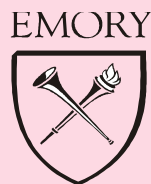


# A Day in the Life of a Lay Patient Navigator



Dorothy McMichael, Clinic Patient Navigator  
The Avon Foundation Community Education & Outreach Initiative (CEOI)

GASCO Annual Meeting—August 27, 2011



ROLLINS  
SCHOOL OF  
PUBLIC  
HEALTH



# Presentation Overview



- Racial disparities & breast cancer
- Program Overview
  - Community patient navigator
  - **Clinic patient navigator**
  - Individual patient navigator
- My Breast Cancer Story

# Breast Cancer & Race



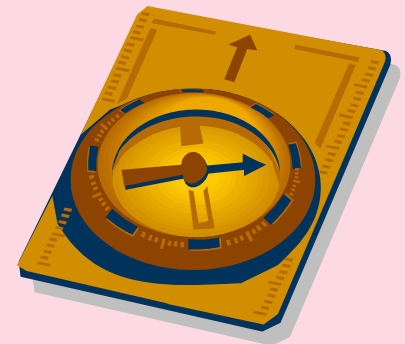
## The American Cancer Society reports:

- African American (AA) women have a 38% higher mortality rate from breast cancer than white women
- AA women are less likely than white women to survive 5 years after diagnosis: 77% vs. 88% respectively
- AA women tend to be diagnosed with more advanced stage disease as compared to white women

# Patient Navigation



- Strategy to improve breast cancer detection, treatment and care for underserved, uninsured and underinsured women
- Avon Foundation CEOI is a community based patient navigation program in metro Atlanta





# Program Overview



- **AVON Foundation Community Education and Outreach Initiative (CEOI) is a:**
  - Community based program
  - Collaborative effort between
    - AVON Foundation
    - Emory Winship Cancer Institute
    - Grady Health System
    - Emory Rollins School of Public Health (RSPH)

# Program Overview



- Goals:
  - Raise awareness about breast cancer
  - Increase mammography screening rates
  - Enhance the process of receiving prevention and treatment services at Grady Health System
- Seeks to give the Grady Avon Breast Center enhanced visibility and community recognition within Atlanta
- Works to build and maintain strong partnerships with local community based organizations (CBOs) that focus on breast health/cancer

# Use of Lay Health Advisors



- A variety of different names
  - Lay health workers, community health advisors/workers/advocates, natural helpers, promotoras, patient navigators
- Uses members from the target community to deliver health education
- Often used with marginalized populations
  - Promote cultural competence
  - Help address issues of distrust of health care system
  - Inexpensive to recruit, train, and supervise
  - May be used in a variety of different settings



# Training Lay Health Advisors

A pink ribbon symbol, commonly used to represent breast cancer awareness, is positioned in the upper right corner of the slide. The background of the slide features a light pink color with abstract, flowing white and light pink curves that create a sense of movement and depth.

- Annual training
  - Breast cancer statistics
  - How to host community events
  - How to interact with/support patients
  - How to manage stress/care for self
- Bimonthly continuing education
  - Variety of topics selected based on programmatic need & volunteer input



# Program Volunteers



## Clinic Patient Navigators

- Presence in the Grady Avon Breast Center Clinics
  - Make appointment reminder telephone calls
  - Provide support to patients who are first diagnosed

## Individual Patient Navigators

- Emotional support before & after appointments
- Liaison between patients & social workers
- Encouragement to complete treatment

## Community Patient Navigators

- Dedicated to raising awareness about the benefits of early detection
- Host and participate in breast health events
- Equipped with teaching tools
- Charged with identifying up to 5 women per event who are interested in getting a mammogram

# A Day in the Life of an Avon Clinic PN



- Patient population: majority African American women who are underserved
- Interaction with medical team: viewed as an integral member of healthcare team; MDs respect the Clinic PNs
- Presence is requested when MD needs a chaperone with patient; accompanies MD in patient's room & answers questions

# A Day in the Life of an Avon Clinic PN



- As a Clinic PN, I CAN:
  - serve as a living testimony that a breast cancer diagnosis is NOT a death sentence
  - provide support to patients via kind, encouraging words, educational literature, and comfort items such as juice, crackers, & blankets
  
- As a Clinic PN, I CAN'T:
  - make a diagnosis
  - recommend treatment plans or modalities

Clinic PNs are NOT Doctors, Nurses, or Social Workers!!!

# A Day in the Life of an Avon Clinic PN



- What enables me to be a successful Clinic PN?
  - keeping a positive and encouraging attitude
  - having a sense of humor
  - being knowledgeable about various resources that may help patients such as support groups
- What barriers have I faced as a Clinic PN?
  - not very many
  - some patients don't want to talk on the day that they are diagnosed

# My Story



- 12 year breast cancer survivor
- I know that I am a success when a patient diagnosed with cancer leaves the clinic with a smile on her face as opposed to tears because she has had a conversation with me and because I have LISTENED to her fears and concerns.
- All patients deserve comprehensive & compassionate care, which includes a trained patient navigator that can provide support in a variety of ways.

# 2011 Community Patient Navigators





# 2011 Patient Navigators





# Patient Navigators at Work!!!



# Many THANKS to ...

- AVON Foundation
- Georgia Cancer Coalition
- Grady Health System
- Winship Cancer Institute



# Questions

