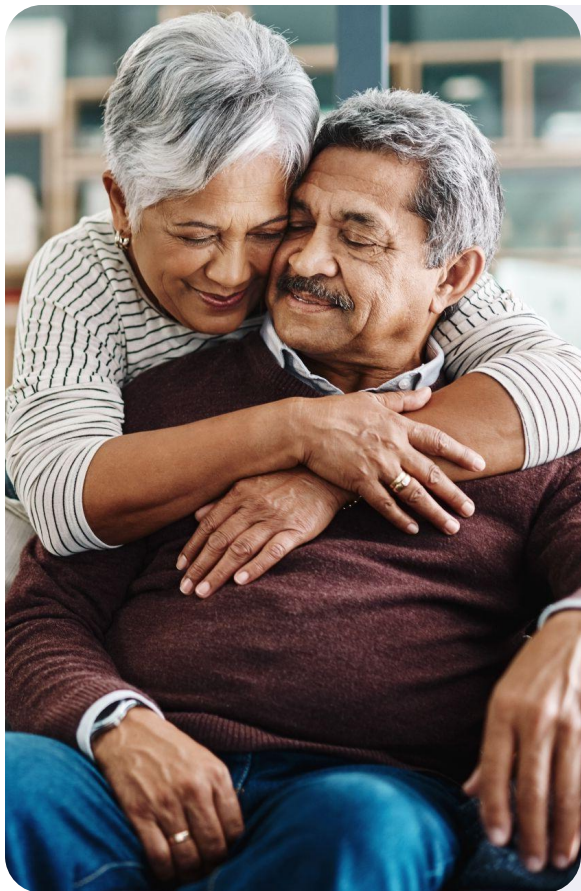
Thinking out loud...

1. Set up a Trualta workstation at your local library.
2. Put in a postcard in your Meals on Wheels deliveries.
3. Tweet or post about the caregiving resources.
4. Use the lessons as a follow-up item on support groups.
5. Loop in your local healthcare providers or facilities.



Promoting Self-Identification

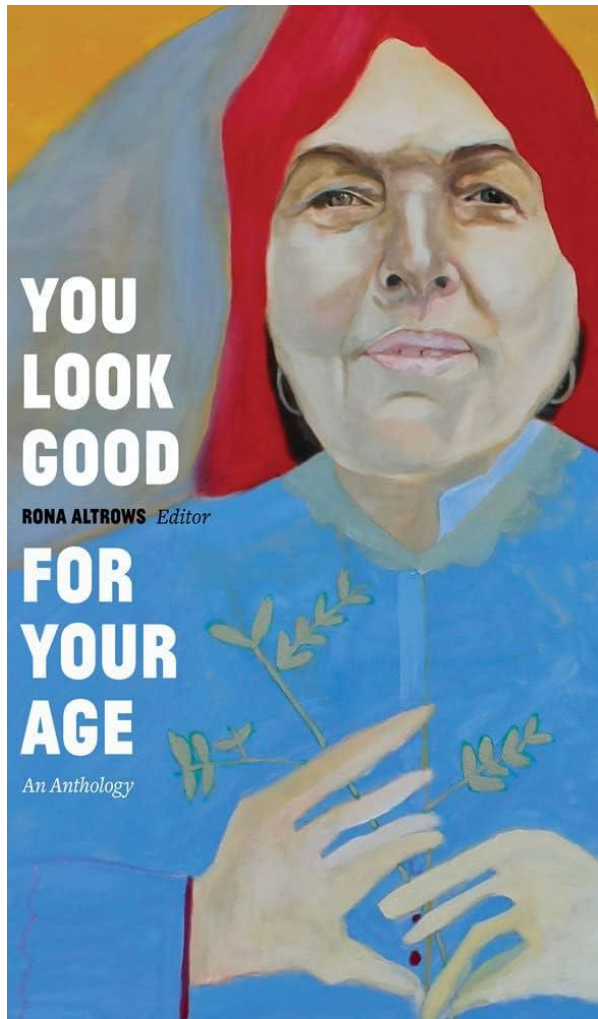




Self-Identification

A Review of Literature and our Experiences

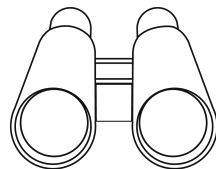
- ❑ Why is it important that caregivers adopt the title of caregiver?
- ❑ What are the disparities in caregiving? (Cultural, gender, socioeconomic)
- ❑ What are the promoters or motivators of caregivers to self-identify?
- ❑ What are your experiences with self-identification of caregivers?



“


It's as if, at any given time, my vision flips between the short and the long end of a telescope. My eyes are either trained on the distance or what is in front of me. There is a constant clash of conflicting urges.

