

Illinois Department of Veterans Affairs
Request for Proposal

Caring for the Caregiver: A Caregiver's Oasis
Captain James A. Lovell Federal Health Care Center
3001 Green Bay Road
North Chicago, IL 60064

AIM: Statement of project related to the 12 principles of patient-centered care

Serving as a caregiver to the veteran and active duty military and beneficiary population in the midst of a medical crisis or grueling through the challenges of managing a chronic or terminal diagnosis is mentally, physically and emotionally draining. It often requires countless hours of observation, lack of sleep, and constant concern; functions that frequently diminish the health of the caregiver. The Caregiver's Center provides an oasis for the caregivers, family, or friends to turn to with services and expertise to meet their needs. This extraordinary opportunity will enhance the experience of veterans, their families and friends, and fulfill five principles identified in the 2009 Universal Services Task Group Report.

Background Information

Health care organizations across the country are dedicated to providing high quality, patient-centered care. The mental, physical, and emotional state of the patient has always maintained the highest priority, and rightfully so. However, a population that is typically underestimated and unnoticed is that of the caregivers. Caregivers play a vital role in the recovery of the patient. They often devote an exorbitant amount of time and energy, sacrificing nutritional, financial, familial, and personal health, in an effort to ensure a positive health outcome for their loved one. The Captain James A. Lovell Federal Health Care Center (CJALFHCC) recognized an opportunity to accommodate the caregiver population by providing and environment, infrastructure, and services needed to meet their needs.

A Caregivers Center, similar to that of the one developed at Northern Westchester Hospital, provides an oasis for family and friends to congregate for relaxation, spiritual, mental, and emotional support, or to learn about available facility or community resources. Examples of free services that would be provided are detailed below:

- A comfortable place to rest, reflect and recharge
- A space for private conversations
- Office area with computers, fax, copier, telephones and internet
- Access to a library, specializing in caregivers' resources
- A reclining massage chair in a private area
- A kitchenette with healthy snacks to be provided by VSO's
- Nutritional, financial, spiritual, and community support
- Exercise and fitness programs
- Relaxation/Meditation and Integrative Therapies

- Caregiver-centric rounds to patient rooms
- A Caregivers Support Program, offering counseling by a social worker and referrals to community resources

As the VA continues to provide and improve upon the patient-centered care delivered and in alignment with the Transformation 21 Initiatives, this project will fulfill five of the principles identified by the 2009 Universal Services Task Group Report:

- **Enhance the quality of human interactions and therapeutic alliances:** The report emphasizes the importance of "Veterans, families, and friends becoming full partners in care planning and delivery." The Caregiver Center support staff would conduct caregiver rounds to the patients' rooms, providing notification of the Center, its role, and the resources available.
- **Ensure emotional and spiritual support:** The Caregivers Center would, among other things, function as:
 - "Bereavement rooms" – assisting with end-of-life and funeral arrangements
 - Quiet space for meditation and contemplation
 - Facilitate support groups
 - Offer spirituality and pastoral care
- **Encourage involvement of family and friends:** Family and friends would not be bound to the exam/patient room, but would be provided space and services to meet their needs (i.e. internet, healthy snacks, community resources, support groups).
- **Ensure that architectural layout and design are conducive to health and healing:** The Center would require newly renovated space and would create a soothing, homelike environment with water features, appropriate lighting and furniture, etc... See Appendices D-G for examples on how Northern Westchester Hospital, Mount Kisco, NY developed their Caregivers Center.
- **Support and sustain an engaged workforce as key to providing Veteran centered care:** The primary use for the Caregivers Center is to meet the needs of the families and friends visiting their loved ones. However, a secondary use would be to expand the invitation to staff struggling with the hardships of health care delivery or provide a quiet space for staff to temporarily remove themselves from the day-to-day routine for reflection and relaxation. As mentioned above, incorporating a massage chair into the Center could potentially be utilized by staff as well.

Project Description

Implementing a Caregivers Center would require the identification of adequate space, structural renovation requirements, staff, and training:

- **Space:** The integration with Naval Health Clinic Great Lakes has required the expansion of clinical space. A large clinical addition has been constructed to accommodate and achieve the CJALFHCC's mission. To ensure, the Caregivers Center is visible and accessible, proposed space has been identified on 133-2B, in a main thoroughfare into the new clinical addition. See Appendix A.
- **Renovation Requirements:** The current space is divided into two inpatient bedrooms and would require the destruction the separating wall to expand the space, installation of appropriate electrical and plumbing components, and consultation by the Interior Designer for recommendations to achieved desired environment. See Appendices D-G.
- **Staff:** The Caregivers Center would be staffed by a Social Worker with support staff consisting of highly trained volunteers. Analyzing demand data will provide guidance on what services will be offered,

and will dictate staffing/volunteer training efforts. Volunteers would conduct rounds, facilitate support groups, and assist with initiatives as needed. The Center would remain open and available at all hours, but staffing would be restricted to certain shifts.

