

# AMERICAN CANCER SOCIETY PATIENT NAVIGATOR

Amy Bertrand, BSW, MPS, ACM, CHP-SW

November 13, 2017



# *Program Overview & Intended Audience*

- The American Cancer Society Patient Navigator Program reaches out to those most in need, including the medically underserved. Patient Navigators connect newly diagnosed patients, their families and caregivers with needed information, resources, and support to decrease barriers to care and ultimately improve health outcomes. Currently there are over 100 ACS Patient Navigators within healthcare systems nationwide.
- In general, the role of the ACS patient navigator is to:
  - Provide up-to-date cancer and treatment information, customized to each patient's diagnosis, to promote understanding and informed decision making for patients and caregivers.
  - Strive to meet with patients and caregivers face-to-face and empower them to make connections with support systems.
  - Provide practical assistance to patients and caregivers by connecting them with Society, local, regional and national resources.
- Assist with practical problem-solving related to concrete cancer needs such as lodging, transportation, financial and emotional needs, etc.
- Offer support for navigating the healthcare system.



# *Program Delivery*

- American Cancer Society Divisions focus on hospitals with American College of Surgeons Commission on Cancer (CoC) accreditation and/or systems that treat a large cancer population with a significant percentage of medically underserved.
- A trained ACS Patient Navigator is placed at a healthcare system working one-on-one with patients alongside the healthcare team.
  - Introduction of a Patient Navigator is at the point of diagnoses and availability remains throughout treatment
  - Patient navigator training is a shared responsibility of Society Divisions, Corporate Center and the host healthcare facility. The ACS Patient Navigator Program is supported by grant funding and cost sharing with the host healthcare system.
  - In order to assure continuous program quality improvement, evaluation, monitoring and tracking are key components to the success of the program.

# Structure of Program- University of Vermont Medical Center

- Connection & Referrals:

- Nurse Navigators
- Multidisciplinary Clinics (MDC's)
- Distress Tool
- Healthcare Team (physician, primary nurse, infusion nurse, support staff)
- Call Center
- Community Call- Website, Guide For New Patients
- Electronic Medical Record (EMR)

- Assessment: Materials, Resources and Referrals:

- Personal Health Managers (Disease Specific Materials, ACS 1-800-227-2345/ cancer.org)
- Geographic location (Hope Lodge/discount hotels)
- Transportation (Road To Recovery/Transportation vendor, cost of travel)

THE UNIVERSITY OF VERMONT  
CANCER CENTER

NAME \_\_\_\_\_  
DOB \_\_\_\_\_

**Screening Tool for Measuring Distress**  
Instructions: First, please circle the number (0-10) that best describes how much distress you have been experiencing in the past week including today.

Extreme distress 10  
9  
8  
7  
6  
5  
4  
3  
2  
1  
0  
No distress

Second, please check the box next to any of the following that has been a concern for you in the past week, including today.

<b>Practical Concerns</b>	<b>Physical Concerns</b>
<input type="checkbox"/> Child Care	<input type="checkbox"/> Changes in Appearance
<input type="checkbox"/> Housing	<input type="checkbox"/> Sleep/Resting
<input type="checkbox"/> Financial (Insurance/Disability Benefits)	<input type="checkbox"/> Eating
<input type="checkbox"/> Transportation	<input type="checkbox"/> Getting around
<input type="checkbox"/> Work/School	<input type="checkbox"/> Memory/concentration
<input type="checkbox"/> Treatment decisions	<input type="checkbox"/> Intimacy
	<input type="checkbox"/> Household chores

<b>Family Concerns</b>	<b>Spiritual/Religious Concerns</b>
<input type="checkbox"/> Caring for children	<input type="checkbox"/> _____
<input type="checkbox"/> Caring for partner	<input type="checkbox"/> _____
<input type="checkbox"/> Ability to love children	<input type="checkbox"/> _____
<input type="checkbox"/> Family health issues	<input type="checkbox"/> _____
<input type="checkbox"/> Feeling safe at home	<input type="checkbox"/> _____

<b>Emotional Concerns</b>	<input type="checkbox"/> None
<input type="checkbox"/> Depression	
<input type="checkbox"/> Anxiety	
<input type="checkbox"/> Fears	
<input type="checkbox"/> Nervousness	
<input type="checkbox"/> Sadness	
<input type="checkbox"/> Worry	
<input type="checkbox"/> Irritability	
<input type="checkbox"/> Loss of interest in usual activities	
<input type="checkbox"/> Drinking or drugs	

Other Concerns: \_\_\_\_\_

Do you want to talk to someone about your concerns?  Yes  No

# Highlights & Challenges:

- Access to Patients:
  - Establish structure & availability
  - Multidisciplinary Clinics/New patient Visits- the earlier the better
  - Educate and extend the reach of navigation outside of the cancer center walls
- Evaluation Tools:
  - Establish goals- ex: meet 500 newly diagnosed, 200 underserved
  - Measure goals and track services

Site Acct Location	# Referred	# Requests	# Referred ND	# Referred UOM
Amy Bertrand	446	1,454	360	103

Patient Navigator # Referred by Month									
January	February	March	April	May	June	July	August	September	
76	87	103	105	116	104	98	114	86	

Service Request Details								
Service Type	# Referred	# Referred Patient Flag	# Service Requests	# Newly Diagnosed	Uninsured or Medicaid	#	% Diag Date Pat Flag	% Ins Data Pat Flag
Gift Items	3	3	4	3	1		100%	100%
Hope Lodge	188	188	547	127	37		99%	98%
Information & Navigation	368	367	772	322	88		98%	99%
Look Good Feel Better	11	11	11	10	1		100%	100%
Personal Health Manager	106	106	106	99	16		96%	99%
Wigs	13	13	14	13	4		100%	100%
<b>Total:</b>	<b>446</b>	<b>445</b>	<b>1,454</b>	<b>360</b>	<b>103</b>			