**Julie Sedivy, an excerpt from
“You Look Good For Your Age”**



How Trualta can help

Brand new Caregiver Identity Flyer




Wisconsin Family and Caregiver Support Alliance **GWaar**

Do you...

Perform housework for someone?
Help them shop for food?
Help them bathe or get dressed?
Drive them to appointments?
Get up in the night to make sure they are safe?
Pick up their medication?

Feel stressed?



There is help
wisconsincaregiver.trualta.com

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Wisconsin Family and Caregiver Support Alliance **GWaar**

Free online training and support is available to caregivers like you

- Improve your confidence, reduce stress, and prevent burnout
- Connect with other caregivers through community chat rooms
- Access on-demand resources to suit your schedule
- Suit your learning preference with videos, articles, audios, interactive scenarios in English and Spanish

A Variety of Topics

• Communication changes	• Heart and lung health
• Behavior management	• Mobility and fall prevention
• Transition from hospital to home	• Documents and decision-making
• Personal care	• Meaningful activities
• Activities and recreation	• Grief and loss
• Your own wellness	• Caring for kids

wisconsincaregiver.trualta.com



"The caregiver portal was my first support system when caring for my mother with dementia."

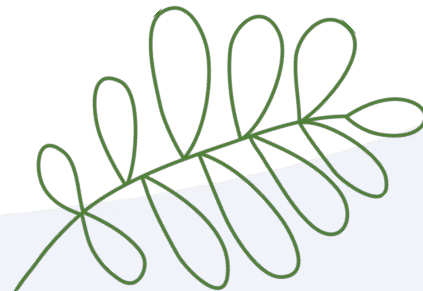
There is so much helpful information in one place and I learned so much about providing care."

