

# Highlights from the *National Evidence-Based Oncology Navigation Metrics: Multisite Exploratory Study to Demonstrate Value and Sustainability of Navigation Programs*

## Who Participated in the Study?



## Navigator License Acquired

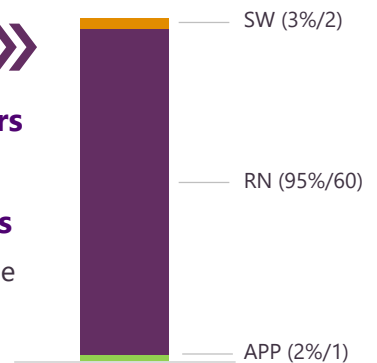


**11.9 Avg Years**

In Oncology

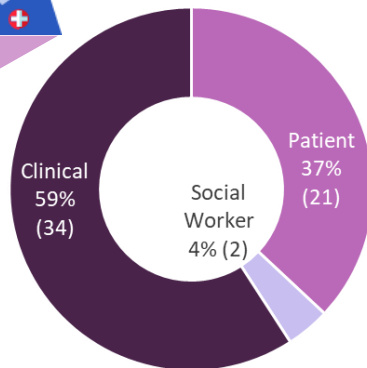
**5.2 Avg Years**

In Navigator Role



## What Types of Navigators Were Represented?

**57 FTEs**



## How Do They Spend Their Time?



**40%**

Administrative Activities

**60%**

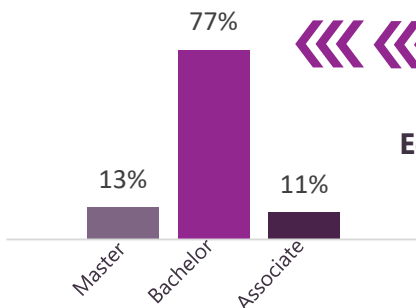
Patient Focused

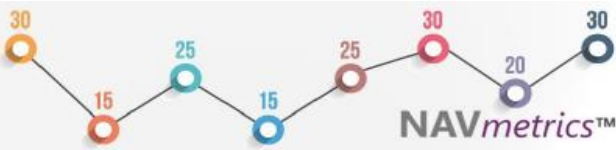


*Average Hours  
per Work Week*  
**45 hours**



## Navigator Educational Profiles

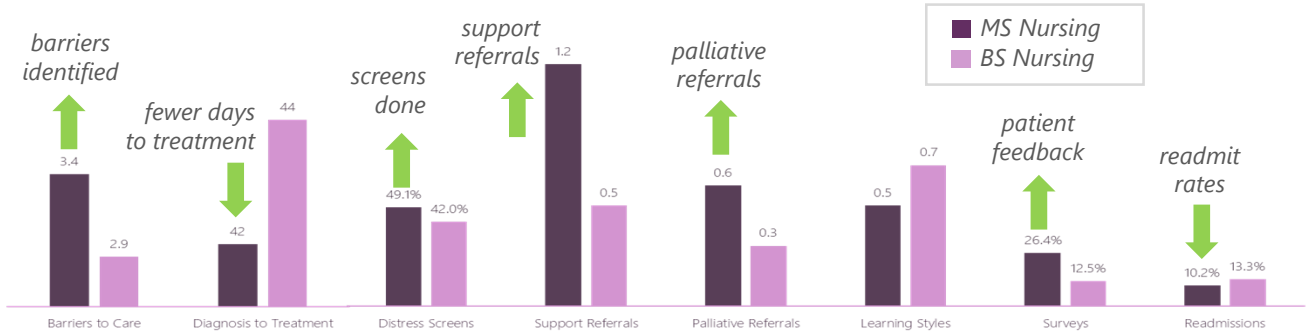




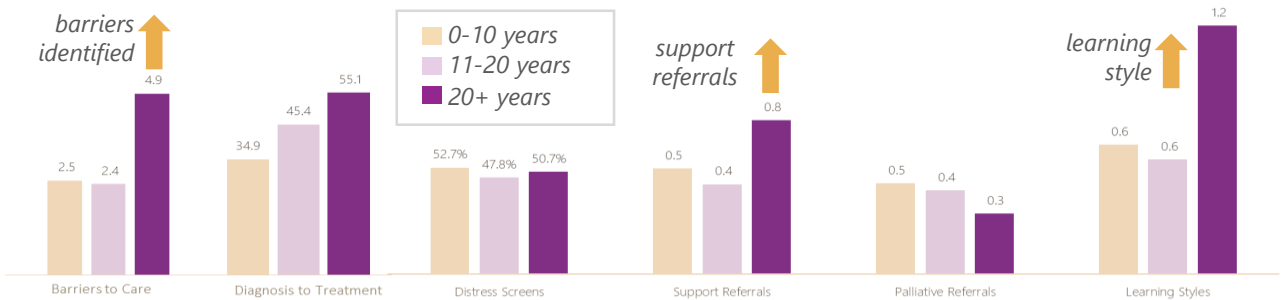
## Does Navigator Education, Tenure and Certification Matter?