- **Training:** As mentioned above, volunteers would require extensive training and be tasked to work directly with veterans and their families and friends. Training would provide necessary skills to meet the needs of the family and friends.

a. Description of the specific improvement or enhancement in Patient-Centered Care that is anticipated over the course of the project

The Caregivers Center would in essence be fulfilling the latter part of the VA's mission: "to care for him who shall have borne the battle and for his widow and his orphan." Creating such a Center would emphasize the importance of the caregiver and encourage participation in the care process. Increasing and encouraging participation from this population will likely increase compliance of the treatment plan, reduce veteran anxiety, and ultimately increase quality of care. Furthermore, the Caregivers Center would achieve five of the twelve principles, as described above, in the 2009 Universal Services Task Force. The Caregivers Center indirectly promotes the patient-centered care culture the VA is dedicated to.

The effectiveness of the Caregivers Center will be measured by several metrics detailed below:

- Demand data determined by usage
- Patient satisfaction data:
- Average length of stay
- Creation of Caregiver Center Survey to be completed by users
- Number and size of support groups

b. Potential adoptability/adaptability of your approach by other VISNs/medical centers

VA Medical Centers across the country have an extraordinary opportunity to reach out to an important member of the patient care team, the caregiver. As described above, caregivers devote a substantial amount of time to their loved ones both as inpatients and outpatients. This time and service can have drastic effects on their own health. A Caregivers Center would assist in alleviating these burdens to ensure optimal patient care. The costs are minimal depending on space and renovation requirements, and with the assistance of highly qualified volunteers and VSO participation, staffing costs remain nominal. These factors make the implementation of a Caregivers Center in VAMC's practical and feasible. As VA Medical Centers begin the transformation process to meet the needs of the 21st century, implementing a Caregivers Center will increase veteran enrollment, increase quality of care, increase satisfaction measures, and serve as a best practice nationwide.

Resource Impact

Project estimations total \$236,000. Appendices B-C illustrate the amount of resources required to establish a Caregivers Center.

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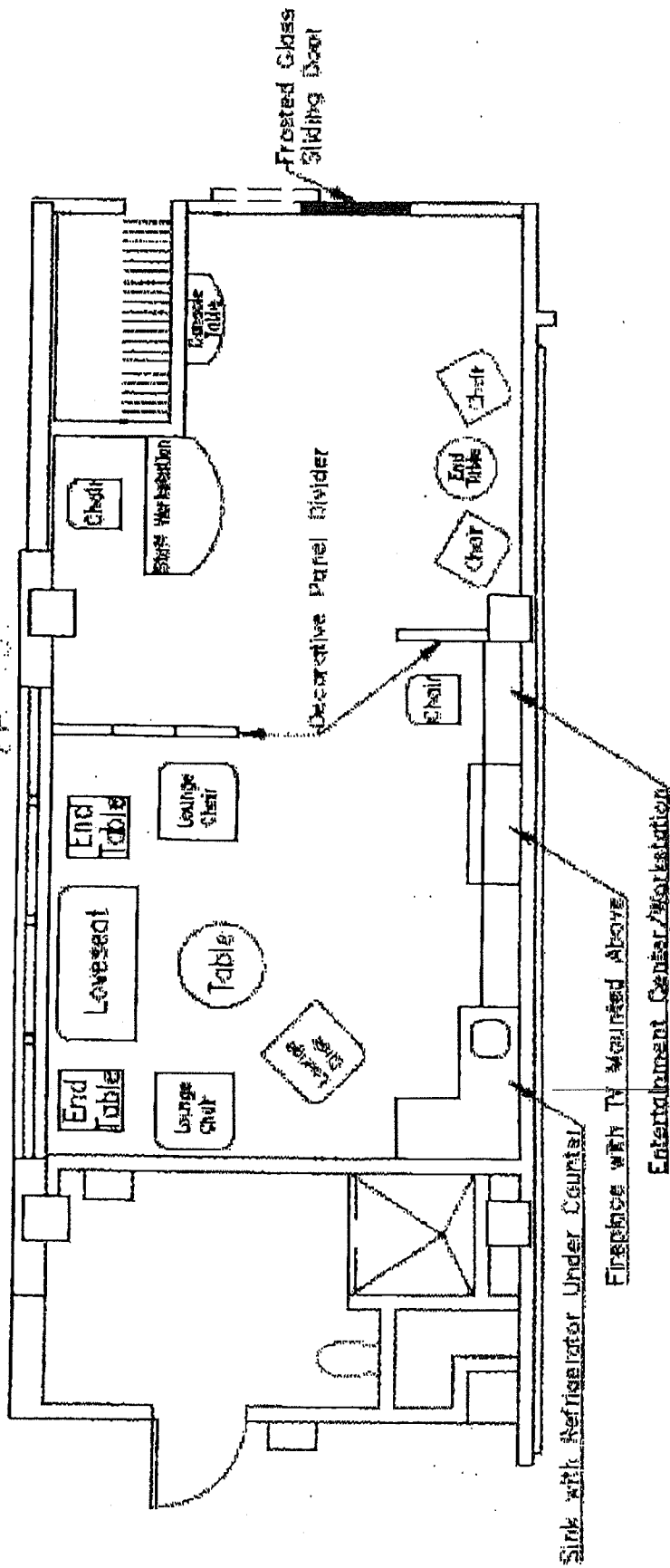
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APPENDIX A

