

# The Transformative Role of Nurse Navigators in Patient Experience and Care

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Nothing to disclose



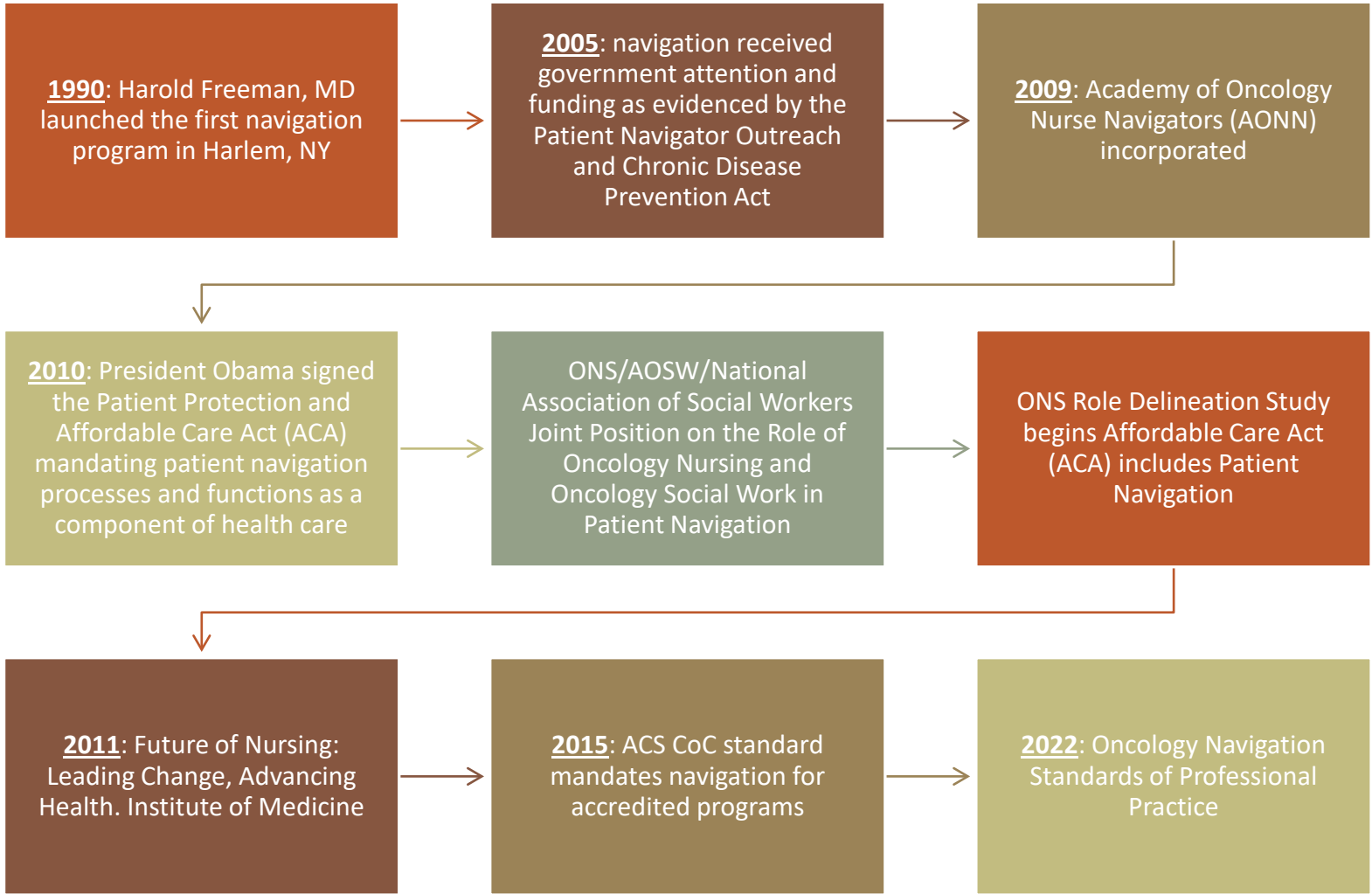
# Google

what is a nurse navigator?