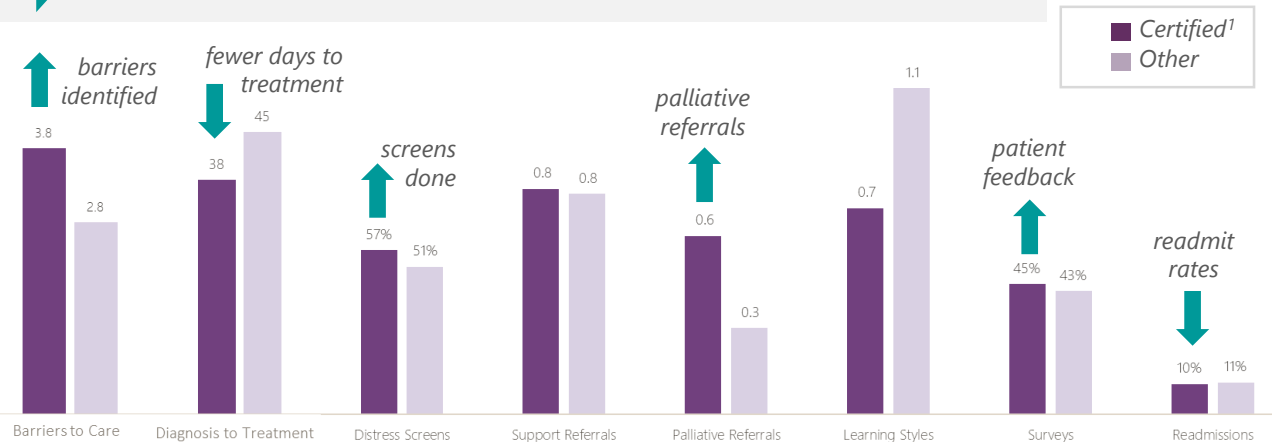
### FINDING: Potential relationship between education level and metric performance



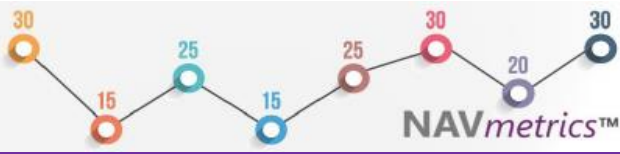
### FINDING: Longer tenure in oncology renders higher levels of identification of learning style, support referrals and barriers to care



