

Supportive Care Summit

Patient Navigation In Action

Mandi Pratt-Chapman, MA
George Washington University, GW Cancer Institute

December 15, 2015

Supported by: Astra Zeneca



This program is a benefit of membership.

Association of Community Cancer Centers

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WASHINGTON, DC

Patient Navigation

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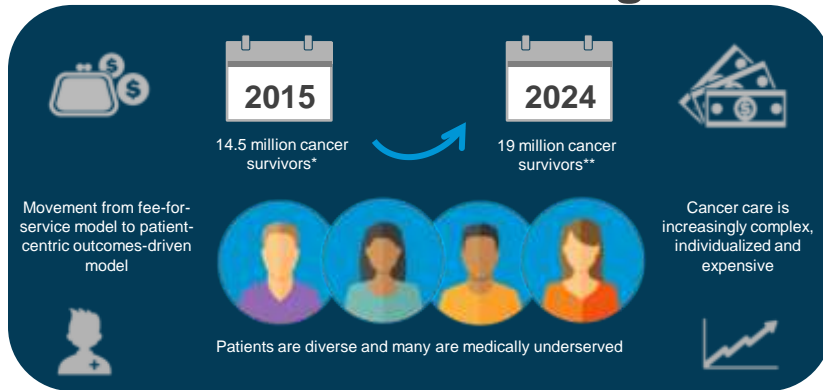
Objectives

- Describe current state of the field
- Identify importance of standardized competency and training for oncology patient navigators
- Describe resources available to bolster competencies for oncology patient navigators

Patient Navigation



Demand for Patient Navigation



*American Cancer Society. (2015). *Cancer facts and figures 2015*

**American Cancer Society. (2014). *Cancer treatment and survivorship facts and figures.*

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Barriers to care...

Psychosocial
 Mental health
 Anxiety & depression
 Changes in relationships and family roles
 Family & social support
 Stigma, fear, social isolation

Provider
 Cultural dissonance
 Biases in medical recommendations
 Poor communication with patients with low literacy
 Poor communication with limited English-proficient patients

Personal
 Low priority placed on health
 Health myths
 Lack of knowledge
 Mistrust of providers

Practical
 Stable housing
 Insurance problems
 Food insecurity
 Work
 Language barriers
 Transportation
 Treatment costs

Systems
 Lack of interpreters
 Inconvenient appointment times
 Long wait times
 Lack of appropriate providers

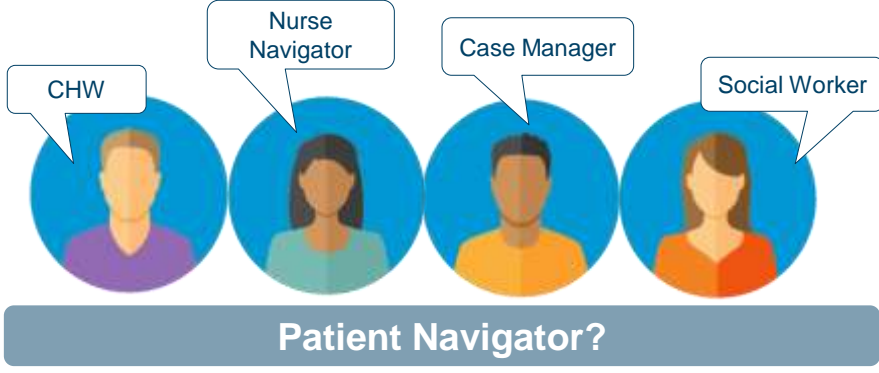
Source: PNTC

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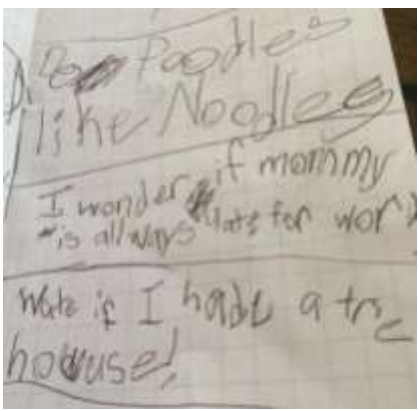
Lack of Role Clarity and Standardization



Willis, Pratt-Chapman, Reed & Hatcher. JONS. 2014.

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Critical Questions



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Why competencies?

- Creates professional standards
- Provides framework for training
- Clarifies function and importance to
 - Grantors
 - Organizations
 - Payers
 - Policymakers

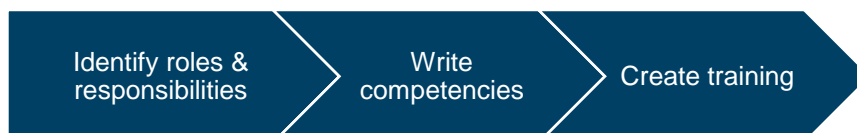


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Competency and Training Development



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Competency and Training Development

Academy of
Oncology Nurse
& Patient
Navigators

Oncology
Nursing Society

National
Association of
Social Workers

Association of
Oncology Social
Workers

Association of
Community
Cancer Centers

Patient
navigators and
CHWs

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Functional Domains

Professional Roles/ Responsibilities	Communication	Patient Empowerment	Cultural competency
Ethics & Professional Conduct	Education, Prevention & Health Promotion	Psychosocial Support Services / Assessment	Barriers to Care / Health Disparities
Community Resources	Outreach	Care Coordination	Advocacy

Willis, Reed E, Pratt-Chapman, Kapp H, Hatcher E, Vaitones V, Collins S, Bires J, Washington E. JONS. 2013.