Google Search

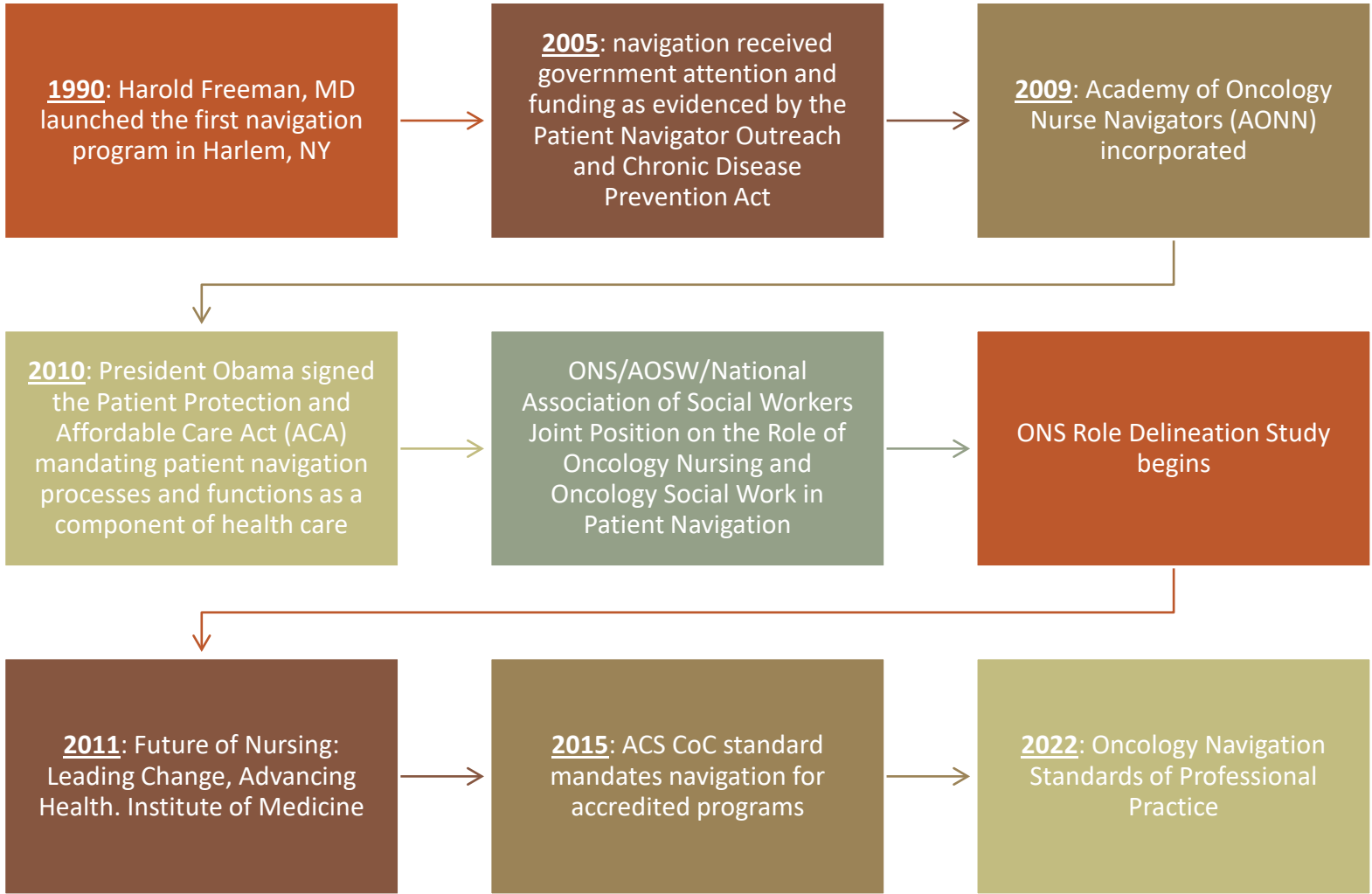
I'm Feeling Lucky



# The History of Oncology Navigation

Harold  
Freeman, MD

“If people meet barriers in getting through the healthcare system with cancer and other chronic disease, then maybe we should navigate them. Maybe we should navigate them.”



