Outcome Measures Tool

ACCC
Association of Community Cancer Centers

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.

4. 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

1. 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.

3. 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.