Training informal caregivers for frail, elderly persons and persons with dementia

A case of the State Employees' Social Security and Social Services Institute

State Employees' Social Security and Social Services Institute
Mexico
Summary

Within the framework of the Comprehensive Policy on Care for the Elderly (Política Integral de Atención a los Adultos Mayores), and in order to extend training to all those who need to take care of older persons, the State Employees’ Social Security and Social Services Institute (Instituto de Seguridad y Servicios Sociales de los Trabajadores del Estado – ISSSTE) offers a multimedia course, which is available in the institutional portal. It can be accessed by anyone who needs to acquire knowledge on techniques, procedures and information related to the care of vulnerable and elderly people with dementia.

Home care of a sick person or a dependent person has increased over recent decades. As a result, health and social security institutions have identified the home as the setting where the sick are taken care of, and the family as the fundamental element to provide care.

The course format is user-friendly. In addition to being delivered in both oral and written form, each course segment includes videos where different tools are explained further.

The issue or challenge

What was the issue or challenge addressed by your good practice? Please provide a short description.

To train people who need to take care of the elderly.

Addressing the challenge

What were the main objectives of the plan or strategy to resolve the issue or challenge? List and briefly describe the main elements of the plan or strategy, focusing especially on their innovative feature(s) and expected or intended effects.

To contribute to train informal caregivers of aging people with some degree of dependence and vulnerability.

Targets to be achieved

What were the quantitative and/or qualitative targets or key performance indicators that were set for the plan or strategy? Please describe briefly.

The goal for 2017 was that more than 25,000 users, worldwide, could view the multimedia material.
Evaluating the results

Has there been an evaluation of the good practice? Please provide data on the impact and outcomes of the good practice by comparing targets vs actual performance, before-and-after indicators, and/or other types of statistics or measurements.

A visit counter allows to have a general overview of course audience, active users and demographic data (countries from where the course is accessed).

![Figure in original language](image_url)

Lessons learned

Based on the organization’s experience, name up to three factors which you consider as indispensable to replicate this good practice. Name up to three risks that arose/could arise in implementing this good practice. Please explain these factors and/or risks briefly.

The cost of training per hour in the multimedia modality decreases significantly compared to that registered in the face-to-face mode, which allows for:

- A dynamic teaching-learning process: this is because each subject includes audio, text, images and videos facilitating understanding and learning.
- Extended coverage both geographically and in the number of people who may participate in the training.
- The possibility to consult the material 24 hours a day, seven days a week.