Navigation Models: Uniting Patient Focused Care and Quality

Lay Navigation Models at Georgia Cancer Center for Excellence at Grady Health System

Georgia’s Best and Promising Practices In Quality Cancer Care
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Presentation Overview

- Patient Navigation
  - Overview of Concept
  - Purpose of Patient Navigators
  - Barriers Overcome by Patient Navigation

- Patient Navigation programs
  - AVON Foundation Community Education & Outreach Initiative
    Patient Navigation Program
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    - Navigation Role
Patient Navigation programs
- Georgia Cancer Coalition an initiative of the Georgia Research Alliance
  *Strengthening Bridges Survivorship Navigation Program for Breast & Gynecological Cancer Patients*
  - Overview
  - Navigation Role

Avon Foundation Research Program
*A Prospective Surveillance Model (PSM) for Physical Rehabilitation for Women with Breast Cancer*
- Overview
- Navigation Role
The concept of patient navigation was founded and pioneered by Dr. Harold P. Freeman in 1990.

Purpose is to eliminate barriers to timely cancer screening, diagnosis, treatment, and supportive care.

A critical window of opportunity to apply patient navigation is between the point of an abnormal finding to the point of resolution of the finding by diagnosis and treatment.

Patient navigation model has been expanded to include the timely movement of an individual across the entire health care continuum.

http://www.hpfreemanpni.org/
Patient Navigation Across the Health Care Continuum

Patient Navigation

Initial Target in Harlem Model

- Outreach
  - Abnormal Finding
- Abnormal Results
  - Diagnosis
  - Treatment
- Rehabilitation
  - Resolution

Prevention
Diagnosis/Incidence
Treatment
Survival and Mortality

Early Detection
Post Treatment/Quality of Life Supportive Care

From http://www.hpfreemanpni.org/our-model/
Patient Navigators

- Promote smooth and timely continuity of care
- Provide one-on-one guidance and assistance
- Are an essential tool for health care organizations to use in the development of patient programs.

Can vary by
- Title
  - Lay health workers, community health advisors/workers/advocates, natural helpers, promotoras, health buddies, peer advocates, navigators (patient, resource, community, lay, nurse)
- Role and specialty of Navigators
- Target population served
- Community/patient need(s)
Use of Lay Health Navigators

- A variety of different names
  - Lay health workers, community health advisors/workers/advocates, natural helpers, promotoras, patient navigators

- Uses members from the target community to deliver health education

- Often used with marginalized populations
  - Promote cultural competence
  - May help address issues of distrust of the healthcare system
  - Inexpensive to recruit, train, and supervise
  - May be used in a variety of different settings
Training Lay Health Navigators

- Annual training
  - Breast cancer statistics
  - How to host community events
  - How to engage, interact with, support and follow-up with community members and patients
  - How to manage stress/care for self

- Bimonthly continuing education
  - Variety of topics selected based on programmatic need & volunteer input
Barriers to Care

- Cultural
  - Lack of accurate cancer information
  - Lack of social support

- Social Injustice
  - Communication barriers
  - Racial/Ethnic biases

- Poverty
  - Financial
  - Physical
Barriers that can be eliminated through Patient Navigation

- Financial barriers (including uninsured and underinsured)
- Communication barriers (such as lack of understanding, language/cultural)
- Medical system barriers (fragmented medical system, missed appointments, lost results)
- Psychological barriers (such as fear and distrust)
- Other barriers (such as transportation and need for child care)
Patient Navigation Programs

- AVON Foundation (CEOI) Patient Navigation Program
  - Prevention: 22 Community Patient Navigators
  - Intervention: 5 Clinic & 5 Individual Patient Navigators

- Susan G. Komen - Multimodal Patient Navigation Program
  - Focus on Multimodal (MM) therapy patients
  - 5 Patient Navigators and 1 Alternate

- Georgia Cancer Coalition Strengthening Bridges Survivorship Program
  - Post-treatment: 1 Nurse Patient Navigator, 2 Survivorship Patient Navigators

- AVON Foundation Research Program PSM
  - 2 Physical Therapists, 2 Patient Navigators
Program Overview

- Community & hospital based program
- Collaborative effort between:
  - AVON Foundation
  - Emory Winship Cancer Institute
  - Grady Health System
  - Rollins School of Public Health
Project Staff

- Kimberly Jacob Arriola, PhD, MPH  
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- Tamara A. Mason, MPH, CHES  
  Project Director
- Dana Allen, BS  
  Intake Coordinator
- Maquina Harris, BS  
  Administrative Assistant
- Carol Holmes, MA  
  Research Assistant
Program Overview

