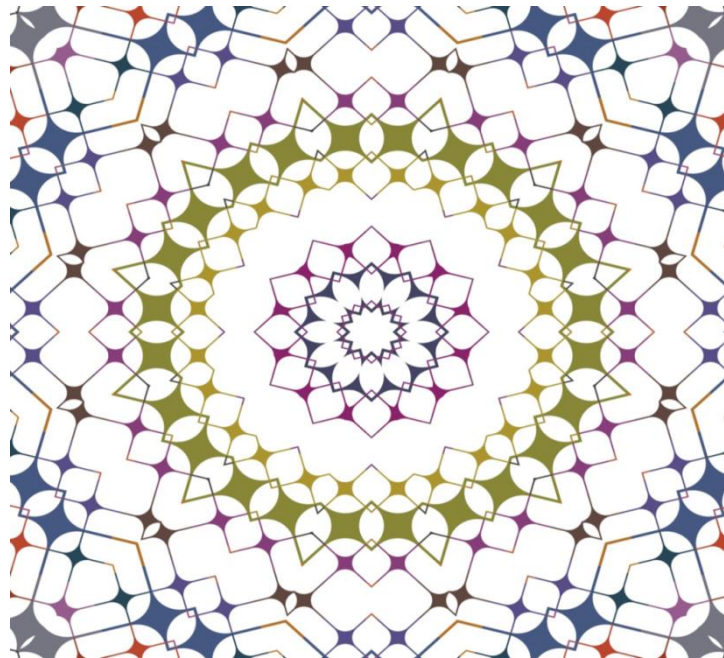




# **ESTABLISHING EFFECTIVE PATIENT NAVIGATION PROGRAMS IN ONCOLOGY**

## **WORKSHOP WRAP UP**



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# *Does anyone think that we should not have navigators for cancer patients?*

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- Are they bad for patients??
  - Are they bad for patient retention??
  - Are they bad for the economics of a healthcare facility??
- .....so why has it been so hard to make navigators a robust and consistent part of cancer care??

# *Who should be navigated?*

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- Targeted navigation? (Dr Freeman)
- Everyone?

# *Is there an ideal model for cancer navigation?*

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- There are many models
- There are many healthcare scenarios with different needs
- Can we focus on outcomes to determine success rather than forcing programs into “cookie cutter” models?
- Lack of role definition and standardization and training and education
- *But cannot put navigators in place without a navigator program*

# *Why is the financial model for navigation so obtuse?*

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- Increased patient retention
- Decreased resource utilization (ED visits, admissions, re-admissions)
- Workload re-distribution – the right people doing the right tasks
- Sustainability??

# Nurse Navigator Led Patient Outcome Measures

- ◆ Provider and patient satisfaction scores have been maintained between 98% to 100% since implementation of the nurse navigator role
- ◆ Breast biopsy turnaround time has decreased from 18 days to 5 days
- ◆ Comprehensive lymphedema program developed with greater than 80% reduction in overall volumetric measurements and revenue generating of \$2,500 per average 14 visit treatment program
- ◆ ED visits: 31.1% vs 58.3%
- ◆ Admissions: 26.7% vs 33.3%
- ◆ Readmissions at 30 days: 15.0% vs 31.0%

# *Outcomes.....Outcomes.....Outcomes*

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- Patient satisfaction
- Patient engagement with care
- Lower complications rates
- Lower cost
- Improved survival outcomes

*How do we move the needle?  
How do we prevent having this same  
workshop in 5 years?*

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- What are the levers to change programs nation-wide?
- Commission on Cancer
- CMS
- Private payors
- Others???