

Winter 2025 Newsletter

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Patient partner spotlight:
Betty Maloney



Betty is one of CRIC's hardworking patient partners and we are so lucky to have her on our team! We asked Betty to share her journey as a patient partner:

In February of 2019, my husband and I were invited to participate in the Comprehensive Assessment of Neurodegeneration and Dementia (COMPASS-ND) Study. Since Alzheimer's Disease is prevalent on both sides of my family, I did not hesitate. Our participation in that study, made us aware of various other studies in which we took part! In May of 2019, I submitted my name to the Horizon Health Network Research Department to allow them to contact me for any relevant projects in which I might be interested in participating. A couple of years later, I was invited to participate in research planning sessions, which focused on the best way to recruit participants for research projects.

In August 2022, I was recruited as a patient partner at CRIC for the [Better understanding care transitions of adults with complex health and social care needs project](#). Part of the study branched off to another project called Emergency Department (ED) Avoidance Study. One of my roles in both projects was to complete survey questions with a researcher and I made edits and suggestions before the surveys were provided to research participants. Both of those projects are still active and I attend meetings and updates. In March of 2024, I was invited to be involved in the Strategy for Patient Oriented Research (SPOR) REFRESH: New Brunswick, which is ongoing.

Since July 2024, I have been a member of the planning committee for the 2025 Canadian Healthcare Navigation Conference (CHNC). It is my first time being involved in the planning of a conference and I am finding it very interesting and relevant to see some of the research project topics for past conferences and this one. To help with my continued involvement as a patient partner, I was asked to participate in an [MSSU Patient-Oriented Training Practicum](#) which involved 4 online modules and a multi-disciplinary attendance session. It was very informative and helped me become more confident in my patient partner role.

Project spotlight:

Better understanding care transitions of adults with complex health and social care needs

People with chronic conditions and complex care needs often require services from providers across different sectors, including health and social care settings. This can lead to various points of transition in care where patients move from various health and social care settings (e.g. between primary care, hospital, community, and home settings). These transitions can be challenging to navigate. The study "Better understanding care transitions of adults with complex health and social care needs" seeks to better understand the factors that contribute to both positive and negative transition experiences.

This project is funded by the [Canadian Institutes of Health Research](#) and is led out of the University of Sherbrooke, under the leadership of [Dr. Catherine Hudon](#) and [Shelley Doucet](#). The project is taking place in Quebec and New Brunswick.

The main focus of the study is on the transitions experience of individuals with complex care needs, but we will also be looking at the experiences of health professionals, community partners, and health managers.

We hope that this study will help fill a knowledge gap around experiences throughout the transitions journey, including how individual and environmental factors are associated with good or bad experiences of care transitions.



To learn more, contact Charlotte Schwarz at charlotte.schwarz@unb.ca.

Event spotlight:

Canadian Healthcare Navigation Conference 2025.



The 5th annual [Canadian Healthcare Navigation Conference \(CHNC\)](#) is approaching! The CHNC is co-hosted by The [Family Navigation Project](#) at Sunnybrook Health Sciences Centre and the [Centre for Research in Integrated Care](#) at the University of New Brunswick.

Event dates: April 23 - 24, 2025; Virtual
Early bird ticket deadline: March 7, 2025

The theme for CHNC 2025 is **Impact through Implementation: Best Practices in Developing, Establishing, and Advancing Healthcare Navigation Programs**. [Register now](#) and take part in the national healthcare navigation discussion! Navigation programs are rapidly expanding across Canada, offering essential support to patients and their families throughout their healthcare journeys. With the growing evidence base for patient navigation, it is essential to identify and address key success factors in implementing these programs, and to overcome barriers that may hinder the uptake of navigation services within the healthcare system. CHNC 2025 will provide a forum to exchange insights and discuss the implementation of patient navigation services across Canada through the lens of research, practice, education, and administration.

CHNC 2025 Keynote Speaker



Dr. Barbara Pesut, PhD, RN

Dr. Barbara Pesut is a Professor in the School of Nursing at the University of British Columbia Okanagan and holds a Principal Research Chair in Palliative and End of Life Care. Dr. Pesut has developed a volunteer navigation intervention called Nav-CARE (Navigation: Connecting, Advocating, Resourcing, Engaging) that uses specially trained and mentored volunteers to provide navigation support for those living at home with declining health. After a decade of building evidence around Nav-CARE, it has now been scaled out to sites across Canada and is being adapted, implemented, and evaluated in six European countries. Read about Dr. Pesut [here](#).

Additional upcoming events

Learning Series | Scaling up integrated care: Challenges and successes - Feb 26 at 12-1 pm ET

Join Catherine Hudon, Marie-Dominique Poirier, Philippe Lachance, and Walter Wodchis for this upcoming learning series. Despite the potential of integrated care to improve patient experience, population health, team well-being, cost, and health equity, scaling it up raises a number of challenges. Panelists provide key learnings to date from the PriCARE program (VISAGES approach in Quebec). They also discuss strategies to knowledge translation and mobilization across "Transforming Health with Integrated Care" teams and opportunities for closer collaboration with the Canadian Primary Care: Research, Sentinel Surveillance, Practice Information and Trials networks. [Click here to learn more and to register for this event.](#)

QUEST - March 20th at 3 pm AT

Join Dr. Kontos as they present, *Exploring documentary film on dance, dementia-related stigma, and relational caring*. In this presentation Dr. Kontos will screen a short documentary film – *Dancer Not Dementia* – and share evaluation research on the impact it is having on the stigma associated with dementia. She will discuss how this research contributes to a growing understanding of how documentary film may challenge entrenched and oppressive attitudes and social relations, and support more inclusive and relational approaches to caring. Click here to [register for this session](#). To learn more and to stay up to date, please visit us at the [QUEST website](#).

CAHSPPR Conference - May 26 - 29th

The Canadian Association for Health Services and Policy Research (CAHSPPR) is a community of researchers and decision makers working together toward evidence-based health care and health policy. For updates about the conference, visit [CAHSPPR](#).

Recent publications

Jarrett, P., MacNeill, L., Luke, A., Faig, K., Gionet, S., & Doucet, S. (2025). 2671 A description of a patient navigator program for persons living with dementia in Canada [abstract]. *Age and Ageing*, 54(Supplement_1). <https://doi.org/10.1093/ageing/afae277.096>

MacNeill, L., Doucet, S., Luke, A., Faig, K., & Jarrett, P. (2025). 2672 Exploring stakeholders' experiences implementing a navigation program for people living with dementia and their carers [abstract]. *Age and Ageing*, 54(Supplement_1). <https://doi.org/10.1093/ageing/afae277.099>

Asher, K., Luke, A., Doucet, S., Palmer, E., Mahmood, S., Morrissey, C., & Ferris, K. (2024). Poverty screening implementation in a Canadian primary care clinic: Acceptability and feasibility for patients and providers [abstract]. *The Annals of Family Medicine*, 22(Supplement 1), 6346. <https://doi.org/10.1370/aifm.22.s1.6346>

MacNeill, L., Jarrett, P., Doucet, S., Luke, A., Gionet, S., Faig, K., Legere, K., & Marsh, C. (2024). Navigating Dementia NB: Piloting a patient navigation program for people with dementia, their care partners, and members of the care team [abstract]. *Canadian Geriatrics Journal*, 27(2), 221-222. <https://doi.org/10.5770/cgj.27.736>

Stephen, N., **Doucet S.**, & Luke, A. (2024) A rapid review of perinatal healthcare experiences of women with substance use disorders. *Cureus*, 16(12), e75409. <https://doi.org/10.7759/cureus.75409>

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