Measures of Success for Patient Navigation

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UNC LINEBERGER
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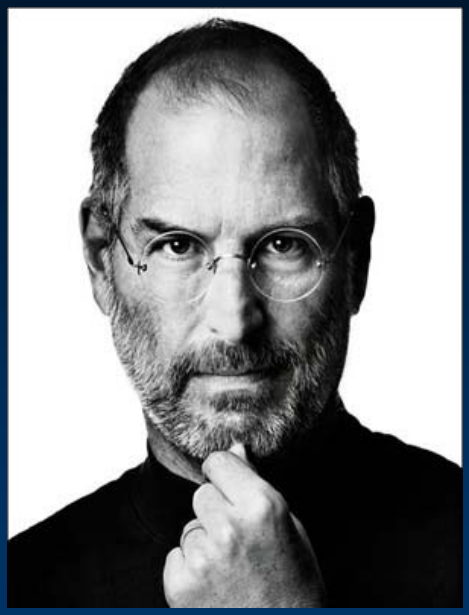
UNC LINEBERGER UNC CANCER CARE



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.

Facts & Statistics 2011

*Cancer Facts & Figures 2011 *US Census Quick Facts

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

UNC HEALTH CARE SYSTEM

Clinical Excellence and Outreach

Statewide Outreach

Patient Navigators
NC Cancer Hospital

Multiple Divisions, Departments, & Programs

Comprehensive Cancer Support Program

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Patient Navigation

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Research Sites: Nurse Navigators

THE OUTER BANKS HOSPITAL

VIDANT HEALTH

MISSION CANCER

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)

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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:

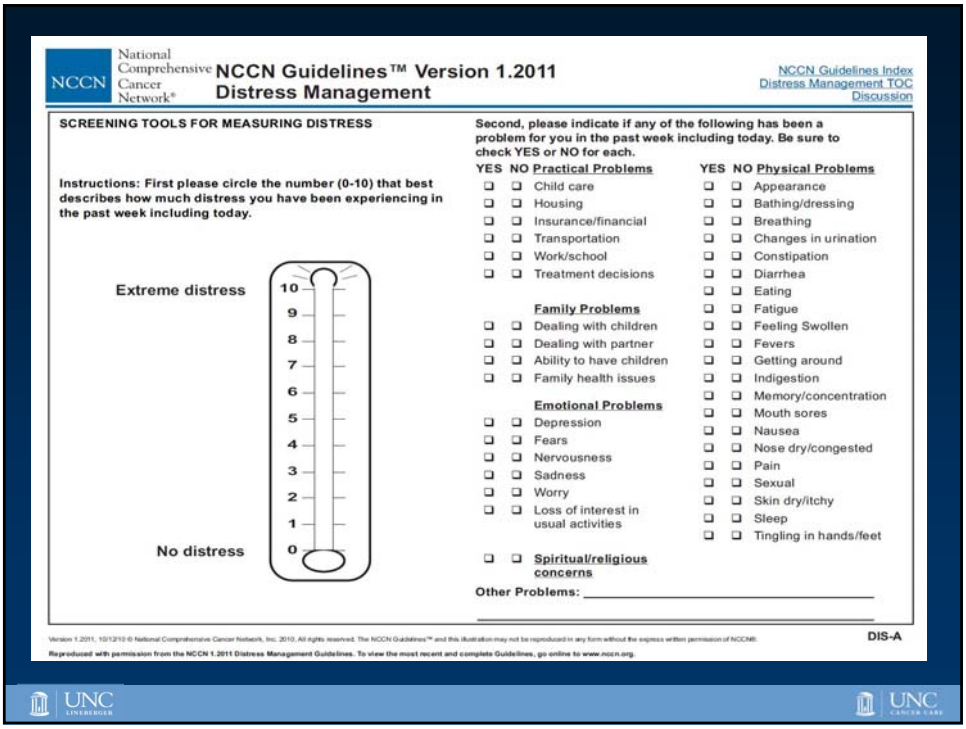
- Do you live alone?
- Can you read?
- Do you have resources to pay for your medications?
- Do you understand what an advanced directive is?
- Do you smoke and if so, would you like help in quitting?

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

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



NCCN National Comprehensive Cancer Network®

NCCN Guidelines™ Version 1.2011
Distress Management

NCCN Guidelines Index
Distress Management TOC
Discussion

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.

Extreme distress — 10 9 8 7 6 5 4 3 2 1 0 — No distress

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.