2A-133



Sink with Refrigerator Under Counter

Fireplace with TV Mounted Above

Entertainment Center/Workstation

Frosted Glass Sliding Door

Decorative Panel Divider

End Table

Lounge Chair

Loveseat

Table

Lounge Chair

Table

End Table

End Table

Lounge Chair

Lounge Table

Chest

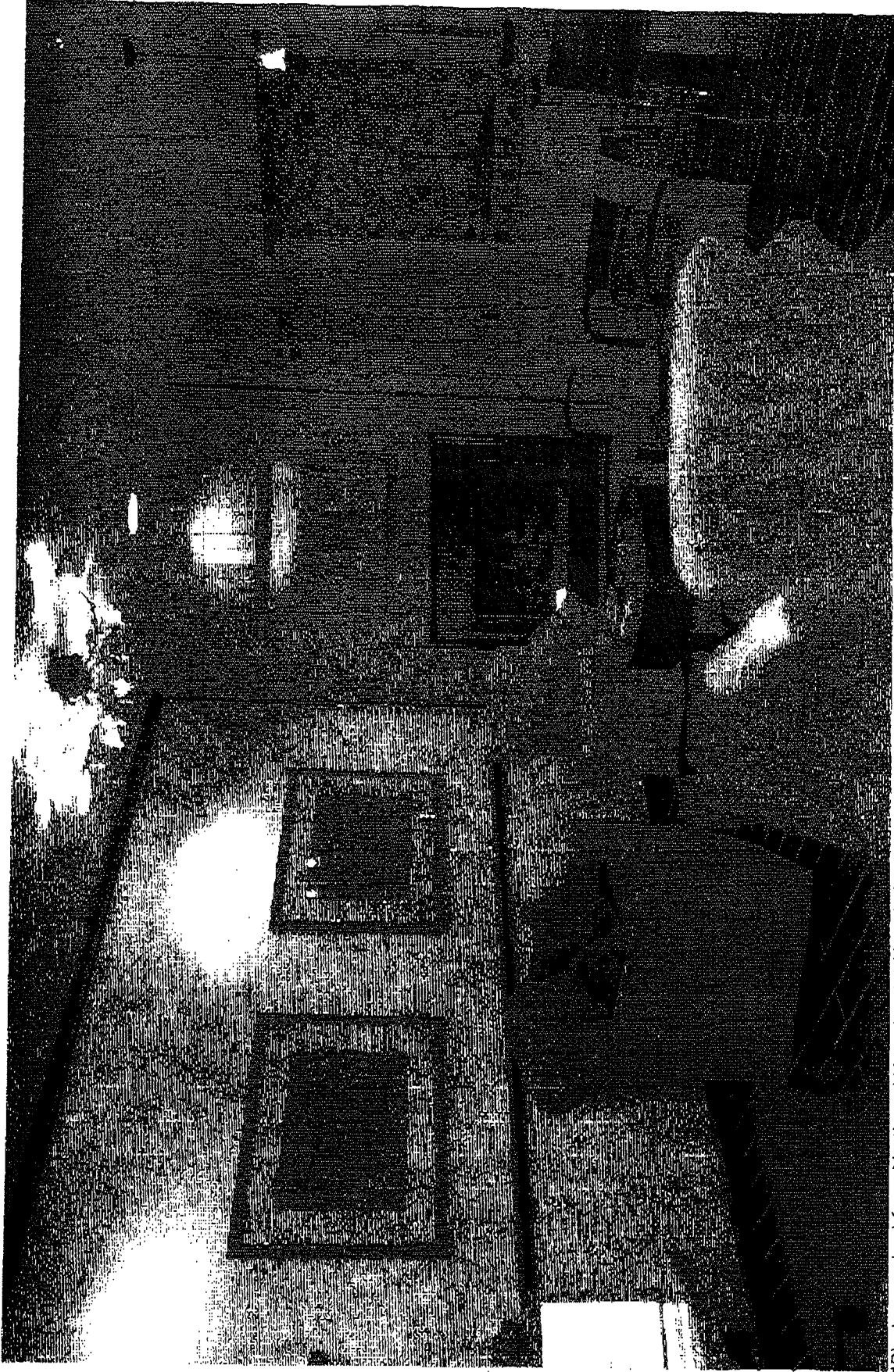
Staff Workstation

Chair

End Table

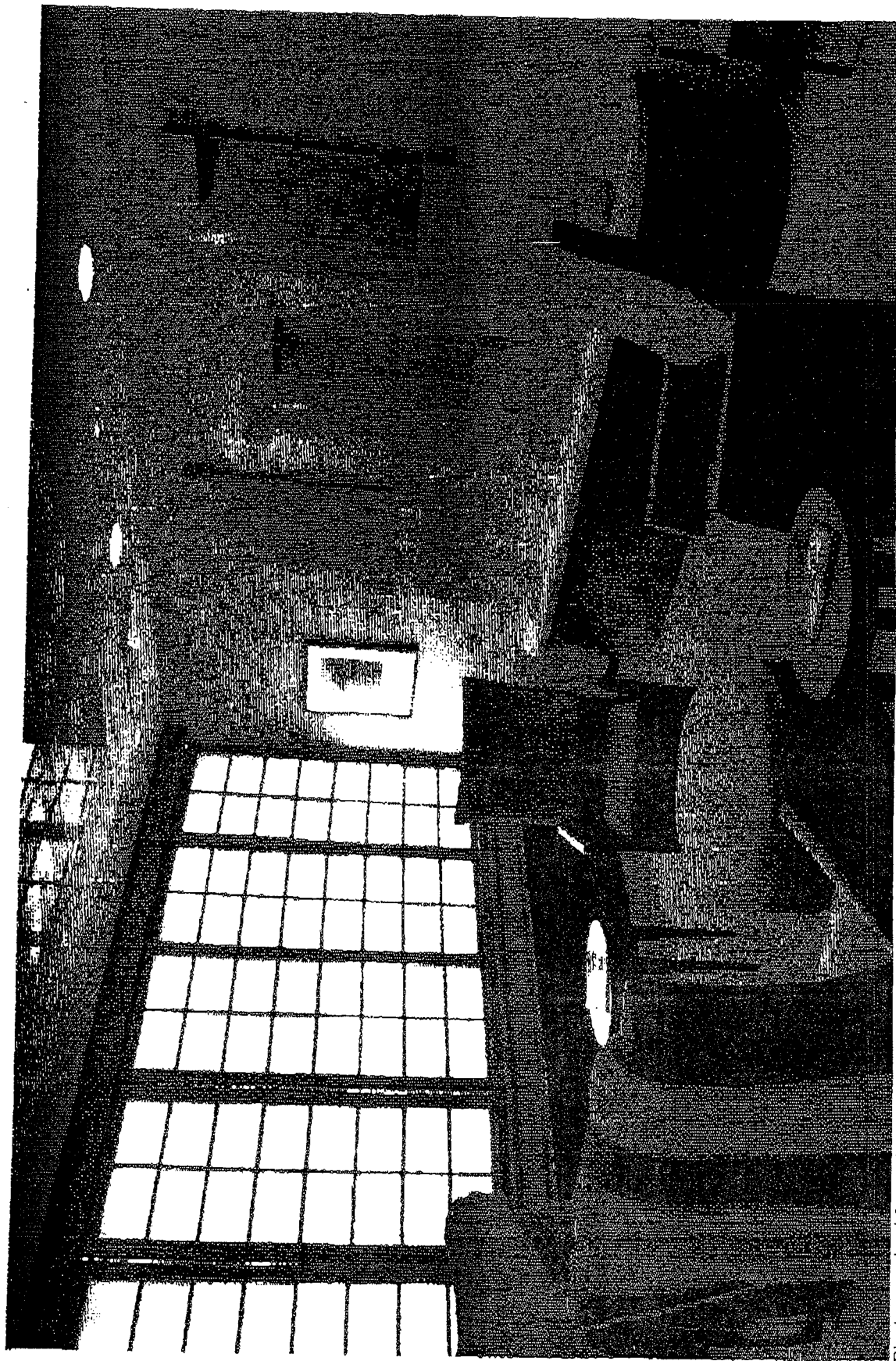
Chair

APPENDIX D



*Photo acquired from Northern Westchester Hospital, Mount Kisco, NY

APPENDIX E



*Photo acquired from Northern Westchester Hospital, Mount Kisco, NY

APPENDIX B

CONSTRUCTION COST PROGRAM - ESTIMATE WORKSHEET										Date:
PROJECT NO.	PROJECT TITLE					LOCATIONS		(*) Application		
Local	Caregiver Center					North Chicago		() Design Program		
ESTIMATOR	COST ESTIMATE DETAIL					BUILDING NO(S)		() Design Is () % Comp.		
Mike Didier						133		() Supplemental Agreement		
CODE	CSI#	SYSTEMS/SUBSYSTEM	QTY	UNIT	LABOR (w/ equip)		MATERIALS		TOTAL	
					\$/UNIT	TOTAL	\$/UNIT	TOTAL		
		Demo Med Gases	1	job	\$2,000.00	\$2,000.00	\$500.00	\$500.00	\$2,500.00	
