

# **Cancer Nurse Navigation Program**

**Presented by:**

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**and**

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**Cancer Nurse Navigators**

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# The Plan for Today...

- Increase awareness of this role:
  - **Why** are navigators important?
  - **What** do we do and **Why** do we do it?

# Definition

- Navigation – the process or activity of accurately ascertaining one’s position and planning and following a route.
- Nurse Navigators develop enduring relationships with many of our patients – beginning at the initial visit and continuing through the treatment journey. This often includes helping a patient come to terms with their new diagnosis, understanding potential treatments, side effects, comforting/reassuring and adjusting to life after cancer.

# A Multidisciplinary Patient Navigation Program Improves Compliance

- A recent report describes a navigation program designed to reduce the challenges faced by underserved minority patients with cancer.
- Although minority women in the United States are less likely to develop breast cancer, they are more likely to die as a result of breast cancer than white women.
- The higher breast cancer death rate among minority women results in part from treatment delays and patients not sticking to treatment.

# A Multidisciplinary Patient Navigation Program Improves Compliance

- In the study, patients diagnosed with breast cancer were paired with a patient navigator, while a second group of patients received usual care (i.e., without the help of patient navigators).
- Most of the patients were either African American (45%) or Hispanic (38%), and 72% were enrolled in a program.
- The navigators met with patients at all radiology and oncology medical appointments, as well as on the day of surgery. They also provided financial consultations and helped negotiate payments, as needed.

# A Multidisciplinary Patient Navigation Program Improves Compliance

- Patients who received help from patient navigators began cancer treatment sooner than those who received usual care and had better compliance with treatment after surgery.
- On average, women in the patient navigation group started chemotherapy approximately 30 days earlier and hormone therapy approximately 95 days earlier than those in the usual care group.

# A Multidisciplinary Patient Navigation Program Improves Compliance

- Patient compliance with either chemotherapy or hormone therapy was 100% among women in the navigation program.
- In contrast, among women who received usual care, only 57% were compliant with chemotherapy and 69% with hormone therapy.
- These findings affirm that use of navigators within cancer centers is vital to improving cancer care, especially in medically underserved and vulnerable populations

# Day in the Life...

- Meet with every new **Oncology** patient at initial office visit and any returning patients as needed
- Notes regarding patient status during visit/complete Distress Assessment in electronic medical record (EMR)
- Customize patient education materials to be presented
- Assist uninsured and underinsured patients to obtain financial assistance (Delaware Cancer Treatment Program / Medicaid / Medications / Dental Visits)
- Survivorship / Treatment Plan Summary
- Supportive Care Services / Programs



