Overview of Patient Navigation: Navigator Perspective

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What title best resembles what your organization calls its navigators?
Types of Navigators

- **Oncology Nurse Navigator (ONN)**
  
  "...professional RN with oncology-specific, clinical knowledge who offers individual assistance to patients, families, and caregivers to help overcome healthcare system barriers using the nursing process...provides education & resources to facilitate informed decision making throughout the cancer continuum..."
  
  - Novice ONN-worked two years or less in the role
  - Expert ONN-worked at least three years

- **Lay Navigator**
  
  "...trained nonprofessional or volunteer who provides individualized assistance to patients, families, and caregivers to help overcome healthcare system barriers & facilitates timely access to quality health and psychosocial care..."

## Types of Navigators, cont’d.

### Nurse Navigators
- BSN/Oncology Certified
- Patient/caregiver education
- Emotional support
- Symptom management
- Continuum of Care/Specific Phase of Continuum
- Provide oversight to Lay Navigators

### Lay/Peer Navigators
- Grant funded or trained volunteers
- Standardized training
- May have a history of a cancer diagnosis
- Work to reduce disparities and help remove barriers to care

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Types of Navigators, cont’d.

♦ Oncology Social Worker/Navigator
  ♦ MSW/LCSW/OSW-C
  ♦ Performs initial and ongoing psychosocial assessment
  ♦ Provides social work assistance to patients and caregivers
  ♦ Referrals to community resources

♦ Social Work Navigators
  ♦ Young Adult
  ♦ Breast Care
  ♦ Survivorship
  ♦ Hematological malignancies/HCT

AOSW Member Resources. Retrieved from https://www.aosw.org/professional-development/special-interest-groups-(sigs)/ Accessed 10/20/17.
Roles of Navigators in Practice

♦ Many roles and responsibilities

♦ *Patient education & emotional support*
  ♦ Encompasses symptom management
  ♦ Empower patients to advocate for themselves

♦ *Identify* and help patients *overcome barriers* to care
  ♦ Linking patients/caregivers to resources within institution & community
  ♦ Ensure safe transitions of care across care settings

♦ *Coordination* of Care

♦ *Improves* patient and provider *satisfaction* with care

♦ Quality improvement

♦ Community education


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<th>Rural</th>
<th>Community</th>
<th>Academic</th>
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Clinical Intelligence: Cancer Care Coordination with Nurse Navigators (2006), SG2, [www.sg2.com](http://www.sg2.com)
Christiana Care Health System
Helen F Graham Cancer Center & Research Institute
Patient Visits 2003 – 2016

95% OF SECOND OPINIONS RETURN TO HFGCC
Implemented 1999 to coincide with opening of Breast Center
- CNS Nurse Navigator oversight to 3 NN
- Breast and Ovarian Cancer High Risk Surveillance Program

By 2001, 8 additional disease specific ONN were hired + 4 IP NN to assist with discharge planning

- *Six Lay Navigators*
  - African-American
  - Bilingual in Spanish & Mandarin

- *Prevention Nurse Navigators* (Colorectal/Prostate/Lung)

- Survivorship (2010)
- Supportive and Palliative Care (2017)
Navigation throughout the Cancer Continuum

CHOE
Inpatient
MDC
Self Referrals
Tumor Conference
Other Practices

Initial Visit
- NN to coordinate care as directed by MD
- Review pathology
- Educate patients RE: Diagnosis and Treatment
- Assess needs using Insight - Determine preliminary treatment plan
- Provide emotional support
- Review resources & make referrals as needed

End of Treatment
- Review Resources
- Make referrals - Rehab - Social Work - Psychology - Community Resources

Follow-up phone calls throughout treatment - Confirm readiness for subsequent treatment modalities - Assess compliance with recommended treatment plan - Review questions
- Provide emotional support

- Refer to Survivorship Nurse Navigator - End of Treatment Counseling - SCP

Supportive and Palliative Care Nurse Navigator
Case Load

♦ Varies between navigators
♦ Open cases about 50-100 at a time in various points along the continuum
♦ Time with each patient varies
  ♦ Higher the acuity = More time with the patient
  ♦ Acuity based on many factors
    ♦ Multimodality treatment
    ♦ Socioeconomic Factors
    ♦ Comorbidities
    ♦ Limited English Proficiency
    ♦ Health Literacy

Nurse Navigator Led Patient Outcome Measures

♦ Provider and patient satisfaction scores have been maintained between 98% to 100% since implementation of the nurse navigator role

♦ Breast biopsy turnaround time has decreased from 18 days to 5 days

♦ Comprehensive lymphedema program developed with greater than 80% reduction in overall volumetric measurements and revenue generating of $2,500 per average 14 visit treatment program

♦ ED visits: 31.1% vs 58.3%

♦ Admissions: 26.7% vs 33.3%

♦ Readmissions at 30 days: 15.0% vs 31.0%

Lessons Learned

♦ Not a one size fits all approach to navigation
  ♦ Anticipate growing pains
  ♦ Ask your patients and colleagues
  ♦ Define population as well as role of all team members
  ♦ Focus on what’s best for the patients in your community

♦ Utilize existing resources

♦ Collaborative efforts between clinical and lay navigators seem to work best

♦ Evaluate model of navigation

♦ Communicate, communicate, communicate!

What’s the future look like for patient navigation?

- Group visits
- Telehealth
- Social media
- Technology
- Improved collaboration with our non-oncology colleagues for transitions of care/managing co-morbidities
- How do you balance volume/acuity with limited resources?
- To be continued...
Thank you!

“It’s not about what it is, it’s about what it can become.” — Dr. Seuss, The Lorax