

CRF CPEST Program Guidance on Patient Navigation

Goal/Objective: In efforts to address significant barriers individuals face accessing and completing cancer screening and diagnostic services, Patient Navigation services will be implemented within the Cigarette Restitution Fund - Cancer Prevention, Education, Screening and Treatment Program (CRF-CPEST). The objective of this service is to reduce disparities related to accessing preventative screening services for all individuals, insured and uninsured.

Definition of Patient Navigation: Individualized assistance offered to clients to help overcome healthcare system barriers and facilitate timely access to quality cancer screening and diagnostic services as well as initiation of treatment services for persons diagnosed with cancer.

Required Scope and Activities of Patient Navigation:

- Written assessment of individual client barriers to cancer screening, diagnostic services, and initiation of cancer treatment
- Resolution of client barriers (e.g. transportation, translation services, health insurance access)
- Client tracking and monitoring of client progress in completing cancer screening, diagnostic services, and initiating cancer treatment
- Provide education and support
- Collection of data to evaluate the primary outcomes of patient navigation -- client completion of cancer screening, diagnostic services, and treatment initiation. Data on clients lost to follow-up are also tracked.
- Patient Navigation is completed when:
 - Client completes screening and has a normal result
 - Client with abnormal result completes diagnostic testing and recommended follow-up
 - Client diagnosed with cancer *initiates* cancer treatment

Eligibility for Patient Navigation Only Services: In alignment with the goal of reducing disparities, programs should focus on providing Patient Navigation services to:

- Low-income populations at or below 250% of the Federal Poverty Level
 - Insured clients, OR clients that *become insured* during a screening cycle
- Individuals of appropriate age and risk related to targeted cancers

Next Steps for Local Programs:

- Utilize the revised Consent Form template, which now incorporates Patient Navigation services
- Plan to attend training on outreach that will include a focus on recruitment of low income, insured Patient Navigation clients
 - April 18 (Western Maryland), April 29 (Central Maryland), May 5 (Eastern Maryland)
- Begin outreach for Patient Navigation Only clients
 - Use program data to identify insured clients
 - Work with existing contracted providers to inform them of this new service and discuss logistics
 - Will be able to use the CDB beginning in April to enter PN Only clients

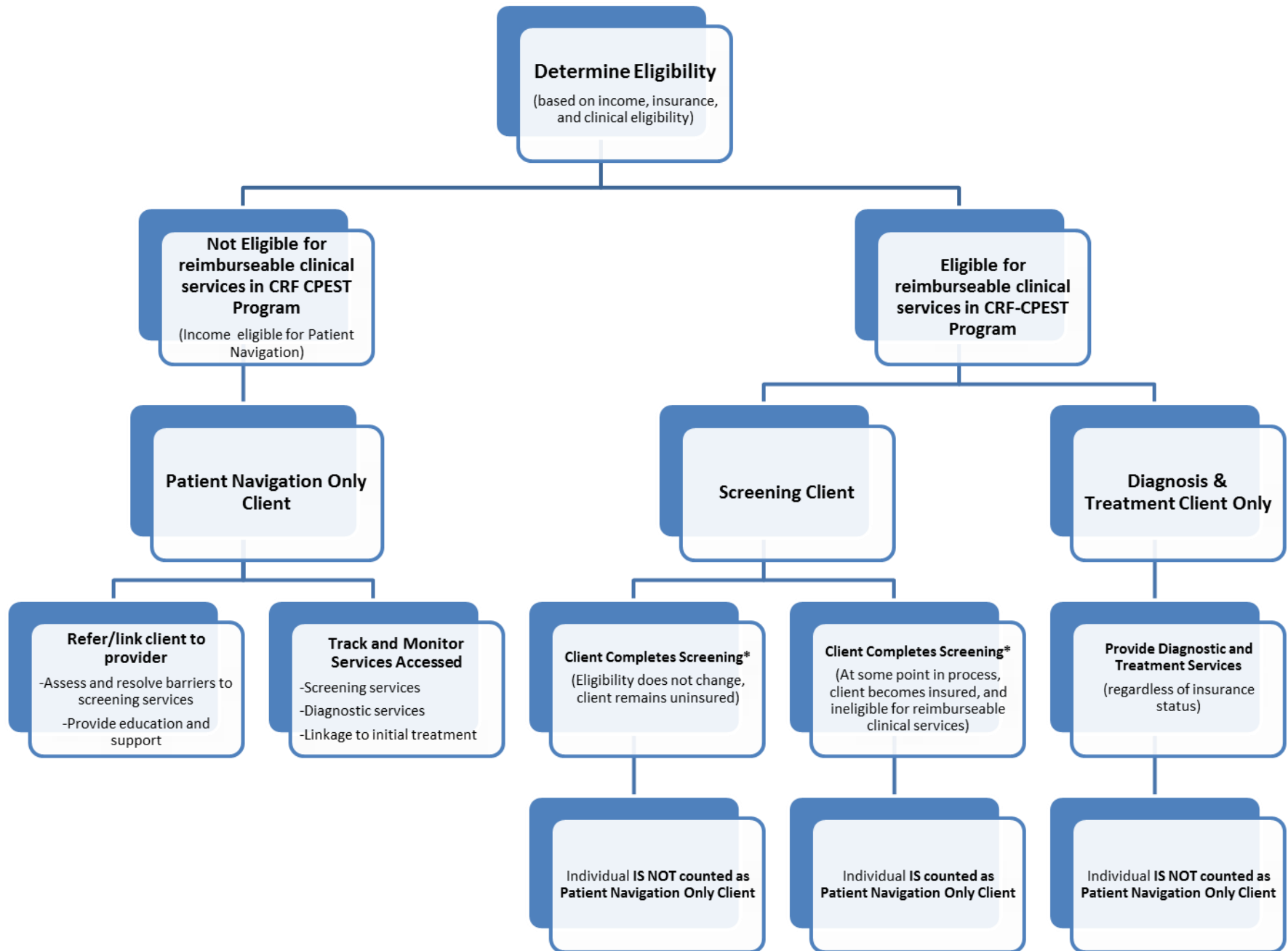
Next Steps for DHMH:

- Development of guidelines and tools for client tracking and data collection; training webinar will be held
- Continued development of guidelines and technical assistance for working with providers who work with Patient Navigation only clients

Timeline:

- **March:** Implement Outreach activities for Patient Navigation with Recall clients and Contracted Providers.
- **April:** Pilot phase of Patient Navigation.
 - Begin data entry into CDB.
 - Staff attend Outreach Training.
 - DHMH provides guidelines and tools to work with providers.
- **April – June:** Programs provide continual feedback to DHMH on implementation and gathering data from providers.
- **July 1:** Official roll out of Patient Navigation in FY16 Grant Year with reported Performance Measures.

PATIENT NAVIGATION THROUGH CRF-CPEST PROGRAM



* Screening Clients who complete a colonoscopy (regardless of insurance status) should be followed and linked to appropriate services if they require further work up.