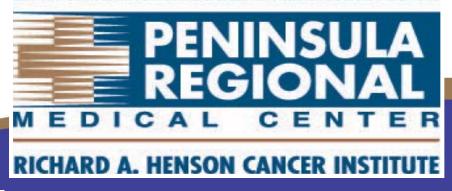


Implementation of the Navigator Role in Community – Based Oncology Program Our Journey

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EXCEPTIONAL HEALTHCARE. EXCEPTIONAL PEOPLE.





Recipient of the Outstanding Achievement Award



by the American College of Surgeons

Today's Presentation

- ✓ Who We Are
- ✓ Our Journey
 - ✓ Our Goal

Peninsula Regional Medical Center



- Peninsula Regional Medical
 Center in Salisbury, Maryland
 (not-for-profit) offers the widest
 array of specialty & sub-specialty
 services on the Delmarva
 Peninsula.
- Peninsula Regional has been meeting the needs of Delmarva Peninsula residents since 1897. Accredited by the American College of Surgeons since 1970.

Primary Site Cancer Cases Total

Brain	36	19	34	24	25
Head & Neck	21	26	34	31	35
Larynx	12	13	17	15	16
Esophagus	15	8	9	20	15
Lung	224	236	239	241	195
Stomach	19	12	12	24	21
Pancreas	23	27	31	26	26
Colorectal	116	102	102	90	80
Bladder	66	72	55	65	66
Breast	225	205	184	189	208
Melanoma/Skin	179	161	157	155	162
Prostate	251	238	224	169	146
Cervix	3	8	10	9	9
Corpus Uteri	41	36	29	38	35
Ovary	13	7	18	15	6
Lymphoma/Non Hodgkin's	58	54	44	58	69

Other

Total

Organizational need was not defined

Navigators were hired without:

- Clearly defining organizational need.
- Defining their role.
- Defining expectation.
- ***** Established method of evaluation.

Patient Navigators

- * 1 RN Breast Health Navigator
- 2 RN Navigators
- 1 Social Work Navigator
- Patient Care Assistant to coordinate transportation.
- ❖ 1 CRNP Navigator Thoracic Oncology
- * 1 RN GYN Oncology Navigator

Committee Formed to Develop Role

2007

Our Journey Begins

Identified Challenges

Duplication of Roles:

Office RN role versus RN Navigators role.

Different expectations between providers & administration:

- * Patient confusion.
- Limited access to Navigator.

Navigation program Coordination of care

Strategic imperatives must:

- * Focus on clinical outcomes and quality.
 - Evidence-based medicine
 - Standardized care paths
 - Transparency
 - Move from process to outcomes metrics
- Promote coordination and collaboration
- *Be fundamentally patient centered
 - Personalized care
 - Patient satisfaction
- Disease specific

Breast Health Navigator

Improve timely access

Coordinate:

- Timely biopsy.
- Surgeon evaluation.
- * Access to financial assistance.
- * Access to multidisciplinary program.
- Breast Pathway
- * Hand-off to treatment.

Quality

 National Consortium of Breast Center's National Quality Measures for Breast Centers Program.

 Accredited by National Accreditation Program for Breast Centers

The Breast Program Quality Scorecard

Program Growth													
New Cases	21	.8	1	96	13	82	18	89	20)9			
Outcome Metrics													
5 year survival rate	80%		80%		77%		77%		97%				
Breast Multidisciplinary Service (begun Feb 2011)						37		48		64			
		•	10		<u> </u>								
Stage at Diagnosis													
Stage 0	40		36		33		32		24				
Stage I	81		82		70		80		89				
Stage II	65		44		50		48		55				
Stage III	10		23		20		17		13				
Stage IV	7		14		8		8		13				
Unknown	11		4		3		4		2				
	Jan -	July -	Jan -	July -	Jan -	July -	Jan -	July -	Jan -	July -			
	June	Dec	June	Dec	June	Dec	June	Dec	June	Dec			
	2009	2009	2010	2010	2011	2011	2012	2012	2013	2013			
# of days from screening mammogram to	7.50	6.60	4.50	4 77	F 00	2.60	4.20	4.20	4	_			
diagnostic mammogram	7.50	6.60	4.50	4.77	5.80	3.60	4.39	4.28	4	5			
75 th Percentile NQMBC	5.00	4.89	4.70	5.00	5.00	5.27	4.40	34.20	4.00	4.00			
# of days from diagnostic mammogram to	7.40	6.50	2.00	2.68	2.85	3.60	3.23	2.90	2	3			
core needle biopsy													
75 th Percentile NQMBC	4.00	4.40	3.74	4.20	3.70	3.70	3.60	3.21	2.00	3.00			
# of days from biopsy to surgery	16.10	19.50	16.50	18.30	20.60	23.20	21.90	20.95	22	18			
75 th Percentile NQMBC	13.00	14.38	13.00	13.80	14.50	14.68	15.00	14.30	14.00	15.00			
Total # of days from screening	31.75	22.66	26.40	25.75	29.25	30.40	29.52	28.13	28	26			
mammogram to surgery		32.60											

