The Importance of Navigating Quality and Metrics: A Case Study

Kris Blackley, RN, MSN, BBA, OCN

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Objectives

• Share keys to developing a Navigation Program
• Discuss importance of standardization
• Explain why metrics are needed
• Review lessons learned
Levine Cancer Institute
A Carolinas Healthcare Facility

- Academic, multi-site, community based, cancer center
- 8 facilities within the CoC Network
- 12,000 new cancer patients annually
- 28 navigators across CoC Network
Where to begin??
CoC Navigation Standard

• S3.1 “A patient navigation process, driven by a community need assessment, is established to address health care disparities and barriers to care for patients. Resources to address identified barriers may be provided either on site or by referral to community–based or national organizations. The navigation process is evaluated, documented, and reported to the cancer committee annually. The patient navigation process is modified or enhanced each year to address additional barriers identified by the community needs assessment.”
Where to Begin?

- Community Needs Assessment
  - Provides a road map
  - Brings stakeholders together
  - Address the areas of biggest need
  - Provides leverage with administration
Hospital Administration
No Standardization

• No standardized processes—different rolls and tasks in every clinic and at every facility

• No standard documentation—Navigators not documenting in EMR, some excel spreadsheets with different fields

• No way to track patients or collect information—No tools available
Standardization
Implications

• Quality of care is not consistent
  – LCI mission
• Navigation role is not clear to patients or providers
• Metrics are not being collected
• Valuable research cannot be done for Evidence Based Practice
• Cannot demonstrate value
Strength in Numbers
Navigation Informatics Systems

• Develop IS systems to:
  – Support standardized navigation practice and data collection across multiple facilities
  – Help navigators manage large patient cohorts more effectively
  – Capture metrics for management of rapidly growing multicenter navigation program
  – Improved Communication
IS Tool within EMR
IS Tool for Patient Management

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Filters:
- Inpatient
- Outpatient
- Emergency
- ICU
- Infusion
- Observation
- Surgery
- Imaging
- Other
- Isolated
- Canceled
- Collaborating Care Manager
- Assigned Care Manager
Research and Outcomes

Reduced 30 day readmissions for navigated patients vs. Non navigated patients—Presented at ASPO

– Approximately 1 in 7 hospitalized patients is readmitted within 30 days of hospital discharge (rates vary due to several factors)

– The cost of readmissions to the healthcare system nationally are substantial – roughly $30 billion/year for Medicare alone

– Non-Navigated patients were 52% more likely to have a 30 day all cause readmission than Navigated patient

Cancer site and UNPLANNED readmission rates among navigated and not navigated cancer patients

![Bar chart showing the % Readmitted for various cancer sites with and without navigation.](chart)

- *Breast*
- *Lung*
- *Uterus*
- *Colon*
- *Kidney*
- *Lymphomas*
- *Urinary Bladder*
- *Ovary*
- *Pancreas*
- *Prostate*

Decreasing prevalence

% Readmitted

**p=0.01**
Research and Outcomes

Survival benefit Navigated vs. non navigated patients—presented at ASCO

- Improved overall survival at 12 months
  - 74% NN vs 58% not navigated (p<0.01)

- Survival benefit observed overall and across all subgroups measured
- Strongest benefit among:
  - Black
  - Medicaid-insured
  - Pancreatic and lung cancer
Research and Outcomes

• 24 month data submitting for publication

• Navigated patients more likely to receive Social Work,
  Nutrition, and Palliative Care

• Navigated patients more likely to receive $\geq 85\%$ Relative Dose Intensity (RDI)
Conclusion

Standardization and metrics are the keys to improving quality and demonstrating the value of our role. We must work together to share best practices, to gain data and expand our volume of evidence based practice.
Tools for Standardization

• AONN Standardized

• ONS Standard Navigation Competencies

• AONN Nurse Navigator Certification
  https://www.aonnonline.org/certification/nurse-navigator-certification

• Commission on Cancer
  https://www.facs.org/quality-programs/cancer/coc/standards
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