Innovations in Models of Care Delivery

Margaret Barton-Burke, PhD, RN, FAAN
President, Oncology Nursing Society 2014-2016
Mary Ann Lee Professor of Oncology Nursing
University of Missouri St. Louis
Research Scientist
St. Louis, MO, USA
Special Thanks

Jean B. Sellers, RN, MSN
ONS SIG Coordinator, Nurse Navigation

Cyndi Cantril, RN, OCN, MPH & Sharon Francz
Co-Founders NCONN
Oncology Care Coordination

- Case Manager
- Guided Care Nurse ($$$)
- Patient Navigator
- Pivot Nurse (Canada)
- Coordinator
- Bone Marrow
- Stem Cell Transplant
- Advanced Practice Nurse
- CNS
Patient Navigation

- Developed Dr. Harold Freeman, (founder of Patient Navigation) in 1990 means saving lives by eliminating barriers to care

<table>
<thead>
<tr>
<th>Barriers to Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Financial barriers, such as no health insurance</td>
</tr>
<tr>
<td>• Communication &amp; information barriers</td>
</tr>
<tr>
<td>• Medical system barriers</td>
</tr>
<tr>
<td>• Fear, distrust, and emotional barriers</td>
</tr>
</tbody>
</table>

Freeman & Rodrigues, 2011
Principles of Patient Navigation

- Patient navigation promotes timely movement through the healthcare continuum.
- Patient navigation integrates a fragmented healthcare system for the patient.
- The core function of patient navigation is the elimination of barriers to care to timely care across all segments of the continuum.
- Patient navigation should be determined by the level of skills necessary to navigate an individual.

Freeman & Rodrigues, 2011
Patient Navigation Across The Health Care Continuum

- **Outreach**
- **Abnormal Results**
- **Diagnosis**
- **Treatment**
- **Rehabilitation**

- **Early Detection**
- **Education**
- **Screening**
- **Survivorship**
- **Quality of Life**
- **Surveillance**

- Focus on racial/ethnic minorities; medically underserved populations
- Integrate fragmented health care systems
- Elimination of barriers to care to ensure delivery of care
- Patient navigation may be delivered by a clinical or non-clinical lay patient navigator

(Freeman & Rodriguez, 2011; ONS, 2010)
Patient Navigator Roles

Professional Navigator

- Oncology Nurse
- Social Worker
- Physician Assistant
- Advanced Practice Nurse
- Case Manager
- Patient Care Coordinator

Lay Navigator

- Volunteer Lay Patient Navigator
- Patient Navigator
- Lay Health Advisors
- ACA exchange or marketplace navigator
- Community Health Worker

Wilcox & Bruce, 2010; Pedersen & Hack, 2010; Lorhan et al, 2013
Oncology Nurse Navigator


- Paper noted navigation services can be delegated to trained non-professional &/or volunteers & should be supervised by nurses or social workers

- 2010 ONS Nurse Navigator SIG is formed - 2000 members

First textbook on Oncology Nurse Navigation

• July 2014 ONS publishes first textbook focusing on role of ONN

• Provides an in-depth review of emerging specialty of ONN

• Includes concrete examples, tangible tools, national & community resources
ONN Professional Practice Framework

- Promotes key processes & relationships that influence role of ONN & desired outcome
- Identifies role of ONN in bi-dimensional framework: organization & patient
- Organization refers to healthcare system
- Patient corresponds to patient-centered care

Desimini et al, 2011; Fillion et al, 2013
Importance of Competencies

- Safe, effective & knowledgeable patient care most important reason for nurse competencies

- Institute of Medicine (IOM, 2003) defines professional competence as “the habitual & judicious use of communication, knowledge, technical skills, clinical reasoning, emotions, values & reflection in daily practice for benefit of individual & community served.”
<table>
<thead>
<tr>
<th>CORE COMPETENCIES</th>
<th>Patient Navigator</th>
<th>Oncology Nurse Navigator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional Role</td>
<td>General knowledge of disease, healthcare facility, community</td>
<td>Clinical knowledge of disease process</td>
</tr>
</tbody>
</table>
| Education         | General knowledge of health promotion, cancer prevention & how to address non-clinical barriers to care | Assess educational needs & clinical barriers to patient care  
Provides disease specific information & symptom management |
| Care Coordination | Acts as liaison for community resources & healthcare system | Ensure patient needs are met across all settings & facilitates delivery of quality care & improved outcomes |
| Communication     | Facilitates communication between ONN & patient | Facilitates communication with all members of healthcare team  
Provides psychosocial support |

ONS Nurse Navigator Core Competencies, 2012; Gentry & Sellers, 2014
Future Direction

- ONS NN SIG need for national education oncology nurse navigation program & certificate
- Initial discussion at ONS Leadership Workshop with SIG leadership
- Need Evidence & Outcomes:
  - patient satisfaction
  - improved interdisciplinary communication
  - patient retention
  - downstream revenues
References