YES	NO	Practical Problems
❑	❑	Child care
❑	❑	Housing
❑	❑	Insurance/financial
❑	❑	Transportation
❑	❑	Work/school
❑	❑	Treatment decisions
		Family Problems
❑	❑	Dealing with children
❑	❑	Dealing with partner
❑	❑	Ability to have children
❑	❑	Family health issues
		Emotional Problems
❑	❑	Depression
❑	❑	Fears
❑	❑	Nervousness
❑	❑	Sadness
❑	❑	Worry
❑	❑	Loss of interest in usual activities
❑	❑	**Spiritual/religious concerns**

YES	NO	Physical Problems
❑	❑	Appearance
❑	❑	Bathing/dressing
❑	❑	Breathing
❑	❑	Changes in urination
❑	❑	Constipation
❑	❑	Diarrhea
❑	❑	Eating
❑	❑	Fatigue
❑	❑	Feeling Swollen
❑	❑	Fevers
❑	❑	Getting around
❑	❑	Indigestion
❑	❑	Memory/concentration
❑	❑	Mouth sores
❑	❑	Nausea
❑	❑	Nose dry/congested
❑	❑	Pain
❑	❑	Sexual
❑	❑	Skin dry/itchy
❑	❑	Sleep
❑	❑	Tingling in hands/feet

Other Problems: _____

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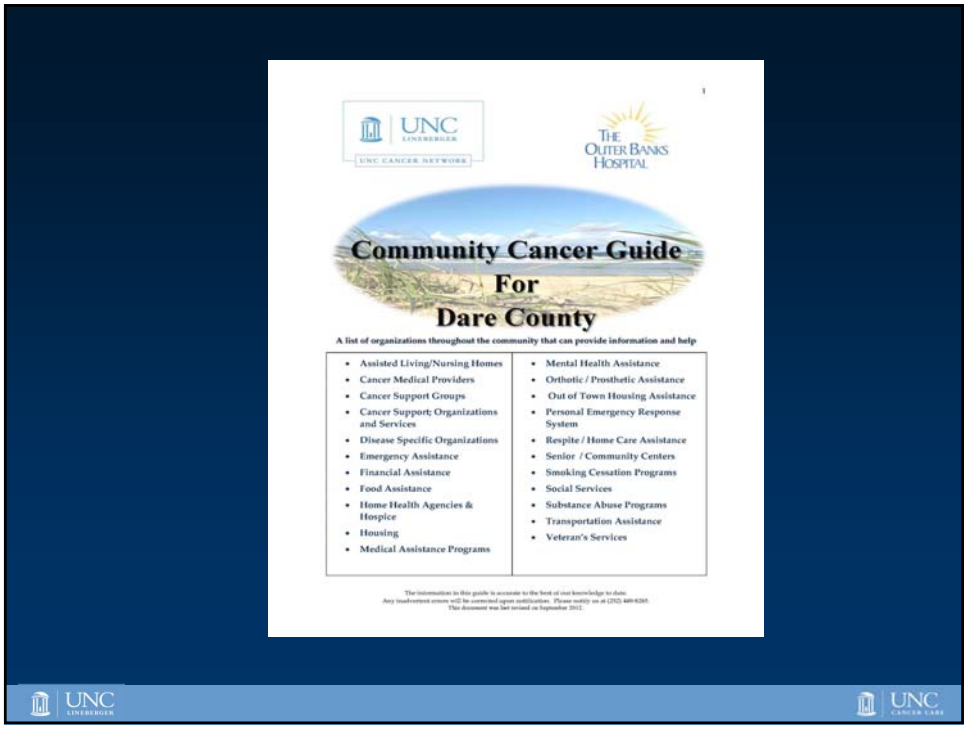
DIS-A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THE OUTER BANKS HOSPITAL
Community Cancer Guide
For
Dare County
A list of organizations throughout the community that can provide information and help
Assisted Living/Nursing Homes
Cancer Medical Providers
Cancer Support Groups
Cancer Support; Organizations and Services
Disease Specific Organizations
Emergency Assistance
Financial Assistance
Food Assistance
Home Health Agencies & Hospice
Housing
Medical Assistance Programs
Mental Health Assistance
Orthotic / Prosthetic Assistance
Out of Town Housing Assistance
Personal Emergency Response System
Respite / Home Care Assistance
Senior / Community Centers
Smoking Cessation Programs
Social Services
Substance Abuse Programs
Transportation Assistance
Veteran's Services
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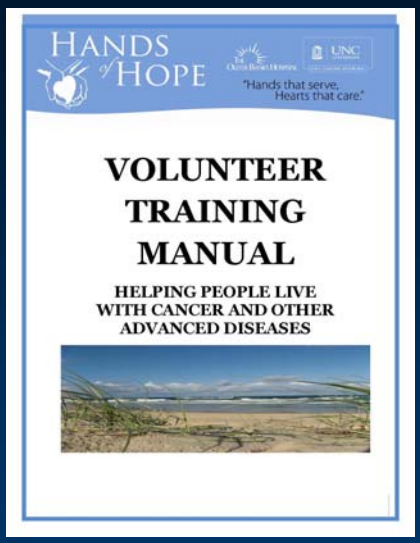
HANDS of HOPE
"Hands that serve,
Hearts that care."
VOLUNTEER
TRAINING
MANUAL
HELPING PEOPLE LIVE
WITH CANCER AND OTHER
ADVANCED DISEASES
UNC
UNC

