



CAPS - Coordinated Aging in Place Services through Integrated Primary Health Care: A Mixed Methods Research Study

Experiences of patients, caregivers, and healthcare providers

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What is CAPS?

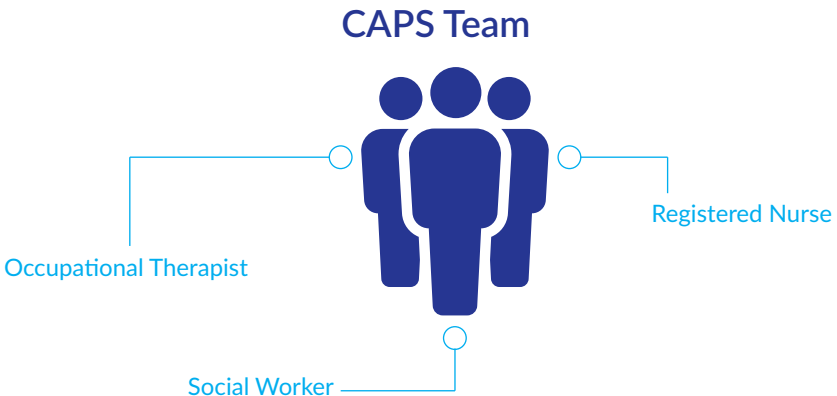
Horizon Health Network has completed a research project at the Central Miramichi Community Health Centre in Doaktown and the Boiestown Health Centre in 2022 - 2023.

Reasons for the project:

- 87% of NB older adults have at least 1 chronic condition, yet only 36% feel very confident in managing their chronic conditions
- Increasing numbers of older adults are admitted to hospital
- Horizon is exploring ways to improve services for older adults in their community health centres

CAPS: Coordinated Aging in Place Services

CAPS is a nurse-led, multi-disciplinary team service for community older adults living with chronic conditions and/or are at-risk for health decline.



Services the CAPS team provided:

- On-going follow-up to address health, functional, & social needs
- Clinical assessments & interventions
- Health information & guidance for managing chronic conditions
- Information of available community resources



Experiences

Patient (Older Adult) Experiences with CAPS:

- CAPS team gave me lots of information and places to get help
- CAPS was very good and helpful
- Compared to previous primary care experiences, majority found care better with CAPS team



Well, I felt more comfortable talking to the CAPS team than I did talking to my doctor who I've been going to for like, 20 years...I felt she [CAPS team] was listening to what I was saying and suggesting things that would help me.



She's the one who got me going on my walker, so she helped me there a lot...



... my experience was awesome. That's all I can say. It was very informative, I learned a lot...



Caregiver Experiences with CAPS:

- CAPS was excellent & provided helpful information
- Compared to previous primary care experiences, majority found care better with CAPS team



Well, [the patient] she's more calmer, I think she don't worry like she used to. She used to sit and think a lot of everything, and getting that help made a difference.



Just helping her [patient] get some mobility and balance...she's more willing to go grocery shopping now.



...I think it's good to have them, because they, they explain everything out. And they know, they seem to know what you need, and what you're talking about...



Healthcare Provider Experiences with CAPS:

- Patients had fantastic care with CAPS
- Felt supported by CAPS team
- Would like CAPS program to continue



I think there was many things that probably would have flown under the radar, if it wasn't for the CAPS team picking it up.



...I was able to see many more patients...It was a much more better use for everybody's time I think, and better care for the patient.



I think it's [CAPS] great, and I would love to see it continue to be a long-term service that's provided.



Key Findings

- Overall, the experiences of the patients, caregivers, and healthcare providers was positive with CAPS
- Patients and caregivers felt CAPs helped improve their primary healthcare experiences & health knowledge
- Healthcare providers felt CAPS helped to address the patient's care needs



Opportunities for Improvement:

The findings and lessons learned from the CAPS project will be used to help improve Horizon Primary Health Care services for community older adults, with the goal of helping older adults stay healthy & age safely in the community.



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