

Piloting Patient Navigation for People with Dementia, their Caregivers, and Members of the Care Team

Why is this project important?

- The number of Canadians diagnosed with dementia is increasing each year, but dementia care remains difficult to navigate.
- Patient navigation (PN) is a model that proactively guides and supports patients through the healthcare system, matching patients' needs to appropriate resources.



What did we do?

- We piloted and evaluated a bilingual PN program in NB for people with dementia, their care partners, and the care team.
- This program ran for 12 months. Across sites, 150 participants (PWD and care partner dyads) took part in the study.
- Surveys showed that 84% of respondents were satisfied with the PN program, 75% reported gaining more knowledge about available services, and 74% said they experienced improved access.
- Interviews emphasized the navigators' role in accessing services, providing information, and offering emotional support.

How will this help?

- Findings from the pilot strengthened partnerships, refined the model, and built the foundation for broader implementation across New Brunswick.
- The PN program was adopted into New Brunswick's dementia strategy, with province-wide implementation underway.
- The project demonstrates how evidence-informed, collaboratively designed interventions can move from pilot to sustainable, system-level health system change, with the research team continuing to support implementation and evaluation.

Who can I contact?

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