

A Description of a Patient Navigator Program for Persons Living with Dementia in Canada

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Navigating Dementia NB
A care partnership

Naviguer la demence NB
Un partenariat de soins

Background

The number of Canadians diagnosed with dementia is increasing each year and dementia care remains difficult to navigate.

Our team piloted and evaluated a bilingual **Patient Navigation** program in New Brunswick for people with dementia living in the community, their caregivers/care partners, and the care team.

This **Patient Navigation** program guided and supported patients through health and social care systems, matching their needs to appropriate resources.

Methods

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Seven Patient Navigators were embedded in primary care clinics and community health centres in **Horizon Health Network** and **Vitalité Health Network** across New Brunswick.

July 2022-July 2023

- Who enrolled in the program and how did they use the program?
- What were the experiences of participants who enrolled in the program?

Navigation chart data to explore participant characteristics and service delivery.

Self-report surveys and participant interviews to explore satisfaction levels and participant experiences.

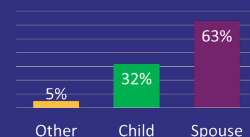
Sample

Participant Characteristics (N = 150 cases)

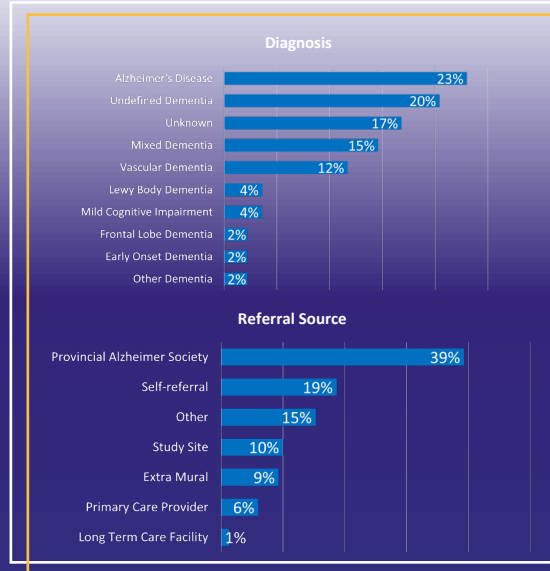
- 61% resided in a rural setting
- 89% had a primary care provider
- 51% had seen a specialist (geriatrician or neurologist)

Caregiver Relationship to PWD

People with Dementia (PWD) (n=141)	Caregivers/Care Partners (n=146)
43-96 years old (Mean = 76.7 years; SD = 9.2)	29-90 years old (Mean = 66.2 years; SD = 12.7)
52% Female	73% Female
70% Anglophone	70% Anglophone
98% White	96% White



Results



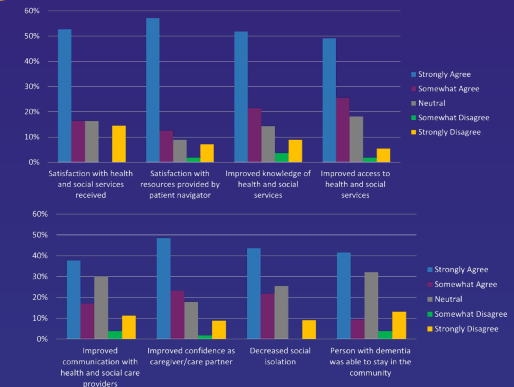
Reasons for contacting the program

Accessing Department of Social Development programs	27%
Accessing support for caregivers/care partners and PWD at home	21%
Dementia specific information and resources	22%
Accessing information on advance care planning	13%
Accessing information on community resources for respite and supports	12%
Accessing information on home health care	6%

Note: Most participants had more than one reason for contacting the program

Satisfaction Survey (N = 56 caregivers/care partners)

Overall, 82% were very satisfied or somewhat satisfied with program



Case Length

Range: 1-352 days

M = 116.8
SD = 91.1

Participant Goals

Range: 1-9 goals

M = 3.8
SD = 1.8

76.6% reported all or most goals met

Conclusion

- This patient navigation intervention has helped improve knowledge of, and access to, services and resources for PWD, and their caregivers/care partners.
- These findings support our aim to promote positive experiences with health and social care systems for this population by improving communication pathways that promote the integration of care.