

Poster abstract

## Contributions of family caregivers to the coordination of services for the frail elderly

*Maude Lortie, Master Student, Université de Sherbrooke, 1036 rue Belvédère Sud, Sherbrooke, Quebec, Canada*

*Francis Etheridge, PhD (cand.), Student at the Research Center on Aging, Université de Sherbrooke, 1036 rue Belvédère Sud, Sherbrooke, Quebec, Canada*

*Yves Couturier, PhD, Researcher at the Research Center on Aging, Université de Sherbrooke, 1036 rue Belvédère Sud, Sherbrooke, Quebec, Canada*

*Louise Belzile, Master Student in Gerontology, Université de Sherbrooke, 2500 Boul. de l'Université, Sherbrooke, Québec, Canada*

*Sébastien Carrier, PhD Student, Université de Sherbrooke, 1036 rue Belvédère Sud, Sherbrooke, Quebec, Canada*

*Louis Demers, PhD, Prof., Ecole Nationale d'Administration Publique, Quebec, Canada*

Correspondence to: Maude Lortie, E-mail: [maude.lortie@usherbrooke.ca](mailto:maude.lortie@usherbrooke.ca)

---

### Abstract

**Purpose:** This presentation concerns the contribution of family caregivers to the coordination of services for the frail elderly.

**Theory:** The role of family caregivers is partly conditioned by the conjuncture of health and social care organization. In recent years, many efforts were devoted to the creation of services integration devices which aim to improve user experience in particularly fragmented services organization [1]. In this context, family caregivers increasingly draw from their personal resources to care for their loved ones. In fact, Ducharme and colleagues [2] estimated that 80% of the care received is dispensed by family caregivers. Therefore, a better understanding of the contribution of family caregivers to coordinated care was deemed pertinent.

**Methods:** Our exploratory study consisted of 12 interviews with family caregivers and frail elderly users concerning their coordination experience.

**Results and conclusions:** In all circumstances, family caregivers have an important contribution to coordination. In fact, they absorb the coordination surplus required during the pre-installation phase of case management or during the users' episodes of transforming needs. This reveals a temporal gap between the need for coordination and the effective deployment of case management. Therefore, they appear as the primary bearers of services coordination.

### Keywords

frail older people, family caregivers

---

### References

1. Demers L, Weiss-Lambrou R, Ska B. The Quebec User Evaluation of Satisfaction with Assistive Technology (QUEST 2.0): An overview and recent progress. *Technology and Disability* 2002;14(3):101–5.
2. Ducharme F, Lévesque L, Gendron M, Legault A. Development process and qualitative evaluation of a program to promote the mental health of family caregivers. *Clinical Nursing Research* 2001;10(2):182–201.