2012 Nursing & Allied Health Oncology TeleHealth Lecture Series
2nd Wednesday
12:00 – 1:00 p.m.

	Speaker	Lecture Topic
September 12	Chip Baker, RN, MS, NP-C, ACHPN	End of Life Care
October 10	Mary Cromer, LCSW	Financial Resources Available to NC Cancer Patients
November 14	Deb Mayer, FAAN, RN	Survivorship Care Plans

- One Continuing Nursing Education Contact Hour will be provided by this program for each lecture.
- One Category A continuing education credit is pending approval by the ASRT.

2012 Medical Oncology TeleHealth Lecture Series
4th Wednesday
12:00 – 1:00 p.m.

	Speaker	Lecture Topic
September 26	Frances Collichio, MD	Updates in Melanoma treatment for patients with advanced disease
October 24	Stephan Moll, MD	DVT & PE: Clinical Update 2012
November 28	Donald Rosenstein, MD	Psychopharmacology in the Oncology Setting
December 12	Thomas Shea, MD	Bone Marrow Transplant

- The UNC School of Medicine designates this live activity for a maximum of 1 *AMA PRA Category 1 Credit*™. The School of Medicine of The University of North Carolina at Chapel Hill is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.
- One Continuing Nursing Education Contact Hour will be provided by this program for each lecture.

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

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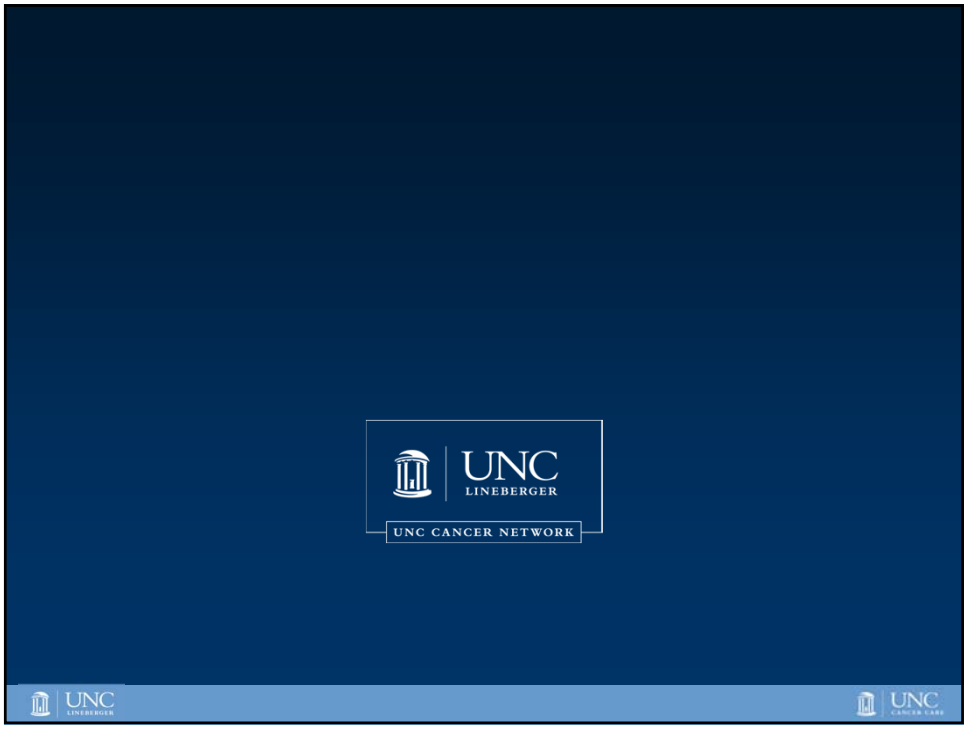
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