# The History of Oncology Navigation

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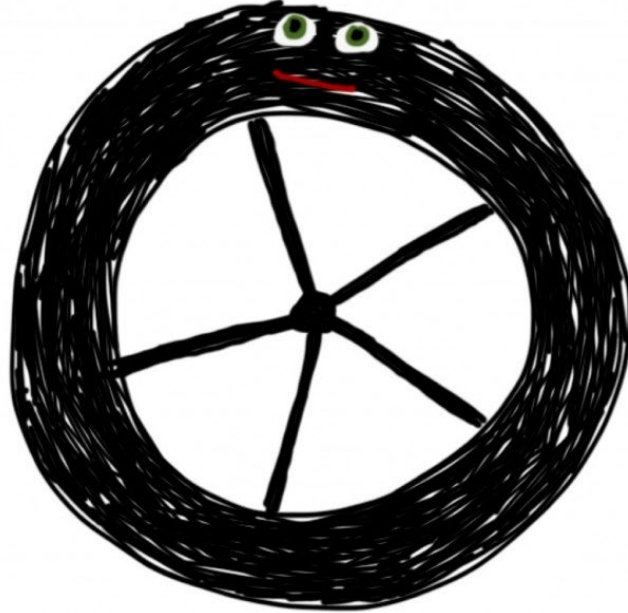
The wings of transformation are born of  
patience and struggle.

- Janet S. Dickens

# The Building of a Navigation Program

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I AM WHEEL. HEAR ME SQUEAK.







# The Oncology Landscape

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## Staffing

### Value-Based Cancer Care and Reimbursement

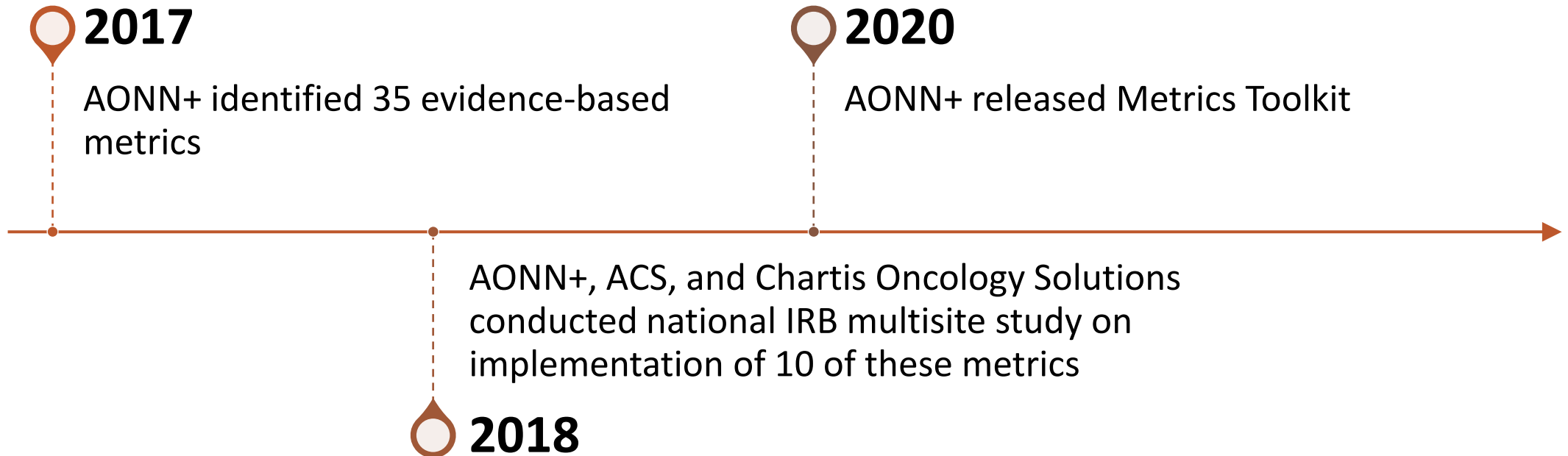
- Advanced Alternative Payment Models (APMs)
- Enhancing the Oncology Care Model (EOM)
- Merit-based Incentive Payment System
- ASCO Quality Oncology Practice Initiative (QOPI)