- Goals:
  - Raise awareness about breast cancer
  - Increase mammography screening rates
  - Enhance the process of receiving prevention and treatment services at Grady Health System
  - Seeks to give Grady’s Cancer Center enhanced visibility and community recognition within Atlanta
  - Works to build and maintain strong partnerships with local organizations that focus on breast health/cancer
Patient Navigators

- **Clinic Patient Navigators**
  - Have a presence in Grady Hospital’s Breast Clinics
  - Support for newly diagnosed patients
  - Make appointment reminder phone calls
  - Serve as ‘PN on Call’

- **Individual Patient Navigators**
  - Emotional support before and after appointments
  - Encouragement to complete treatment
  - Act as liaison between social workers and patients

- **Community Patient Navigators**
  - Raise awareness about the benefits of early detection
  - Host & participate in breast health events
  - Equipped with teaching tools
  - Charged with identifying & following-up with 1-5 women per event who are interested in getting a mammogram
2012 Patient Navigators (PNs)
Volunteers in Action!
Avon CEOI Outcomes

Community PN

- 120 events hosted per year
- Over 35,000 in attendance at events since Aug. 2008 (3300 Jan – June 2012)
- 880 community members screened for follow-up since Aug. 2008 (82 Jan – June 2012)
- 259 (%29) of screened community members received mammograms at Grady (18 or 22% Jan – June 2012)

Clinic PN

- Clinic Patient Navigators work scheduled 4 hour shifts to cover the clinic 4 days per week to provide emotional support for newly diagnosed patients.
- Clinic Patient Navigators also provide telephone support via the PN On Call line 4 days/week

Individual PN

- A total of 37 patients received individual navigation services including 8 patients who were newly diagnosed during the Jan. – June 2012 reporting period
Susan G. Komen Patient Navigation Program

Program Overview

- Hospital based program
- Fifteen month grant to expand the Patient Navigation Program of the AVON Foundation Comprehensive Breast Center of Grady Health System to identified multimodal patients

Collaborative effort between:

- AVON Foundation Comprehensive Breast Center
- Emory University Rollins School of Public Health
- Susan G. Komen of Greater Atlanta
- Grady Health System
Project Staff

- Winifred Wilkins Thompson, PhD, MSW
  Principal Investigator

- Ashwini Hardikar, MPH
  Graduate Research Assistant
Program Overview

- Offers Intensive Patient Navigation Services to Multimodal (MM) Breast Cancer Patients
  - MM patients are patients who are recommended to receive at least three forms of cancer treatment (e.g., surgery, chemotherapy, radiation, and/or hormonal therapy)

- Treatment adherence is the willingness to start and complete treatment recommended by health care providers.

- Patient Navigation will provide a compassionate continuum of care that promotes access, utilization, retention and adherence in the healthcare system.
Patient Navigators

- Recruited & Trained five (5) Patient Navigators and one (1) alternate to be paired with newly diagnosed MM breast cancer patients throughout the duration of treatment.

- 34 patients were enrolled in the Komen Patient Navigation Program.

- Patients Received:
  - Navigation Services – Follow-up & reminder phone calls, accompanied to medical appointments, referrals, & support
  - Intensive Navigation Services – Support groups, home visits, small incentive items
Patient medical records were abstracted to track treatment adherence.

- Enrolled 34 patients (exceeded goal of 30)
- 1-7 patients & their family members attended support groups ~ 29.4%
- 94% of patients participated in home visits
- 33 (97%) patients were adherent to their recommended treatment
Georgia Cancer Coalition
Strengthening Bridges
Survivorship Program

- Program Overview
  - Hospital based program for Breast and Gynecological cancer patients

- Collaborative effort between:
  - Georgia Cancer Coalition
  - Emory University Winship Cancer Institute
  - Emory University Schools of Public Health & Medicine
  - Grady Health System
Project Staff

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  Research Coordinator
- Regine Haardörfer, PhD
  Data Analyst
- Gloria Brown
- Jennifer Culbertson
  Survivorship Patient Navigators
- Sheryl Gabram, MD, MBA, FACS
- Lisa Flowers, MD
  Mentors
Specific Aims

