Carolinas HealthCare System

The Importance of Navigating Quality and Metrics: A Case Study

Kris Blackley, RN, MSN, BBA, OCN

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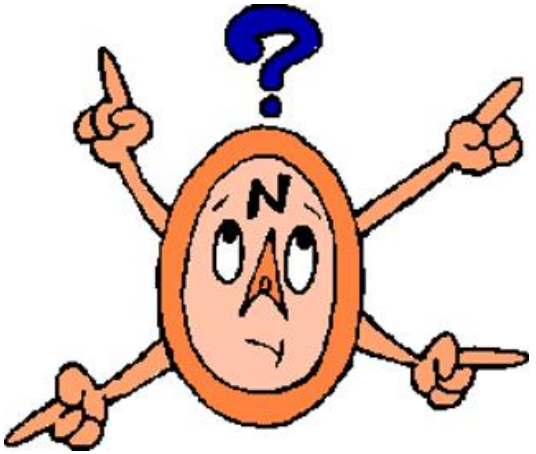
Objectives

- 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."

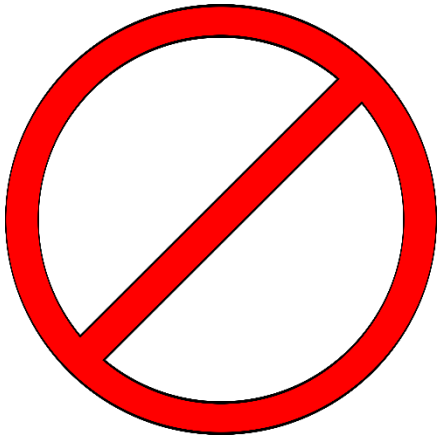
Where to Begin?

- 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

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Implications

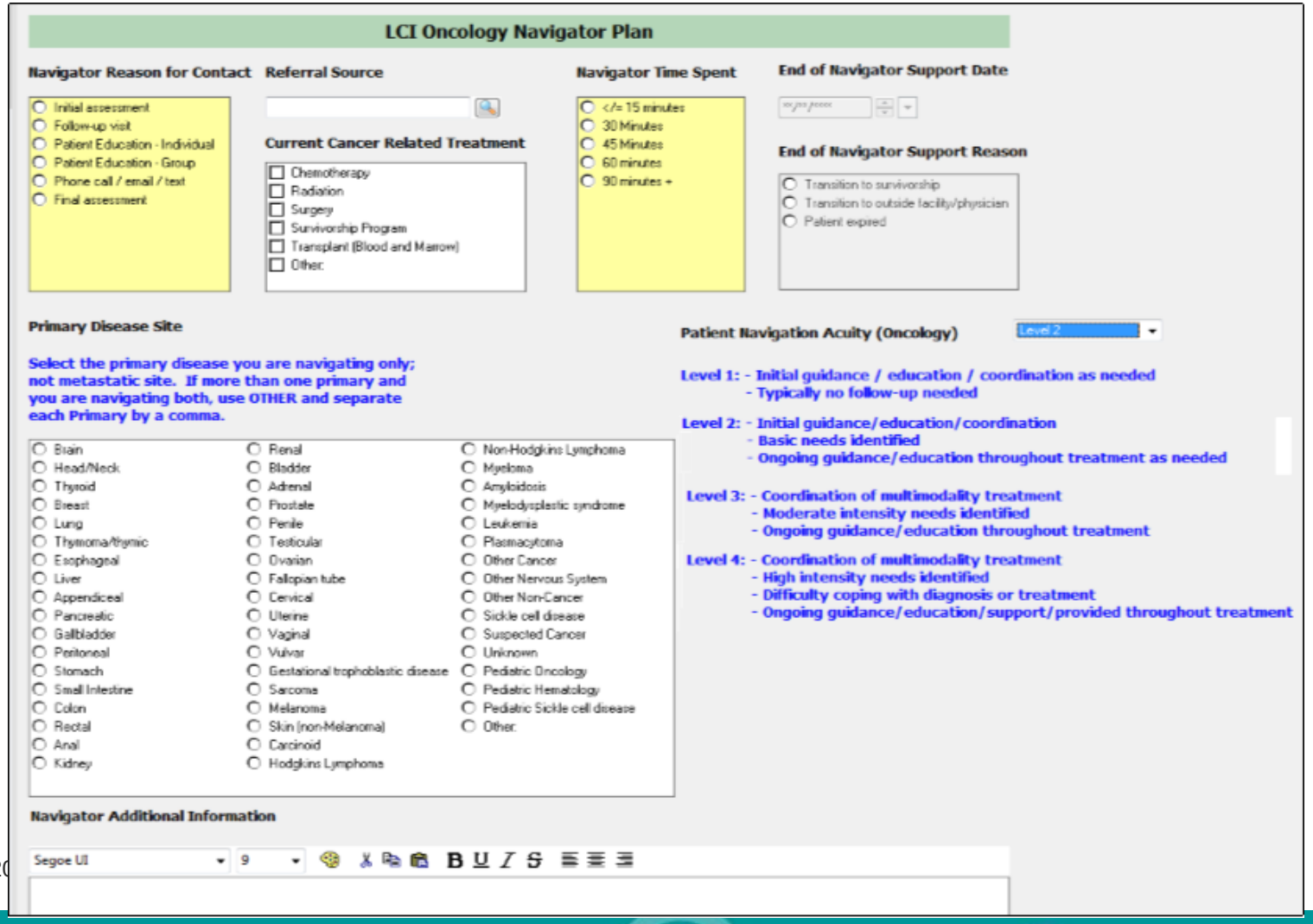
- Quality of care is not consistent
  - LCI mission
- Navigation role is not clear to patients or providers
- Metrics are not being collected
- Valuable research cannot be done for Evidence Based Practice
- Cannot demonstrate value