## Program Accreditations

- Commission on Cancer
  - CoC Standard 4.8 Survivorship
  - CoC Standard 5.2 Psychosocial Distress Screening
  - CoC Standard 7.3 Quality Improvement
  - CoC Standard 8.1 Addressing Barriers to Care
- NAPBC
  - Standard 4.5 Navigation Professional Credentials
  - Standard 5.8 Patient Navigation
  - Standard 5.25 Survivorship

# Oncology Navigation Metrics

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Evidence-Based  
Navigation  
Metrics

Clinical Outcomes

Business Performance  
(ROI)

Patient Experience

# Clinical Outcomes

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## Barriers to Care

- Obstacles that prevent a cancer patient from accessing care, services, resources, and support
- In the multi-site IRB study, over 10,000 barriers were tracked – an average of 2.2 per patient.

## Interventions

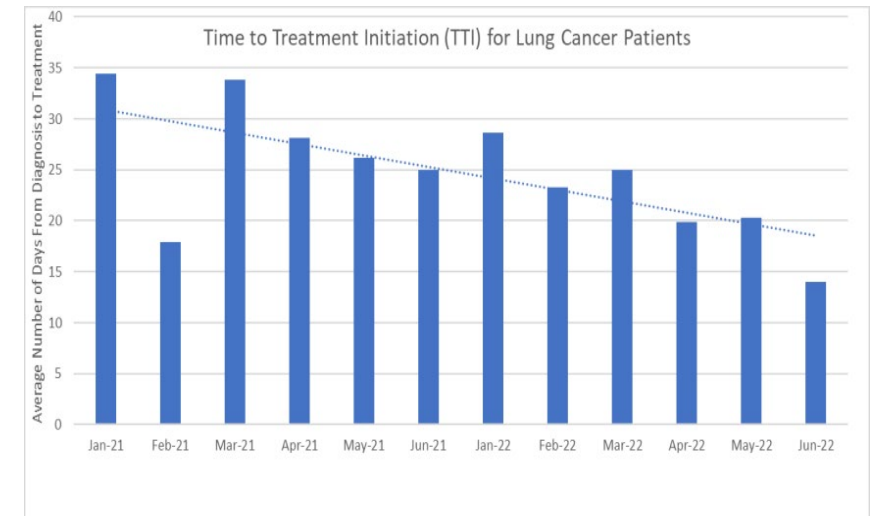
- Intention to modify the outcome

## Referrals to Support Services

- Referrals to Speech Therapy

## Time Intervals: Diagnosis to Treatment

- Clinical Pathways



# Business Performance (ROI)

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## University of Alabama – Patient Care Connect Program

- Lay navigation program
- 92% of patient concerns addressed
- Decline in ED visits, hospitalizations, and ICU admissions – \$781.29 cost reduction

## The Levine Cancer Institute – Atrium Health

- 18% of patients received care in acute care setting versus 30% without a navigator
- Non-navigated patients 52% more likely to have 30-day readmission

## University of Pennsylvania Health System

- Navigated patients were 10% more likely to stay for treatment compared to those without a navigator.
- 27% increase in infusion services usage and 17% increase in radiation oncology services.