- Implement a Survivorship Patient Navigation Program (SPNP) through the use of a survivorship care plan that incorporates *Journey Forward* material and direct access to psychosocial and support services for patients and their families;
- Define how the information in the survivorship care plan will be obtained, who will complete and communicate the survivorship care plan to the survivor;
- Pilot the SPNP at the GCCE with 20 breast cancer survivors and 10 GYN cancer survivors and evaluate the process of survivorship care plan completion from the providers’ perspective and the understandability and utility from the survivors’ perspective;
- Conduct a monthly education and support group for survivors.
- Disseminate knowledge gained from this intervention, including suggesting future outcome measures and studies.
Program Overview

- Medical education & follow-up with Nurse Practitioner Navigator
  - Developed patient Survivorship Care plan with the Journey Forward© online program
    - Designed for physicians and their patients who have recently completed active treatment for cancer
    - These plans, completed by the Survivor’s oncology team, give clear steps for care after active treatment

- Monthly educational support groups (e.g. Sexuality Issues, Legal Aid, Late Effects of Cancer Treatment, etc.)

- Support and psychosocial resources through Survivorship Patient Navigators
Patient Navigators

- **Nurse Patient Navigation**
  - Clinically trained oncology nurse
  - Coordinates services ordered by providers
  - Provides medical information and follow-up to patients & families
  - Facilitates decision-making
  - Advocates in the patient’s interest
  - Supports patient from point of entry through follow-up and continued care

- **Survivorship Patient Navigation**
  - Utilizes a lay person that is a breast and/or gynecological cancer survivor – Survivorship Patient Navigators (SPNs)
  - Uses members from the target community to deliver health education
  - Provide overall support (emotional, informational) to patients post treatment
  - Assist in identifying and alleviating barriers
  - Make referrals to resources within and outside of hospital system
  - Serve as a personal living testimony
Strengthening Bridges
Program Outcomes

- 31 participants recruited & screened
- Each participant received Journey Forward Survivorship Care Plan from the oncology nurse
- 14 support group meetings on 10 topics attended by up to 10 participants
- Identified social services needs
- Assessed quality of life
- Assessed Late Effects Knowledge at three time points and found that program increased Late Effects Knowledge
Strengthening Bridges Program Outcomes (cont.)

- Assessed Late Effects Experienced by the participants through survey
  - Many late effects were still experienced at the end of the study.
  - Inability to have sexual intercourse and concerns about appearance declined

- Assessed Late Effects Experienced through Patient Navigators
  - Fatigue and Chest pain were most often mentioned
  - Neuropathy, bone pain and insomnia were also mentioned frequently
Many referrals (N = 98) were made by the Patient Navigators, e.g. to the Grady Social worker (N = 34), a nurse (21), a doctor (18)

Barriers and Stressors were documented by the Patient Navigators. Most often, participants reported

- Being anxious/depressed/lonely (18.8%)
- Money problems (13.4%)

The quantitative results were supported by the qualitative results from the focus groups with patients and providers.

Providers offered several suggestions for possible program expansion
Program Overview

Hospital based program for Breast and Gynecological cancer patients

Collaborative effort between:
- Avon Foundation
- Emory University Winship Cancer Institute
- Emory University Schools of Public Health & Medicine
- Grady Health System
- Turning Point Women’s Healthcare
Project Staff

- Sheryl Gabram, MD, MBA, FACS  
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  Director, TurningPoint Women’s Healthcare
- Cathy Furbish, DPT  
  Physical Therapist
- Stephanie Kirkpatrick, DPT  
  Physical Therapist
Program Overview

- Program began Nov. 26\textsuperscript{th}, 2012

- Early identification and treatment of physical impairments in breast cancer patients
  - Patients recommended for surgery are tracked pre and post surgery

- Education & Physical Therapy through Physical Therapist

- Support and psychosocial resources through Patient Navigators

- Enrollment Criteria:
  - Breast cancer patients who are recommended for surgery
  - Exclusion of metastatic patients
Benefits to Patient Navigation

- Patient navigation can help save lives
- Patient navigation can help patients overcome barriers to access to care
- Patient navigation can be tailored to meet the needs of patients and their families members
Conclusions

- Lay Patient Navigation Programs have the potential to promote long-term health for patients.
- Lay Patient Navigation in conjunction with other services can benefit patient care and treatment.
- Lay Patient Navigation encourages patients to be proactive in their healthcare.
- Lay Patient Navigation addresses the varying needs, beyond the physical, of patient care.
Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.

Margaret Mead

Many THANKS to…

- AVON Comprehensive Breast Center at Grady Health System
- AVON Foundation
- Georgia Cancer Coalition
- Susan G. Komen for the Cure of Greater Atlanta
- Winship Cancer Institute
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