Strength in Numbers

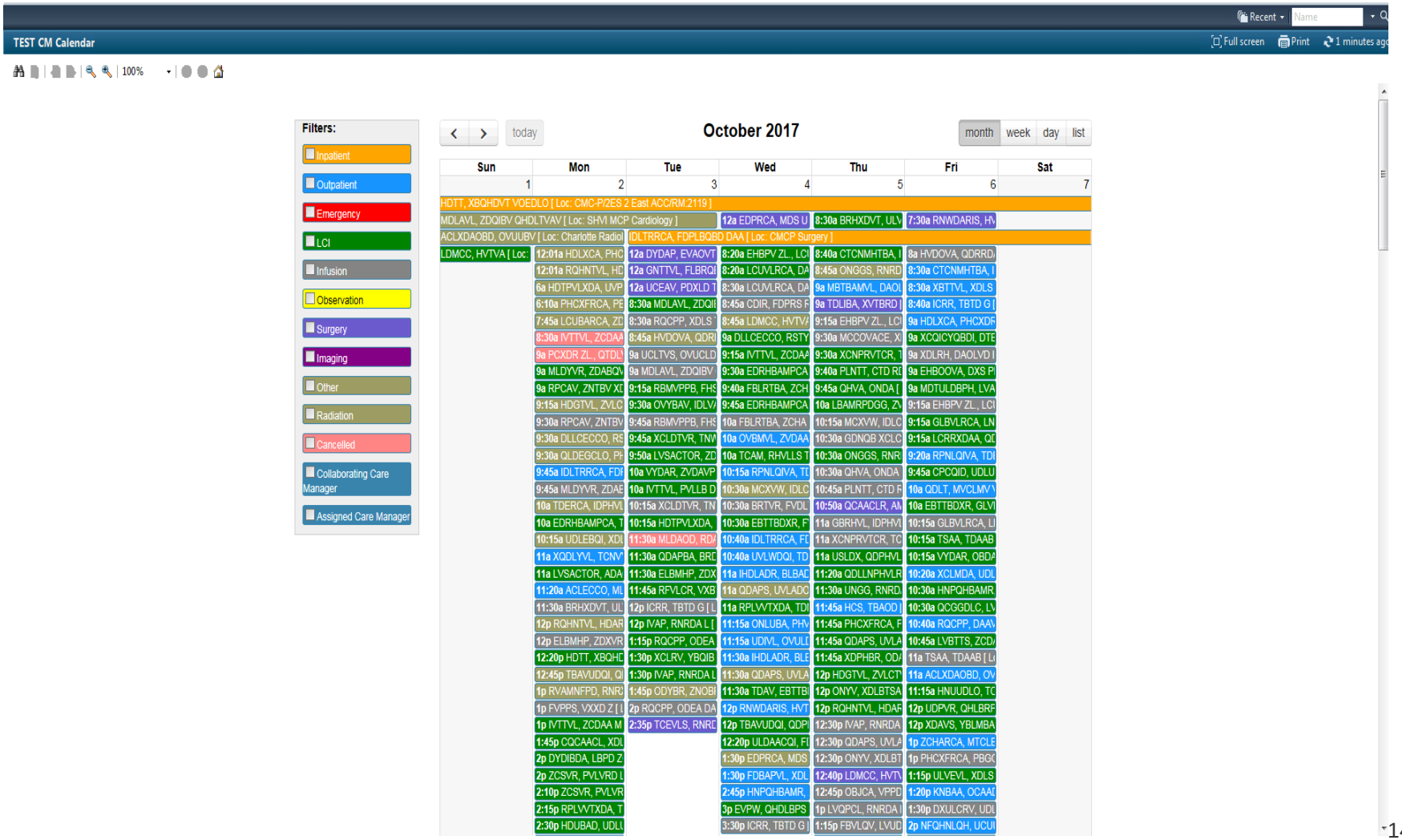
Navigation Informatics Systems

- 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



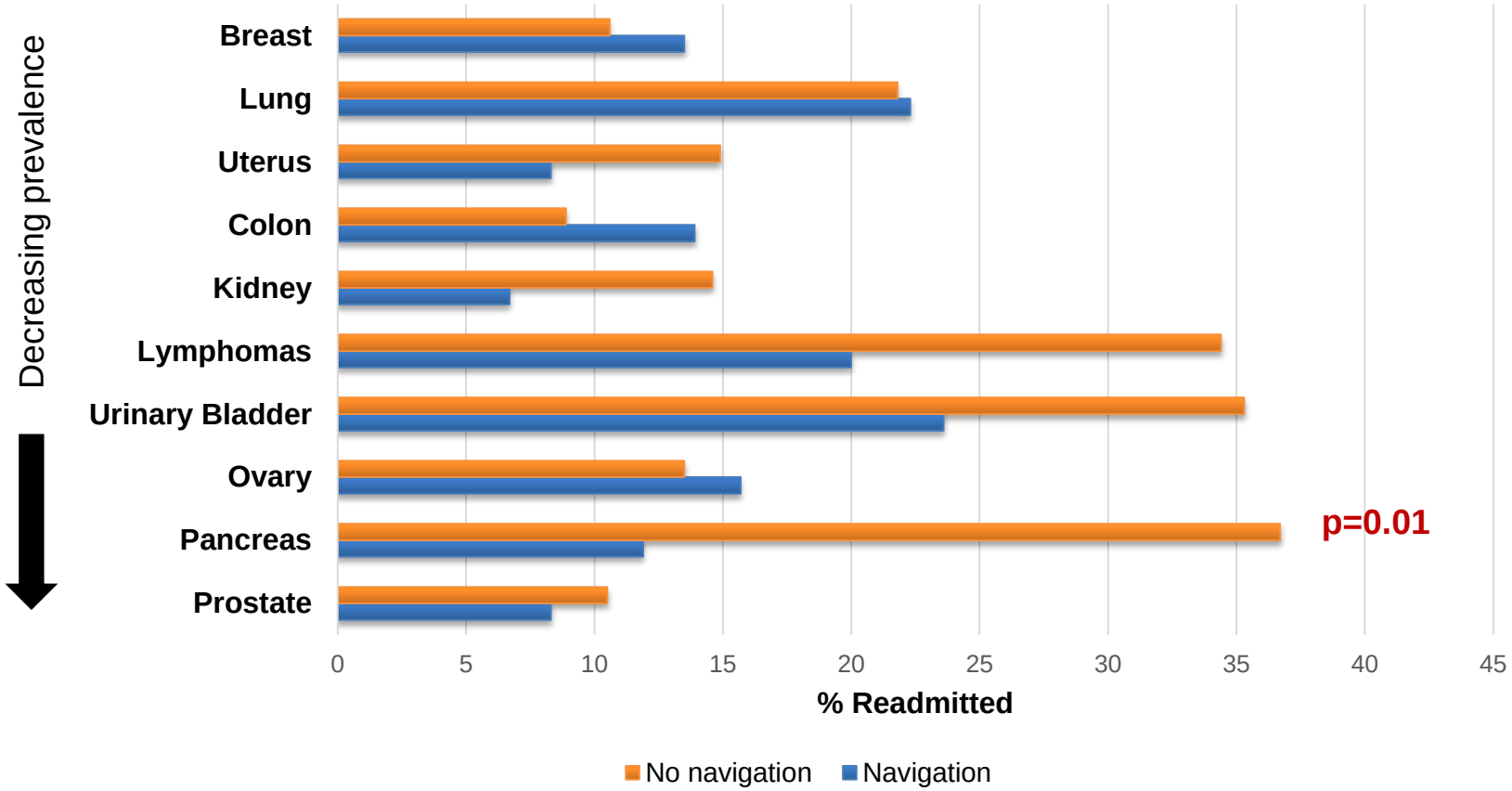
Research and Outcomes

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

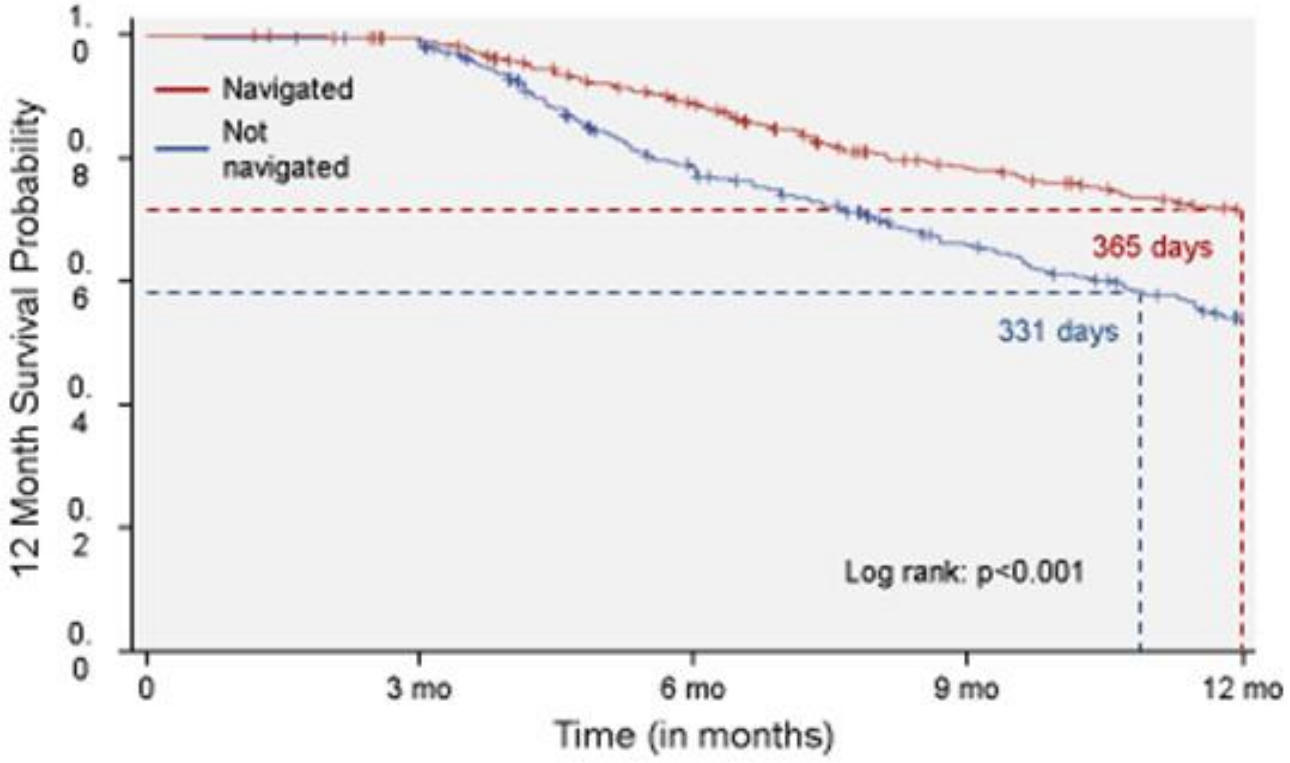
Tsai et al. N Engl J Med. 2013;369:1134-1142
Fed Regist. 2012;77(170):53258–750.
N Engl J Med. 2009;360(14):1418–28

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



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

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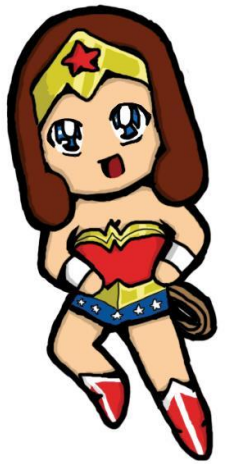
Research and Outcomes

- 24 month data submitting for publication
- Navigated patients more likely to receive Social Work, Nutrition, and Palliative Care
- Navigated patients more likely to receive ≥ 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
  https://www.aonnonline.org/images/articles/standardized_metrics/Metrics-Source-Document.pdf

- ONS Standard Navigation Competencies
  https://www.ons.org/sites/default/files/2017ONNcompetencies.pdf

- 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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