Laura W, caring for her mother

Sign up today!
wisconsincaregiver.trualta.com

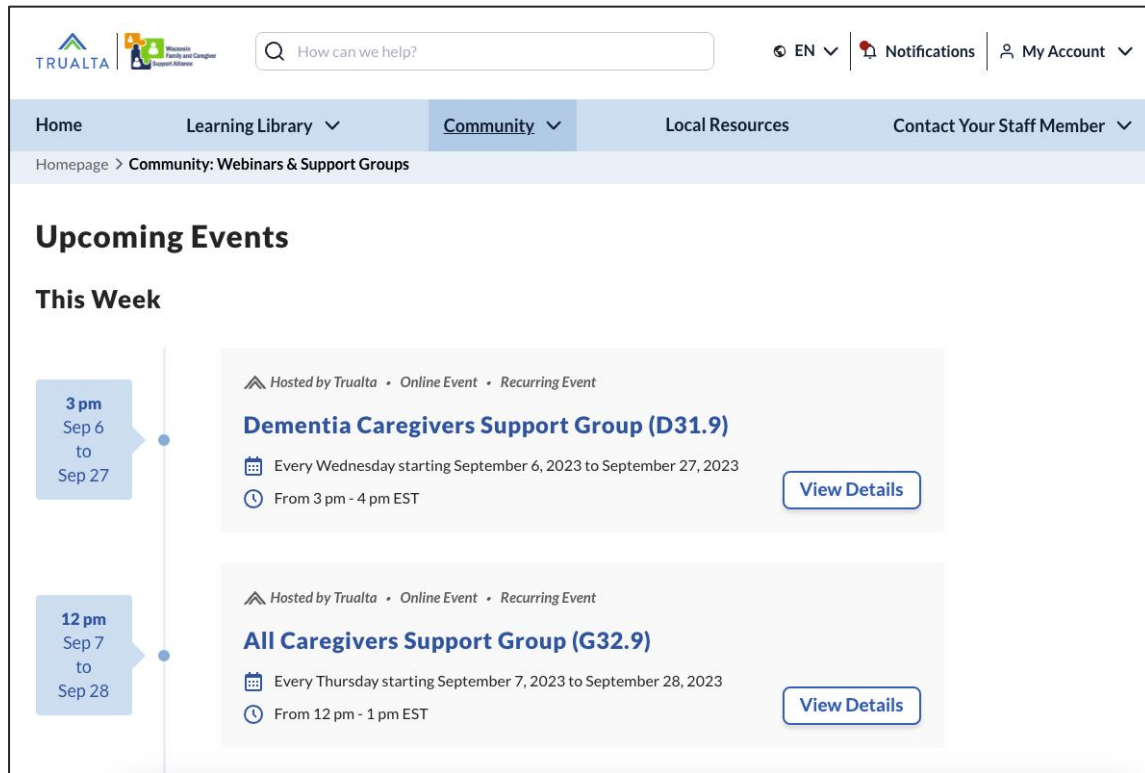


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How Trualta can help

Live Events and Webinars



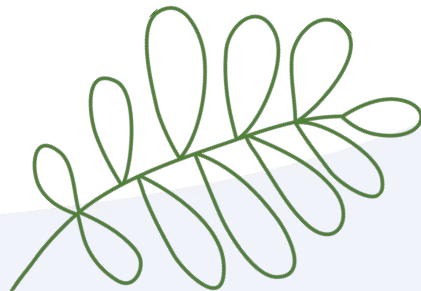
The screenshot displays the Trualta website's 'Community' section, specifically 'Webinars & Support Groups'. The header includes the Trualta logo, a search bar with the text 'How can we help?', and links for 'EN', 'Notifications', and 'My Account'. The navigation bar features 'Home', 'Learning Library', 'Community' (selected), 'Local Resources', and 'Contact Your Staff Member'. Below the navigation, a breadcrumb trail reads 'Homepage > Community: Webinars & Support Groups'. The main heading is 'Upcoming Events', followed by a sub-heading 'This Week'. Two event cards are listed:

- Dementia Caregivers Support Group (D31.9)**
 - Hosted by Trualta • Online Event • Recurring Event
 - Every Wednesday starting September 6, 2023 to September 27, 2023
 - From 3 pm - 4 pm EST
 - [View Details](#)
- All Caregivers Support Group (G32.9)**
 - Hosted by Trualta • Online Event • Recurring Event
 - Every Thursday starting September 7, 2023 to September 28, 2023
 - From 12 pm - 1 pm EST
 - [View Details](#)

A vertical timeline on the left of the event cards indicates the dates: '3 pm Sep 6 to Sep 27' for the first event and '12 pm Sep 7 to Sep 28' for the second.



Thursday is my... my support group. That's my highlight of the week. Monday, Tuesday, Wednesday might be terrible, but I know when Thursday's coming in, it'll all be better after that.



Updates on Trualta



Kidney Care 101

Problems:

- Unsure about disease progression and impacts to care recipient
- Uncertain where to begin with navigating dietary restrictions
- Overwhelmed by medication management
- Unclear about lifestyle impacts on CKD
- Feeling helpless to manage CKD symptoms

Solutions:

- 3 Topics
 - Kidney Disease Basics
 - Treatment & Management
 - Diet & Nutrition
- Tool to track medications
- Guide for common kidney tests and terms to stay involved in care
- Diet and nutrition guidelines to offload meal prep challenges
- Practical tips to help with common symptoms like pain, swelling and itchiness

Benefits:

- Confident in symptom management to improve care recipient comfort
- Supported with overview of disease progress and how to proactively help
- Less stressed about meal planning for dietary restrictions
- Encouraged to remain on top of care
- Reduced fear of the unknown

Kidney Care 101

Homepage > Kidney Care 101

Kidney Care 101

Overview

Kidney Disease Basics



Treatment & Management



Diet & Nutrition



Kidney Care 101

Kidney Disease Basics

Caring for someone with Chronic Kidney Disease (CKD) can be overwhelming. Whether you're navigating a new diagnosis or looking for ways to provide continued support, this toolkit will help you learn how to manage CKD and support your care recipient on this journey. From understanding CKD stages and symptoms to managing medications and diet changes, we're here to guide you every step of the way.



Chronic Kidney Disease Overview

🕒 7 min

Article



Understanding Kidney Numbers & Terms

🕒 9 min

Article



Stages Of Chronic Kidney Disease

🕒 8 min

Article

Medications List

Take this medication list to healthcare visits in case any changes are made. You can also keep a list of medications your care recipient used to take and the reason they no longer take them.

Name: _____

Date of Birth: _____

Family Doctor: _____

Pharmacy: _____

Allergies: _____

Medication
Name &
Dose

What The
Medication
Is For

Instructions
(Example:
time of day,
how often,
take with
food)

Other
Notes
(Example:
side effects,
contraindications)

