

CAPS: Coordinating Aging in Place Services with Integrated Primary Health Care: A Mixed Methods Research Study



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GOAL

Identify the impact of a nurse-led, multi-disciplinary frailty & chronic illness case-management service within primary health care for at-risk, community seniors.

**CAPS Team =
RN, OT, SW**

INTERVENTION

- 6 months in duration
- Evaluated functional, cognitive, emotional, and psycho-social needs of the senior
- Evidence-based clinical assessments & interventions
- Developed patient-centred goals
- Addressed determinants of health
- Enhanced self-management support
- Regular follow-up & case management
- Consulted health care clinicians, specialists, & community partners or services for unmet needs

Method: Predominately a qualitative study to evaluate participant's experiences, with supportive quantitative descriptive data

QUANTITATIVE FINDINGS

- **Patient gender:** mostly female (83.1%)
- **Average age of patients:** 77
- **Self-rated Health:** more patients rated their health as 'good' or 'excellent' at the end of CAPS
- **Matter Most:** top 3 for patient - one's health, time with family/ friends, & staying in their own home
- **Clinical assessments:** for depression orthostatic BP and medication adherence showed better results at end of CAPS

CONCLUSION

- Overall the experiences of seniors, their caregivers, and the healthcare providers was positive with CAPS.
- Patients and caregivers felt CAPS helped to improve their primary health care experiences and knowledge of healthcare resources.
- Health care providers felt CAPS helped to address the patient's care needs.

TOP QUALITATIVE THEMES

Findings: 16 patients (seniors), 9 caregivers, and 8 healthcare providers completed the study

Patients (seniors):

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

"I felt more comfortable talking to the CAPS team than I did talking to my doctor..."

Caregivers

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

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

Healthcare Providers (not CAPS team):

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

"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."

Healthcare Providers (CAPS Team):

- We felt supported together as a team