## Northern California Health Care Organization

- “Based on the average cost for a nurse navigator in California, revenue from the retention of just two patients in the system, who would otherwise have received oncology care elsewhere, covered the costs of one nurse navigator. Evidence from the organization suggests that early patient navigation at stressful and difficult times may result in more cohesive care at the institution where the diagnosis is made, which can support the business case for PN.”



# CMS Ruling – Navigation Reimbursement

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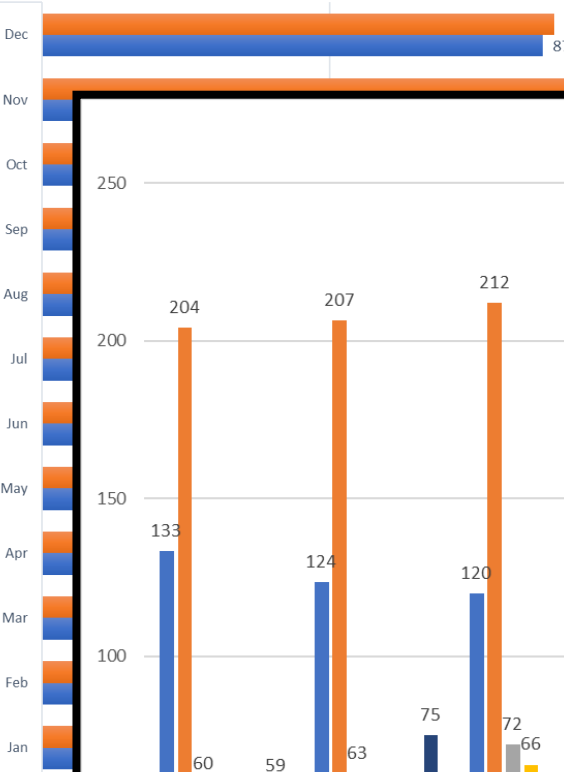
## PRINCIPLE ILLNESS NAVIGATION

- Services that include navigation as a part of a treatment plan for a serious high-risk disease expected to last at least 3 months.
- The condition requires monitoring of a disease-specific care plan.
- Cancer is specifically called out as a qualifying condition.
- 8 categories of PIN services:
  - Person-centered assessment
  - Care coordination
  - Health education
  - Building patient self-advocacy skills
  - Health care access/health system navigation
  - Facilitating behavioral change
  - Social/emotional support
  - Leveraging knowledge to meet treatment goals