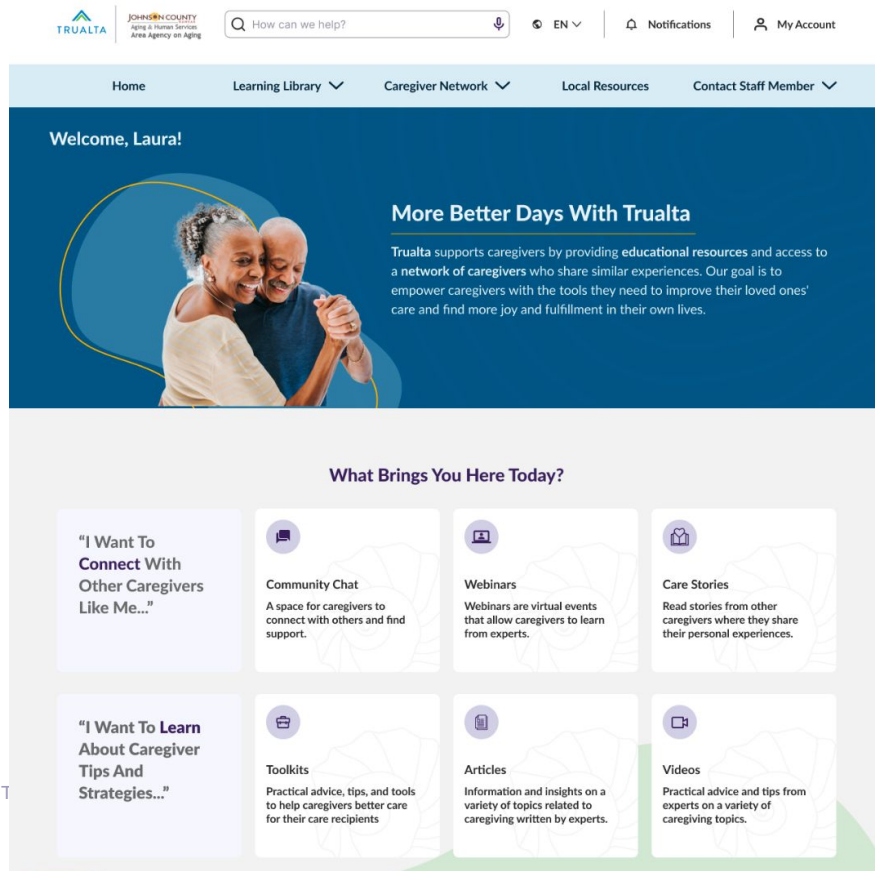
Date
Prescribed
& Provider
Name

Interactive Scenario

Est. Time 5 Minutes

Meal Planning For Kidney Disease

All New Home Page



Objectives of the redesign:

- Clearer sections on the homepage
- More personalized
- Provides the caregiver what they need

Hero

Text welcoming users to our platform and sharing how we can help them. The image in this section rotates to a new one every new session

What brings you here today?

We feature two main offerings: a space for users to connect and learn.

All New Home Page



Objectives of the redesign:

- Clearer sections on the homepage
- More personalized
- Provides the caregiver what they need

Explore our Platform Checklist

This checklist is designed to guide users through our platform and help them become familiar with it.

Care Story

One way to create value is to show our users that they are not alone and that we will be there every step of the way. This care story rotates for a new one every new session

All of Tualta... in Spanish



 ES ▼

 Notificaciones

 Mi Cuenta ▼

Inicio

Biblioteca De Aprendizaje ▼

Comunidad ▼

Recursos Locales

Contacte Al Personal ▼

¡Bienvenido, Kunal!



Más Y Mejores Días Con Tualta

Tualta ofrece respuestas rápidas y expertas para los desafíos cotidianos de **cuidar de alguien y de usted mismo**. Nuestros aprendizajes y eventos en línea le ayudarán hoy y todos los días; **siempre tenemos algo nuevo que explorar**.

¿Qué Le Trae Aquí Hoy?

New Learning Hub

The screenshot displays the 'New Learning Hub' interface. At the top, there is a navigation bar with the TRUALTA logo, a search bar containing 'How can we help?', and links for 'EN', 'Notifications', and 'My Account'. Below this is a secondary navigation bar with 'Home', 'Learning Library', and 'Community'. The main content area is titled 'My Learning Hub' and features a sidebar with 'My Library' (In Progress, Bookmarked, Recommended, Completed) and a main section titled 'My Learning Hub: In Progress'. This section includes a checklist with '1 In Progress', '2 Bookmarked', and '0 Completed' items. Below this is a 'Toolkit' section for 'Healing Caregiver Burnout', which includes a progress bar showing '7/134 minutes' and a 'Jump Back In' button. The interface is designed to help caregivers track their learning progress and return to their activities.

Welcome, Kunal!

My Learning Hub

My Library

- In Progress
- Bookmarked
- Recommended
- Completed

My Learning Hub: In Progress

Check in on your learning activities, and jump back in where you left off.

1 In Progress

2 Bookmarked

0 Completed

Toolkit

Healing Caregiver Burnout

12 Learning Activities

Managing the constant demands of caregiving can be overwhelming...

Toolkit Progress • 7/134 minutes • [View Toolkit Overview](#)

Jump Back In →

A one-stop learning tracker

This helps caregivers keep track of what they have completed, what they have saved for later, and what they are working on.

Increasing Attendance in Live Events

Problems:

- Unclear what live events are or how they can benefit
- Anxious about attending an event that might ask them to speak or share
- Doubtful that they'll receive reliable advice or information from peers
- Short on time and unable to access in-person supports

Solutions:

- Clear description of what to expect in a support group
- Reassurance that they don't have to share more than they want to
- Introduction to a facilitator that is a registered health professional

Features:

- Event Preview or FAQ
- Event Reviews or Ratings
- Introduction to Care Educator
- Relevant Event Alerts or Notifications