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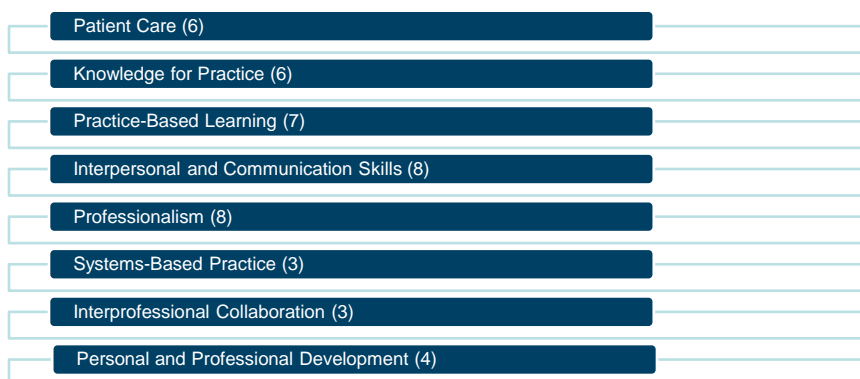
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Barriers to Care/Health Disparities

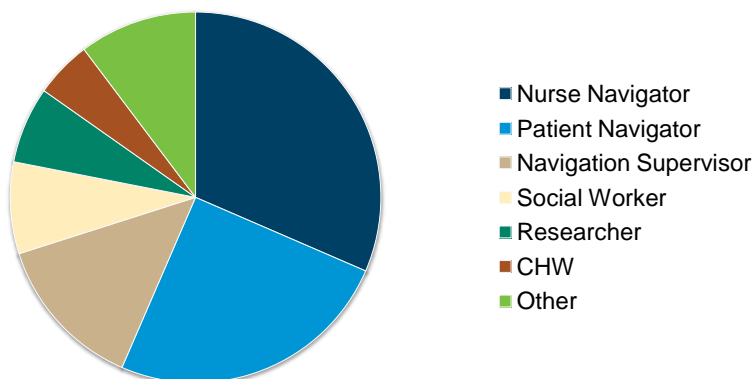
Community (Community Health Worker)	Community/Healthcare Institution (Patient Navigator)	Healthcare Institution (Nurse Navigator/ Social Work Navigator)
<p>Address barriers to accessing the healthcare system.</p> <p>Focus on reduction of general health disparities.</p>	<p>Address structural, cultural, social, emotional, and administrative barriers to care.</p> <p>Focus on reduction of cancer health disparities in medically underserved patients and timely access to care across the continuum.</p>	<p>Address clinical and service delivery barriers to care.</p> <p>Provision of services to at-risk populations, which may be defined by individual need, high acuity, or high volume at institutional level.</p>

Sources: Willis et al. 2013; National Cancer Institute. 2008.

Core Competency Domains



Professions Represented



Domain 1: Patient Care

Facilitate patient-centered care that is compassionate, appropriate and effective for the treatment of cancer and the promotion of health.

- 1.1 Assist patients in accessing cancer care and navigating health care systems. Assess barriers to care and engage patients and families in creating potential solutions to financial, practical and social challenges.
- 1.2 Identify appropriate and credible resources responsive to patient needs (practical, social, physical, emotional, spiritual) taking into consideration reading level, health literacy, culture, language and amount of information desired. For physical concerns, emotional needs or clinical information, refer to licensed clinicians.
- 1.3 Educate patients and caregivers on the multi-disciplinary nature of cancer treatment, the roles of team members and what to expect from the health care system. Provide patients and caregivers evidence-based information and refer to clinical staff to answer questions about clinical information, treatment choices and potential outcomes.
- 1.4 Empower patients to communicate their preferences and priorities for treatment to their health care team; facilitate shared decision making in the patient's health care.
- 1.5 Empower patients to participate in their wellness by providing self-management and health promotion resources and referrals.
- 1.6 Follow up with patients to support adherence to agreed-upon treatment plan through continued non-clinical barrier assessment and referrals to supportive resources in collaboration with the clinical team.

Patient Care

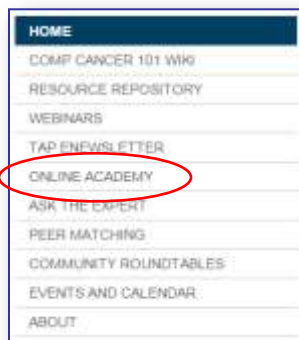
Overarching Competency

- Facilitate patient-centered care that is compassionate, appropriate and effective for the treatment of cancer and the promotion of health.