Thoracic Oncology Program

- Weekly Multidisciplinary Thoracic Clinic
- Weekly Multidisciplinary prospective Case
 Conferences treatment planning
- Coordination of Care

Navigation of the Lung Cancer Patient Navigation of the Lung Cancer Patient

Results of Effective Navigation Include:



Navigation is:

A process by which a nurse and/or social worker guides patients with suspicious findings through and aroul Navigators barriers in the complex cancer care system to ensure timely diagnosis and treatment.

Lung Cancer Patients receive the following services:

- Education on the disease process and all aspects of treatment.
- Information on resources available to the lung cancer patient.
- Coordinated care to address any psychosocial issues as well as financial needs.



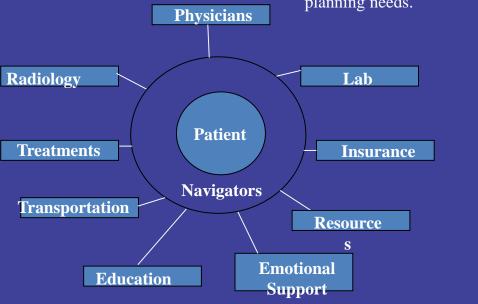
Comprehensive treatment journals are provided to each patient at the start of treatment.

• Coordinated services.

- Consistent contact person to call if the patient has a question or problem.
- Support for emotional/physical effects of cancer and cancer treatments.
- Connection with community resources.
- Informed and educated patient.

Navigation: Mapping the Road to Survivorship:

- Standardized follow-up care for survivors of lung cancer.
- Promoting the physical, psychological, social and spiritual well-being of survivors.
- Addressing advanced care planning needs.



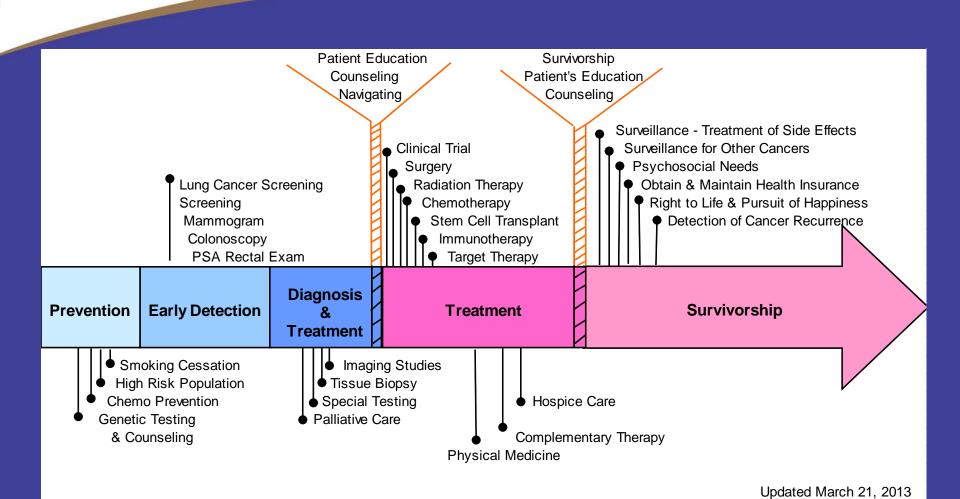
My Personal Treatment Journal

- Created to help cancer patients and families take an active role in managing their health.
- ❖ Makes it easy to organize appointments and keep track of information.
- Includes information on cancer treatment and management of treatment side effects.
- Provides information on local and national resources.

Coordination of Support Services

- Nutrition Counseling
- Palliative Care
- Pastoral Care
- * Cancer Rehabilitation:
 - Pulmonary Rehabilitation
 - Physical/Speech/Occupational Therapy
- Support Groups/Services
- Genetic Counseling & Testing

Across the Continuum of Care



Richard A. Henson Cancer Institute Commitment to the Future

Continue to enhance our Comprehensive Cancer Program using an unparalleled combination of:

- The most advanced medicine, treatment techniques & state-of-the-art technology.
- * Highly trained and compassionate specialists.
- Comprehensive Services "under one roof"

Ultimate Goal:

A patient-centered, fully integrated Cancer Care Program.

