

# Hospital at Home Programs: Caregiver Insights on Successes and Enhancements

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## BACKGROUND

- Hospital at Home (HaH) as an alternative to hospital-based care continues to expand.
- The family caregiver (FCG) role in HaH is of great interest, and there has been some research to identify their key issues. Yet, more research is needed regarding positive and challenging experiences.
- This qualitative study examines FCG experiences with HaH to identify opportunities for improvement.

## METHODS

- Recruited FCGs of HaH care recipients from HaH programs across the US (NE, MW, SE).
- Performed semi-structured qualitative interviews with FCGs.
- Rapid analysis strategies with rapid templates and data synthesis to identify preliminary patterns and themes, along with group consensus to ascertain meaning.

HaH works best for caregivers when they feel included and know what is expected of them.

### When it went well for caregivers, they felt...

- ✓ **Included in decision-making to enroll**  
*"They did ask how I felt about taking him home and if they came ...they wanted to make sure I'd be comfortable."*
- ✓ **Reassured by high level of attention from medical team**  
*"I felt they were really giving attention...peace of mind."*
- ✓ **Integrated into the care team**  
*"I felt like I could talk to them...the online nurse and the online doctor...I felt like they credited me for what I could observe."*

### When it didn't go well for caregivers, they felt...

- ✓ **Not included in enrollment decision**  
*"I had no idea I was entering the program. There was no heads up, there was no explanation."*
- ✓ **Unsure of their role**  
*"What your role might be and what we will do and what we won't do. Yes, I think it would be great if they were a little more explicit."*
- ✓ **In need of additional information and educational resources**  
*"They didn't give us very much instruction on how we should do stuff...it would've helped to have a little bit more education to ease us into it or to get a handle on what to expect."*

## FUTURE DIRECTIONS FOR HAH DEVELOPMENT

- ❖ Identify procedures to **involve FCGs** in HaH enrollment decisions.
  - ❖ Better describe **FCG roles** during program.
- ❖ Provide additional **information and educational resources**.

Participant Demographics	n=17	Percent
<b>Gender</b>		
Women	15	88%
Men	2	12%
<b>Race/Ethnicity</b>		
White	13	76%
Asian	2	12%
Black	1	6%
Hispanic	1	6%
<b>Kin Relationship</b>		
Spouse	11	65%
Child	5	29%
Grandchild	1	6%
<b>Region (5 programs)</b>		
Northeast	9	53%
Midwest	7	41%
Southeast	1	6%
Mean Age	69	
Age Range	57-83	

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