# Referrals by Disease Site

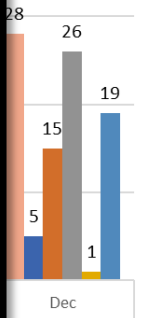
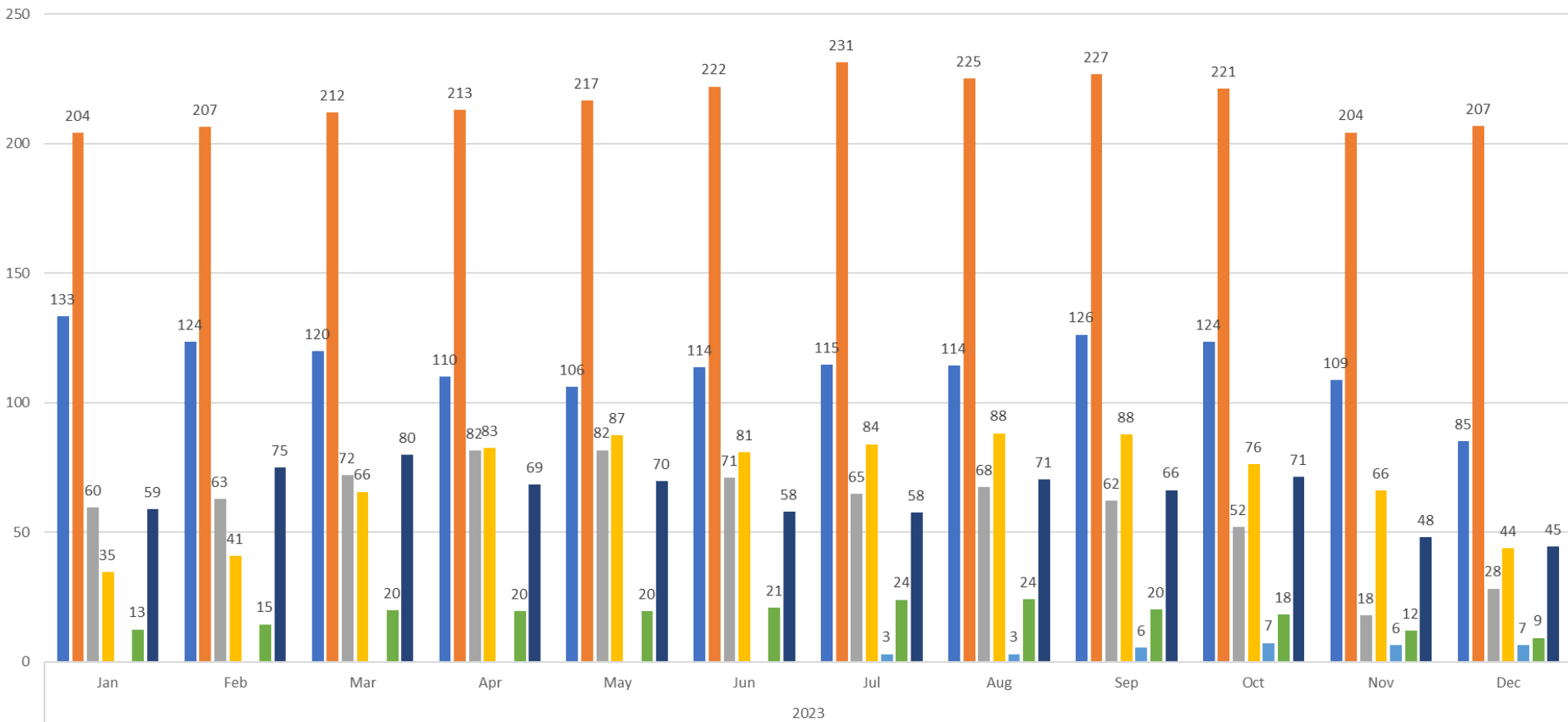
GI  
GU

## Caseload Data



## Average Active Patients Per Month Per Disease Sites

- Average of Thoracic Oncology Pts
- Average of GI Oncology Pts
- Average of Head and Neck
- Average of GU Oncology Pts
- Average of Neuroendocrine
- Average of Other
- Average of Pending



68

Dec



# Patient Experience

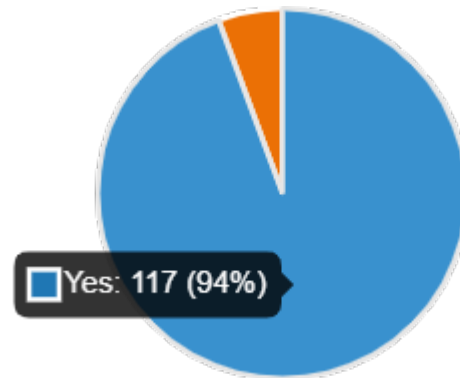
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## Outmigration

- Sarah Cannon noted that patients engaged by a navigator early on choose to stay within the network more than 90% of the time.

## Survey Data

- When asked if having a Nurse Navigator improved their overall experience at St. Elizabeth, most patients answered “Yes”.





**NOTHING IN THIS WORLD  
COMPARES TO THE COMFORT  
AND SECURITY OF HAVING  
SOMEONE JUST HOLD  
YOUR HAND.**

- Richelle E. Goodrich

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