Measures of Success for Patient Navigation

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Targeting Excellence To All

“One of the big issues in the health care industry is the lack of caseworkers or advocates that are the quarterback of each team”

-Lauren Powell-Jobs

Patient Navigation

• A model to address disparities in cancer specifically for the uninsured and poor.

• Steve Jobs was a billionaire.
### North Carolina

- Population: 9,656,401
- Projected Ca Dx 2011: 48,870
  - Prostate: 7,580
  - Breast: 7,390
  - Lung: 7,300
  - GI: 4,200

### Georgia

- Population: 9,815,210
- Projected Ca Dx 2011: 44,580
  - Prostate: 7,360
  - Breast: 7,030
  - Lung: 6,410
  - GI: 3,940

### UNC LCCC

UNC Cancer Network

- Research
- Telemedicine
- Navigation Models of Success
Clinical Excellence and Outreach

Statewide Outreach

Patient Navigators
NC Cancer Hospital
Multiple Divisions,
Departments, & Programs

Comprehensive Cancer Support Program

Patient Navigation

Research Sites: Nurse Navigators

Navigators
- Overcome health system barriers
- Provide health education
- Address barriers to care
- Provide psychosocial support
- Track outcomes

Target Populations
- Populations at risk for poor outcomes
  - Underserved (rural, poor, ethnic/racial minorities)
- Disease oriented populations (breast cancer)
- Provider/system oriented (Cancer Centers, Hospitals, Health Departments)
Most commonly used metrics

- # of patients navigated
- # of patient interventions
- # of patients who left health system for 2nd opinion and # who returned
- # unplanned visits to ED, inpt unit
- Patient and Physician Satisfaction
- Community Outreach

Barriers that Inhibit Optimal Health

Failure to provide comprehensive assessment:
- Do you live alone?
- Can you read?
- Do you have resources to pay for your medications?
- Do you understand what an advanced directive is?
- Do you smoke and if so, would you like help in quitting?

Retrospective Chart Reviews:
- Missed Appointment
- Percentage of patients lost to follow up
- Average time from suspicious findings to follow-up appointment
- Average time from suspicious finding to diagnosis and/or treatment
- Lack of coordination between departments and duplication of tests
## Barriers to Receiving Care

<table>
<thead>
<tr>
<th>Barrier</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial</td>
<td>No insurance</td>
</tr>
<tr>
<td>Access to Care</td>
<td>Transportation</td>
</tr>
<tr>
<td>Cultural/communication</td>
<td>Distrust, poor health literacy</td>
</tr>
<tr>
<td>Practical/Family Problems</td>
<td>Lives alone, child care, food</td>
</tr>
<tr>
<td>Disease Management</td>
<td>Unable to understand plan of care</td>
</tr>
<tr>
<td>Coordination of Care</td>
<td>Fragmentation of care, lack of pcp</td>
</tr>
<tr>
<td>Side Effects</td>
<td>NCCN Distress Tool</td>
</tr>
<tr>
<td>Mental Health Concerns</td>
<td>NCCN Distress Tool/ Fear</td>
</tr>
<tr>
<td>Survivorship/Surveillance</td>
<td>Care Plans/ Disability/Sexuality</td>
</tr>
</tbody>
</table>

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### NCCN Guidelines™ Version 1.2011

**Distress Management**

**SCREENING TOOLS FOR MEASURING DISTRESS**

Instructions: First please circle the number (0-10) that best describes how much distress you have been experiencing in the past week including today. Be sure to check YES or NO for each.

<table>
<thead>
<tr>
<th>Extreme distress</th>
<th>No distress</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>9</td>
<td>1</td>
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<tr>
<td>8</td>
<td>2</td>
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<td>3</td>
<td>7</td>
</tr>
<tr>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

Second, please indicate if any of the following has been a problem for you in the past week including today. Be sure to check YES or NO for each.

- Physical Problems
  - Appearance
  - Bathing/dressing
  - Breathing
  - Changes in sleep
  - Constipation
  - Diarrhea
  - Eating
  - Fatigue
  - Feeling sick
  - Fever
  - Getting around
  - Indigestion
  - Nausea
  - Nausea
  - Memory/concentration
  - Mood swings
  - Pain
  - Sexual
  - Skin dry/oily
  - Sleep
  - Tingling in hands/feet

- Emotional Problems
  - Depression
  - Fear
  - Nervousness
  - Sadness
  - Grief
  - Loss of interest in usual activities
  - Spiritual/religious concerns

Other Problems:__________________________
Community Cancer Guide For Dare County

A list of organizations throughout the community that can provide information and help:

- Assisted Living/Nursing Homes
- Cancer Medical Providers
- Cancer Support Groups
- Cancer Support Organizations & Services
- Disease Specific Organizations
- Emergency Assistance
- Financial Assistance
- Food Assistance
- Home Health Agencies & Home Help
- Housing
- Medical Assistance Programs
- Mental Health Assistance
- Dentists/Pediatric Dentists
- Dental/Oral Health Assistance
- Dental/Treatment/Oral Health Assistance
- Dental/Treatment/Oral Health Assistance
- Personal Emergency Response Systems
- Religious/Church CARE Assistance
- Social/Community Centers
- Smoking Cessation Programs
- Social Services
- Substance Abuse Programs
- Transportation Assistance
- Volunteering Services

Hands of Hope - "Hands that save mean Hands that Care"

VOLUNTEER TRAINING MANUAL
HELPING PEOPLE LIVE WITH CANCER AND OTHER ADVANCED DISEASES
UNC Partnership Options in Cancer Care

If there is a need for…

• Initial program enhancements
• Education & Training
• Research Opportunities
• Rapid & comprehensive 2nd opinions

UNC Deliverables…

• Navigation Consultation Program Assessment
• Telehealth Medical Lectures, Media Training, Community Outreach
• Statewide clinical research program
• Virtual Tumor boards
• Navigator to navigator contact
Quantifying ROI on the Patient Navigator Investment

- 6 Oncology Nurse Navigators have provided care for over 3,000 pts
- Hatteras Island Outreach initiative
- Over 500 community presentations, statewide with an estimated audience of over 31,000
- Provided outreach to over 40 counties in NC

Lessons Learned

- Value of Partnerships
  - Community Assessment
    – Community Collaboration
    – Community Education

- Complexities of HIPAA, Liability and Community Cultures
- Downstream revenue
“The only way to get great work is to love what you do. If you haven’t found it yet, keep looking. Don’t settle. As with all matters of the heart, you’ll know when you find it.”

Steve Jobs 2011

References