		Wall Demo	1	job	\$1,200.00	\$1,200.00	\$300.00	\$300.00	\$1,500.00	
		Ceiling Demo	1	job	\$2,000.00	\$2,000.00	\$500.00	\$500.00	\$2,500.00	
		Radiant Panel Removal/Piping	1	job	\$1,000.00	\$1,000.00	\$200.00	\$200.00	\$1,200.00	
		Electrical Demo	1	job	\$2,250.00	\$2,250.00	\$250.00	\$250.00	\$2,500.00	
		Demo Plumbing (hand sink and piping in wall)	1	job	\$1,250.00	\$1,250.00	\$200.00	\$200.00	\$1,450.00	
		HVAC Demo	1	job	\$950.00	\$950.00	\$250.00	\$250.00	\$1,200.00	
		Flooring Demo	1	job	\$850.00	\$850.00	\$100.00	\$100.00	\$950.00	
		Door Demo	1	job	\$250.00	\$250.00	\$0.00	\$0.00	\$250.00	
		Drop Sprinkler heads	4	ea	\$225.00	\$900.00	\$80.00	\$320.00	\$1,220.00	
		Drywall Patching/close off doors	1	job	\$2,700.00	\$2,700.00	\$500.00	\$500.00	\$3,200.00	
		Remove Wall covering and skim coat walls	1	job	\$1,200.00	\$1,200.00	\$100.00	\$100.00	\$1,300.00	
		Metal stud and Drywall soffits (Drywall false fire place)	1	job	\$2,850.00	\$2,850.00	\$1,200.00	\$1,200.00	\$4,050.00	
		New ceiling grid & tile	1	job	\$2,250.00	\$2,250.00	\$500.00	\$500.00	\$2,750.00	
