Overview of Patient Navigation: Navigator Perspective

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CHRISTIANA CARE
HEALTH SYSTEM

Helen F. Graham Cancer Center
& Research Institute

MAGNET
RECOGNIZED

AMERICAN NURSES
CREDENTIALING CENTER

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..."

2017 Oncology Nursing Society Oncology Nurse Navigator Core Competencies: https://www.ons.org/sites/default/files/2017ONNcompetencies.pdf. Retrieved 10/10/17.

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

Freund et al. (2014). Impact of patient navigation on timely cancer care: The patient navigation research program. JNCI, 106(6); doi: 10.1093.jnci/jdcu115. Retrieved 10/14/17.
Pirschel, C. (October, 2017). Cancer prevention through community-based programs. http://www.voice.ons.org, Retrieved 10/6/17.
Sellers, J. (2017). Piloting a lay navigation program in a community and academic setting. Proceedings from Oncology Nursing Advisor Navigation Summit.

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

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

Goodman, A. (2017). Nurse navigation program improves access and satisfaction with cancer care. http://theoncologynurse.com/ton-issue-archive/2017-issues. Retrieved 9/22/17.

Gordlis-Perez, J., Schneider, S., & Trotter, K. (2017). Oncology Nurse Navigation: Development and implementation of a program at a comprehensive cancer center. CJON, 21(5), 581-588.

Sheldon, L.K. (September, 2017). How oncology nurse navigation contributes to effective care coordination. ONS Voice, 33.

Practice Settings

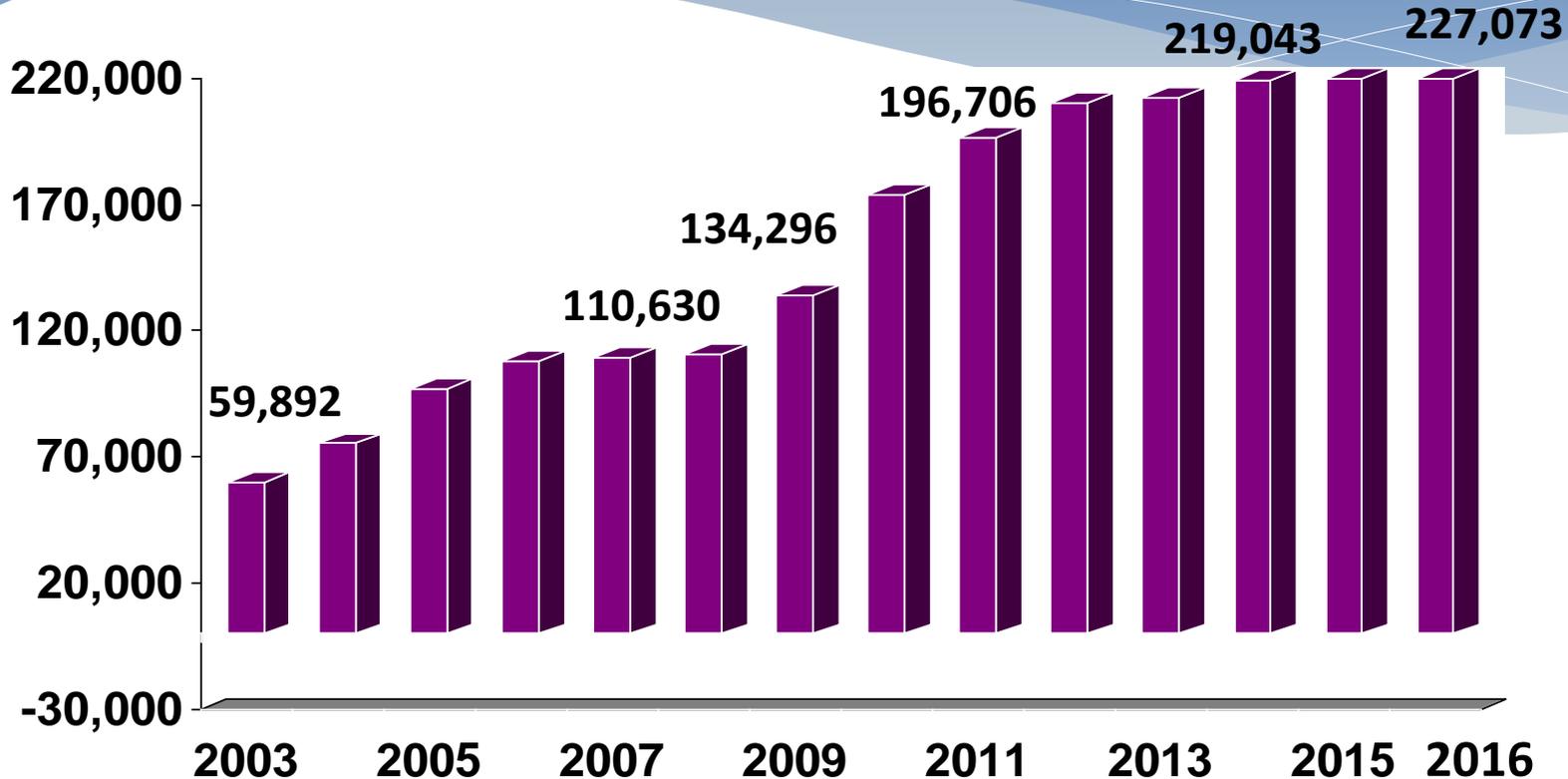|	Rural	Community	Academic
Resources	Low	Sufficient	Plentiful
Volume	Low	Substantial	High
Navigator Type	Non-Specialized	Non-specialized and Specialized	Specialized
Program Model	Shared or Facilitating	Shared, Facilitating, or Active	Facilitating or Active

Clinical Intelligence: Cancer Care Coordination with Nurse Navigators (2006), SG2, www.sg2.com
Casey, A. & Strusowski, P. (2017). How oncology nurse navigators contribute to value-based care. http://www.oncnusingnews.com. Retrieved 9/13/17.