# Day in the Life...

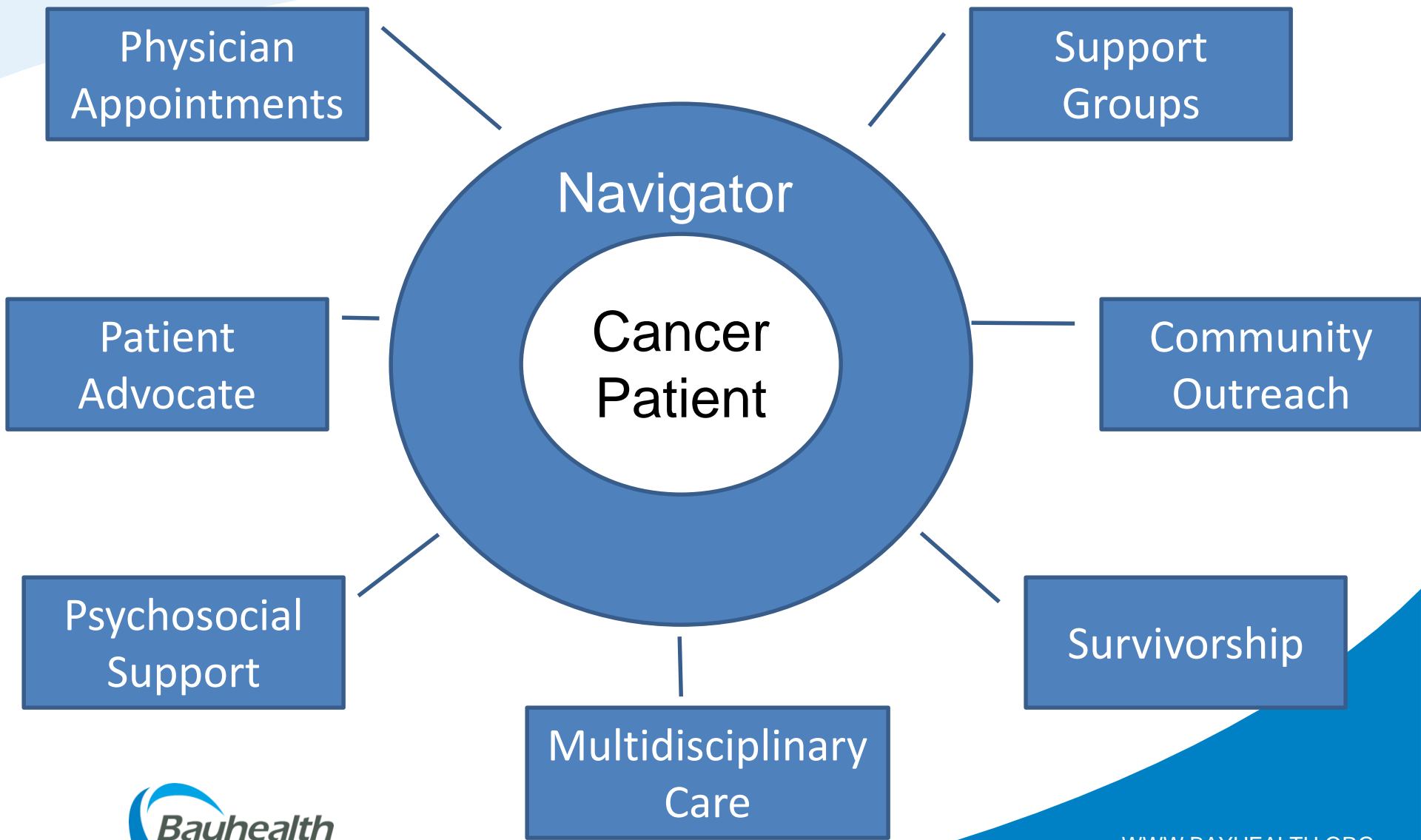
- Distress Assessment to determine any barriers to treatment:
  - Work / Finances
  - Transportation
  - Support / Family involvement / Child Care needs
  - Additional health issues
  - Personal Fears and Anxieties / Coping Skills
- Navigators at Bayhealth work with all physicians across the entire cancer care continuum.
- The role has evolved to facilitate a continuity of patient care and insure that our patients receive optimal follow-through and readily have an individual that can be accessed as needed.

# Day in the Life...

- Patients are provided with contact information in order to reach the Navigators
- Current Bayhealth Navigation Team:
  - Renee Hall, RN
  - Joanne Hutchison, RN, OCN
  - Linda Marvel, BSN, RN, OCN
  - Heather Wiggam, RN

# Day in the Life...Breast Cancer

- Breast Cancer Patient Visit:
  - Meet and Greet
  - Breast Tumor Conference
  - Education related to diagnosis and treatment;
  - Possible additional testing (ex: receptor status, Oncotype and metastatic workup, if needed)



Physician Appointments

Support Groups

Navigator

Cancer Patient

Patient Advocate

Community Outreach

Psychosocial Support

Survivorship

Multidisciplinary Care



# Daily Challenges

- Insurance
- Financial issues
- Educational & disease related questions
- Emotional questions
- Nutritional needs (supplements, referral, financial)
- Transportation assistance
- Medication reimbursement assistance
- Appointment coordination
- FMLA assistance & letters of medical necessity
- DME, wigs, prosthesis, housing, dental needs
- Tertiary referrals
- Miscellaneous

# Patient Story

- Patient navigation can cross both state and international boundaries
  - Russia
  - Haiti
  - Puerto Rico
  - Texas
  - Washington State
  - Etc.

# Questions?