		New Lighting (directional cans & lay-ins)	1	job	\$1,000.00	\$1,000.00	\$1,400.00	\$1,400.00	\$2,400.00	
		New comm/phone drops	1	job	\$800.00	\$800.00	\$300.00	\$300.00	\$1,100.00	
		New Radiant Panel/Piping	1	job	\$2,500.00	\$2,500.00	\$700.00	\$700.00	\$3,200.00	
		New HVAC grilles/duct	1	job	\$1,000.00	\$1,000.00	\$500.00	\$500.00	\$1,500.00	
		New Flooring (carpet)	1	job	\$1,200.00	\$1,200.00	\$600.00	\$600.00	\$1,800.00	
		New Base	1	job	\$350.00	\$350.00	\$125.00	\$125.00	\$475.00	
		Patch/Paint	1	job	\$3,200.00	\$3,200.00	\$450.00	\$450.00	\$3,650.00	
		Window Treatments	1	job	\$250.00	\$250.00	\$1,100.00	\$1,100.00	\$1,350.00	
		Auto sliding door (Including power)	1	ea	\$2,250.00	\$2,250.00	\$4,500.00	\$4,500.00	\$6,750.00	
		Framing false fire place	1	job	\$850.00	\$850.00	\$250.00	\$250.00	\$1,100.00	
		Stone face and mantel for fire place	1	job	\$750.00	\$750.00	\$350.00	\$350.00	\$1,100.00	
		Electric for fire place	1	ea	\$250.00	\$250.00	\$75.00	\$75.00	\$325.00	
		Subtotals							\$51,320	
							1.29 Coifecent		\$66,202.80	
								2.9% Bond	\$1,919.88	
								Total	\$68,122.68	