Christiana Care Health System

Helen F Graham Cancer Center & Research Institute Patient Visits 2003 – 2016

Bar chart showing patient visits from 2003 to 2016 with labeled values: 59,892; 110,630; 134,296; 196,706; 219,043; 227,073
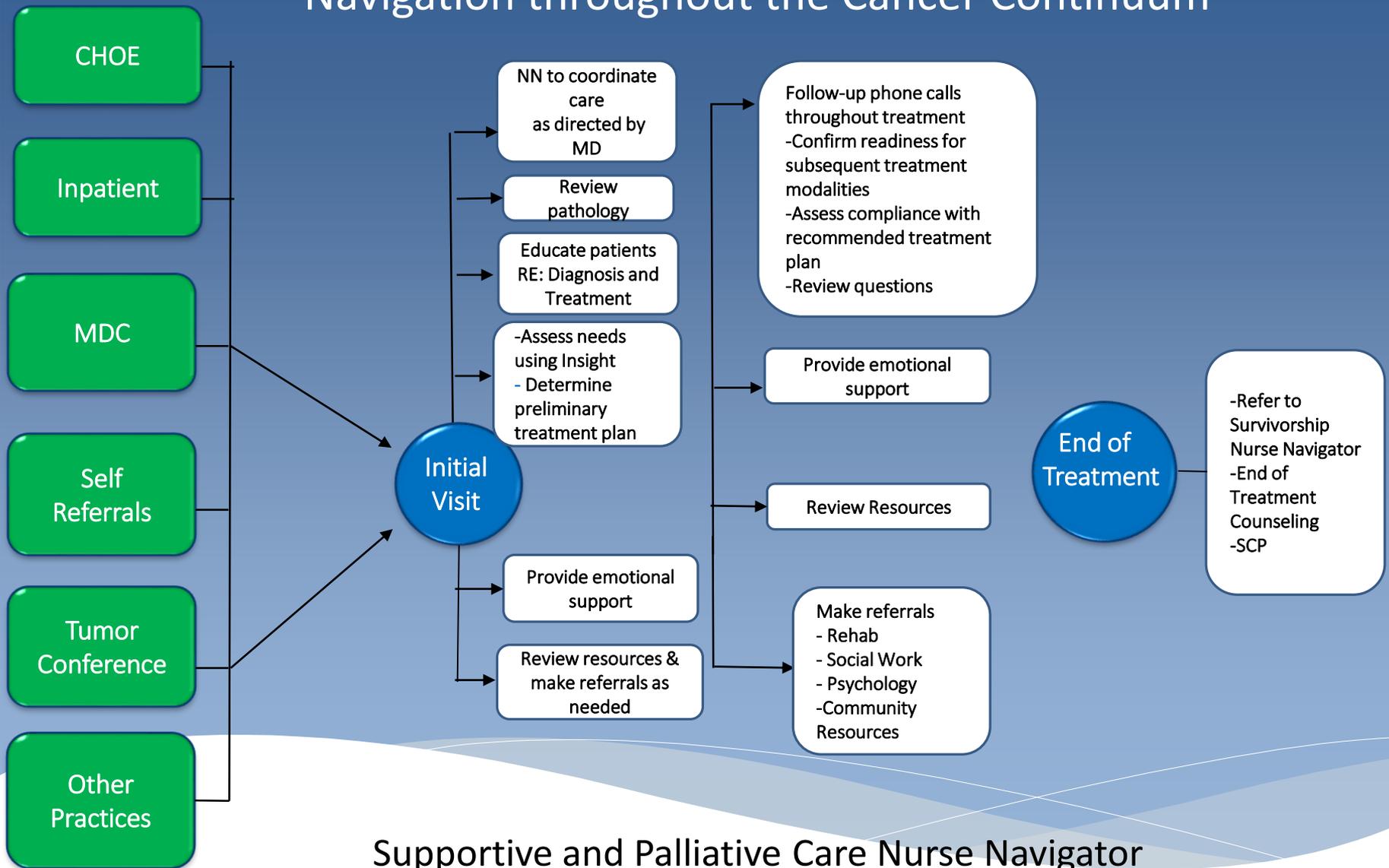
95% OF SECOND OPINIONS RETURN TO HFGCC

Navigation at Christiana Care Health System

- 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

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

Provide emotional support

Review Resources

Make referrals
- Rehab
- Social Work
- Psychology
-Community Resources

End of Treatment

-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

Wagner, E.H., Ludman, E.J. et al. (2014). Nurse navigators role in early cancer care: A randomized, controlled trial. JCO, 32 (1), 12-18.

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%

Lee, et al (2011). Effects of nurse navigators on health outcomes of cancer patients. Cancer Nursing , 34 (5), 376-384.

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!

American College of Surgeons (2012). Cancer program standards: Ensuring patient-centered care. Retrieved from https://www.facs.org/quality-programs/cancer/coc/standards

Smith, J. & Kautz, D. (2015). A literature review of the navigator role: Redefining the job description. Journal of Oncology Navigation and Survivorship, 6(2), 24-33.

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