Competency

- Assist patients in accessing cancer care and navigating health care systems. Assess barriers to care and engage patients and families in creating potential solutions to financial, practical and social challenges.

www.cancercontroltap.org



Oncology Patient Navigator Training: The Fundamentals

MODULE 1: OVERVIEW OF PATIENT NAVIGATION AND COMPETENCIES

MODULE 2: BASICS OF HEALTH CARE

- Medical terminology
- Cancer Basics
- Clinical Trials
- Impact of Cancer
- U.S. Health Care System
- Health Care Payment & Financing

MODULE 3: THE BASICS OF PATIENT NAVIGATION

- Role of the Patient Navigator
- Patient Assessment
- Shared Decision-Making
- Identifying Resources

MODULE 4: ENHANCING COMMUNICATION

- Communicating with Patients
- Patient Advocacy
- Culturally Competent Communication

MODULE 5: PROFESSIONALISM

- Scope of Practice
- Ethics and Patient Rights

MODULE 6: ENHANCING PRACTICE

- Practicing Efficiently and Effectively
- Health Care Team Collaboration
- Program Evaluation and Quality Improvement
- Personal/Professional Development

AONN+ OPN-CG Certification

Milestone	Timeline
Task Force selected	Complete
Evaluation Questions written for beta exam	Currently underway
Beta Test	May 2016 AONN+ East Coast Regional Meeting New Orleans, LA
Inaugural Certification Exam	October 2016 AONN+ Annual Meeting Las Vegas, NV

Eligibility

- AONN+ member
- 1 year of documented PN experience
- Successful completion of certification exam with a score of 75% or greater

How do I prepare?

- Become an AONN+ member
- Candidly assess your competencies based on the GW Cancer Institute Oncology Patient Navigator Core Competencies
- Take the GW Cancer Institute training
- Look for additional resources and announcements from AONN+

What's Next?: Research

- To show efficacy in improving patient outcomes and supporting goals of patient-centered health systems
- To demonstrate navigator competence while remaining responsive to patients' diverse needs
- To support navigation through value-based payments

Value-Based Financing

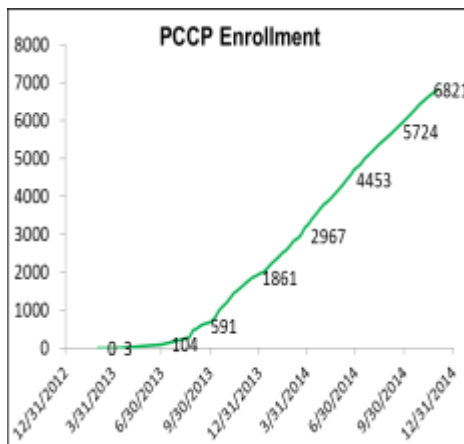
- Medical Homes
- ACOs
- Bundled payments
- Shared savings

UAB CMS Innovation findings

	All Patients (n = 30,589)	Navigated Patients (n=6,743)
Age group in 2014 (%)	65-74	52.1
	75-84	37.4
	85+	10.5
Race (%)	Caucasian	84.6
	African American	14.0
	Other	1.5
Gender (%)	Male	47.4
	Female	52.6
Top Cancer types (%)	Breast	11.1
	Lung	10.1
	Prostate	4.1
	Colorectal	4.7

- 30,589 patients from 2012-2014
- Average 16,300 patients analyzed per quarter in total

Partridge, 2015







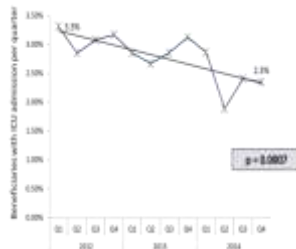
Reduced hospitalizations



Reduced ER visits



Reduced ICU admissions



Reduced overall costs per patient



Partridge, 2015





Take Home Messages

- Role clarity and standardization is important for safety and sustainability
- Competencies define roles and optimize team-based care
- Resources are available to build core competencies in navigation
- Stay tuned for national certification!
- We need to leverage new value-based payment for navigation sustainability



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Discussion Topic: Value & Payment

- How do we ensure navigation services are included in value-based payment models as a quality indicator for payment?



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Competency Reviewers: Amanda Allison, Susan Bowman, RN, OCN, CBCN, MSW, Elizabeth Clark, PhD, MPH, MSW, Margaret Darling, Andrea Dwyer, MSW, Ginny Pate, Angela Patterson, Terri Salter, RN, MSN, MBA, Karen Schwaderer, RN, BSN, OCN, Lillie Shockney, RN, BS, MAS, Patricia Valverde, PhD, MPH, Etta-Cheri Washington

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Questions?

Mandi Pratt-Chapman

mandi@gwu.edu

(202) 994-5502



@mandichapman

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