

Top 7 Differentiators of Care Navigation Programs

Community Care Navigation is getting a lot of press right now. It's a primary component of the CMS GUIDE Model of comprehensive dementia care, and has been recognized by major health systems across the country as a critical factor in effectively addressing and meeting patients' healthcare needs.

There's good reason for the hype. Comprehensive Care Navigation programs bring some significant differences to how aging services organizations are able to provide support to family caregivers and older adults with dementia or other chronic conditions.

Take a look at this model to get a quick understanding of all the key elements that these programs encompass and how they can impact caregivers and the older adults they care for.



Many of these services are touched upon through other programming, but often not in a cohesive format. Comprehensive Care Navigation is designed as a “one-stop” program that provides a complete complement of

supports to improve caregiver well-being, as well as the resources that enable older adults to age in place. A number of factors differentiate Care Navigation, and specifically the evidence-based BRI Care Consultation program, from other options.

1. With Care Navigation, there is a detailed assessment process. This allows the Care Navigator to identify all the issues the care team is facing and prioritize them in order of importance. The assessment covers a wide range of issues potentially affecting the care receiver, including safety, nutrition, ADLs, transportation and depression, as well as caregiver stress, burnout and self-care.
2. Outreach is done by the Care Navigator; they set the follow-up appointments and initiate the calls. This is a very important aspect of Care Navigation as this structured outreach helps to encourage ongoing participation by the caregiver and assures tasks on the care plan are completed.
3. Care Navigation is an “umbrella” service, coordinating virtually all of the needs of the care partners, helping them to find resources they need like transportation, respite and meals, providing disease and caregiving education, offering decision-making support, and navigating the healthcare system.
4. Comprehensive Care Navigation focuses on the well-being of the caregiver as well as the older adult receiving care. The Navigator has strategies for addressing the social, physical and emotional needs of the caregiver, along with encouragement for them to participate in beneficial activities.
5. Because caregivers work with a single Care Navigator throughout the program, a relationship is formed between them. This opens the door to providing emotional support and building trust.
6. Care Navigation programs have been shown in research studies time and again to improve caregiver confidence, reduce relationship strain, and decrease symptoms of depression and isolation.
7. Care Navigation has also been proven to reduce healthcare costs by decreasing Emergency Room visits by as much as 50%, as well as decrease hospital readmissions and physician office visits.

To find out if BRI Care Consultation, the proven-effective Care Navigation program from Benjamin Rose, is a fit for your organization, contact Michelle at mpalmer@benrose.org for a quick demo.