Outcome Measures Tool



This tool can help your organization identify outcome measures for your patient navigation program. Keep in mind, measures will be specific to individual programs.

PATIENT SATISFACTION

- 1. Patient satisfaction score prior to implementation of navigation services (baseline score).
- 2. Patient satisfaction score 6-12 months after navigation program has unrolled. Continue to monitor scores on an ongoing basis.
- 3. Number of patients leaving the cancer center for treatment elsewhere prior to implementation of navigation services.
- Number of patients leaving the cancer center for treatment elsewhere 6-12 months after navigation program has unrolled. Continue to monitor scores on an ongoing basis.
- 5. Number of patient referrals prior to implementation of navigation services.
- 6. Number of patient referrals 6-12 months after navigation program has unrolled. Continue to monitor scores on an ongoing basis.
- 7. Patient satisfaction with navigation program. Continue to monitor scores on an ongoing basis.

PATIENT ENCOUNTERS

- Time to diagnostic mammogram BEFORE and AFTER implementation of navigation services.
- 2. Time to needle biopsy BEFORE and AFTER implementation of navigation services.
- 3. Time to diagnosis BEFORE and AFTER implementation of navigation services.
- 4. BEFORE and AFTER implementation of navigation services, the time to initial treatment from: a) Initial visit, b) diagnostic mammogram, 3) diagnosis.
- 5. BEFORE and AFTER implementation of navigation services, the time from diagnosis to consult with: a) breast surgeon, b) plastic surgeon, c) medical oncologist, d) radiation oncologist, e) genetic counselor.
- 6. Time from OR to chemo/radiation BEFORE and AFTER implementation of navigation services.
- 7. Number of referrals to: a) navigator, b) genetic counseling, c) nutrition, d) social work.
- 8. Number of underserved BEFORE and AFTER implementation of navigation services.
- 9. Number of unavoidable admissions/ER visits BEFORE and AFTER implementation of navigation services.
- 10. Length of hospital stay BEFORE and AFTER implementation of navigation services.

PROGRAMMATIC COMPONENTS AND PERFORMANCE IMPROVEMENT

- 1. Track tumor conference recommendations based on guidelines (e.g., NCCN, ASCO).
- 2. Create standing order sets by disease site and measure use of tools.
- Track percentage of patients provided with educational materials/information, BEFORE and AFTER implementation of patient navigation services.
- 4. Track percentage of patients given information on clinical trials and monitor percentage of patients put on clinical trials.
- 5. Create site-specific navigation programs.
- 6. Establish a Patient and Caregiver Advisory Committee.
- 7. Develop marketing materials and measure physician referrals BEFORE and AFTER implementation of navigation services.
- 8. Establish survivorship program and measure patient satisfaction.
- 9. Develop end-of-treatment celebration and measure satisfaction.
- 10. Create support groups and other educational programs and evaluate.