Oncology Navigation: Improving the Patient Experience

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Oncology Navigation
Improving the Patient Experience
Rhonda Hjelm MSN, RN, OCN
Objectives

At the end of this presentation participants will:
1. Identify the role of the oncology nurse navigator.
2. Identify when is the best time to refer an oncology patient for navigation.
3. Identify three key tasks the ONN can perform that improve the oncology patient’s experience.
Oncology Nurse Navigator

- Oncology-specific clinical knowledge
- Offers individualized assistance to patients, families, and caregivers to help overcome healthcare system barriers
- Uses the nursing process to provide education and resources to:
  - Facilitate informed decision making
  - Enhance timely access
- Quality health and psychosocial care throughout all phases of the cancer continuum.
Oncology Nurse Navigator

- Clinical oncology nurse provides specialized oncology care or treatment within a specific setting.
- ONNs most often provide care coordination, guidance, education, and advocacy across multiple care settings.

Core Competencies

COORDINATION OF CARE

EDUCATION

COMMUNICATION

PROFESSIONAL ROLE

(Oncology Nursing Society, 2013)
Need a Navigator?

COORDINATION OF CARE
FINANCIAL
TRANSPORTATION
MEDICATION
EDUCATION
EMOTIONAL SUPPORT
PREVENTION
COMMUNITY OUTREACH
Improving Patient Care

HEAD AND NECK REHABILITATION
BEFORE & AFTER ONN
Needs Assessment

- Understand the current state
- Screening
- Access to services
- Survivorship

(Oncology Nursing Society, 2014, pp. 159-166)
# Oncology Rehabilitation Referrals 2012-2013 N=10(<50%)

<table>
<thead>
<tr>
<th>Oncology Rehabilitation Service</th>
<th>Referrals</th>
<th>Number Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Swallow Eval/Study</td>
<td>9 (6-RO, 1-MO, 2-ENT*)</td>
<td>9</td>
</tr>
<tr>
<td>Swallow Therapy Recommended</td>
<td>7 (1-Med Onc)</td>
<td>4</td>
</tr>
<tr>
<td>Speech Therapy *Provided w/ swallow therapy</td>
<td>1 (ENT)</td>
<td>1</td>
</tr>
<tr>
<td>Lymphedema – PT *3 – received PT &amp; SLP services</td>
<td>5 (4-RO, 1-MO)</td>
<td>5</td>
</tr>
</tbody>
</table>
Follow Up Adherence  2012-2013

- 1st F/U ~1.2 Mos, 95 Number of Pts (%)
- 2nd F/u ~ 3.5 Mos, 86
- 3rd F/U ~6.1 Mos, 66
- 4th F/u ~12 Mos, 57
- 5th F/U ~19 Mos, 38

Number of Pts (%)

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1st F/U ~1.2 Mos  2nd F/u ~ 3.5 Mos  3rd F/U ~6.1 Mos  4th F/u ~12 Mos  5th F/U ~19 Mos
Quality Improvement 2013-2015

Long Term Survival
- Optimize Best Practice
  - H&N Case Conference 2013
- Improve follow up screening/exams
  - Scheduler allowed to schedule > 3 months – 2013
  - F/u Reminder Calls – Rad Onc staff -2014
  - Nav. assures scheduling of H & N f/u visits 2015 [Rad Onc scheduler calls x2 and Nav x1 (total 3 calls)]

2. Improve QOL & Function
- Swallow Function Screening Implemented 11/2013
  - Multidisciplinary Support Services Visit @ F/U – 6/2014
  - MD, RN or H&N Navigator & RD
  - Speech Pathologist – added to H&N clinic & OTV 5/2015
Head and Neck Cancer
4/2016-12/2016

• 31 cases analyzed
  • 27 concurrent therapy
• Average wt loss -5.7%
• 100% of patients have completed recommended FU
  • 1st FU 1-3 mos
  • 2nd FU 2-6 mos
  • 3rd FU 3-6 mos
Head and Neck 2016

Swallow Screening 2016
N=31

Axis Title

Eat10 Pre-treatment
Eat10-1st FU
Eat10 2nd FU
Eat 10 3rd FU

Axis Title

N/a
<=3
>3
Head and Neck

Oncology Rehabilitation 2016
N=31

<table>
<thead>
<tr>
<th></th>
<th>SLP</th>
<th>Lymphedema</th>
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</thead>
<tbody>
<tr>
<td>Clinic</td>
<td>31</td>
<td>31</td>
</tr>
<tr>
<td>PT/Rehab Referral</td>
<td>6</td>
<td>16</td>
</tr>
</tbody>
</table>
Into Practice

WHEN TO REFER TO THE ONN
Case Study #1

ONN Role #1

- Assist in coordination of care
  - Referral to medical oncology
  - Referral to radiation oncology for GKRS
  - Scheduling for staging exams
- Provide psychosocial support
- Assist in insurance authorization process
- Provide education
Case Study #2

Source Photo: http://time.com/2871268/second-baby-happiness/
ONN Role #2

- Coordination of Care
  - Urgent referral to radiation oncology
  - Urgent referral to dental oncology
  - Assist in scheduling staging exam
  - Assist Scheduling radiation simulation
  - Assist in scheduling chemotherapy
- Preparation for Tumor Board
- Patient Education
- Psychosocial Support
References