### FINDING: Oncology certification<sup>1</sup> associated with enhanced metric performance in many areas



<sup>1</sup> Includes navigators with OCN, AOCN or ONN-CG certifications



**Caseloads and FTE Statistics**

**4,462**

Nov 2018 – Apr 2019



**New Patients**

50% of Tumor  
Registry Analytic  
Cases Were Navigated

»»» **88**

Average  
Cases per  
Navigator

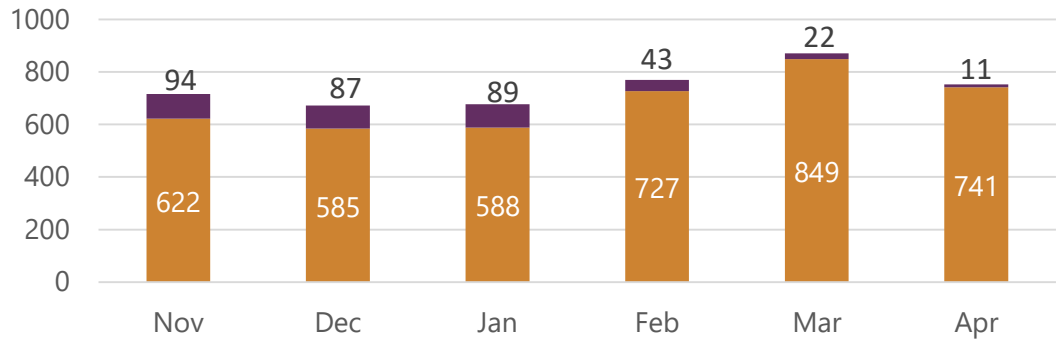


**MONTHLY TRENDING OF OPEN AND CLOSED CASES**

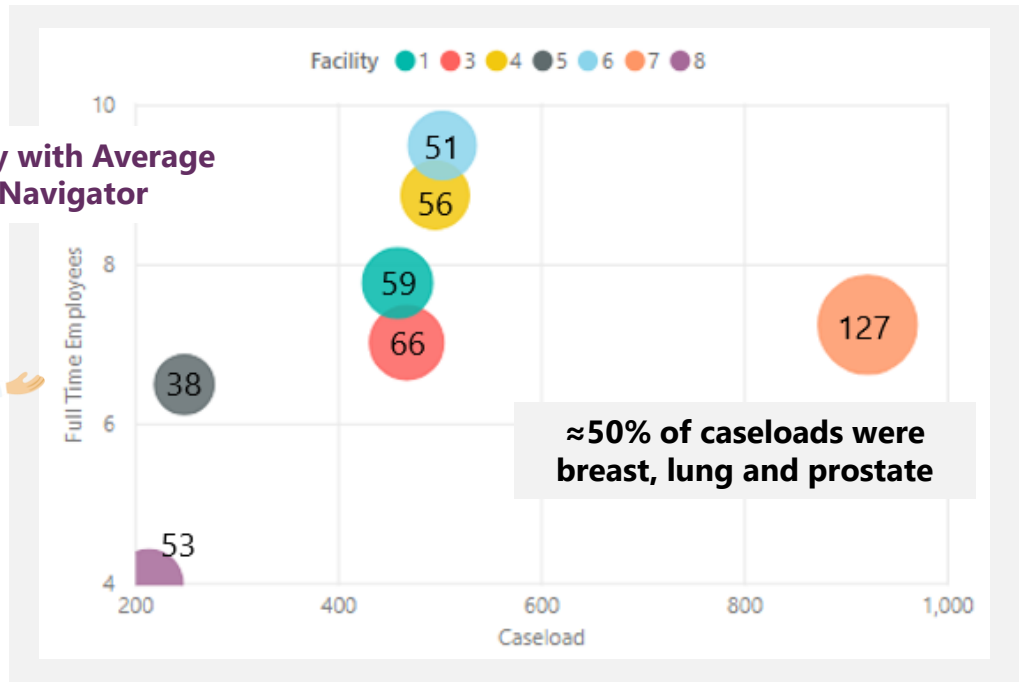
November 2018 - April 2019

**OPEN AN AVERAGE OF 40 DAYS**

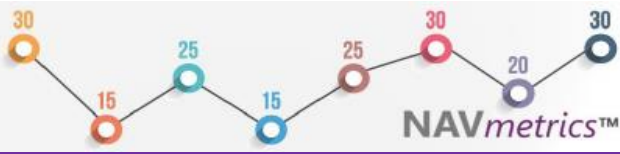
Open Cases Closed Cases



**FTEs by Facility with Average Caseloads per Navigator**

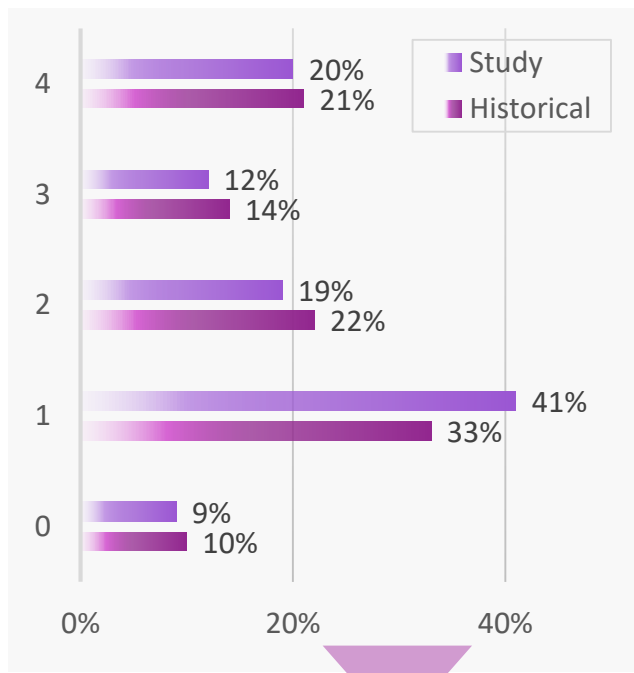


≈50% of caseloads were breast, lung and prostate



# Readmissions Rates

Percentage Caseloads by Stage of Disease



Readmission Rates lower than baseline during the study period

## 30-Day

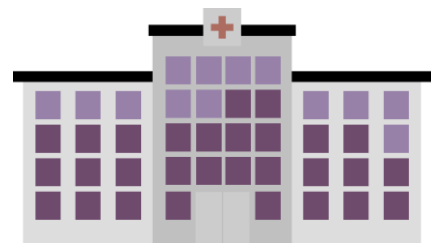
BASELINE  
10.8%  
↓  
STUDY  
9.8%

## 60-Day

BASELINE  
15.5%  
↓  
STUDY  
14.3%

## 90-Day

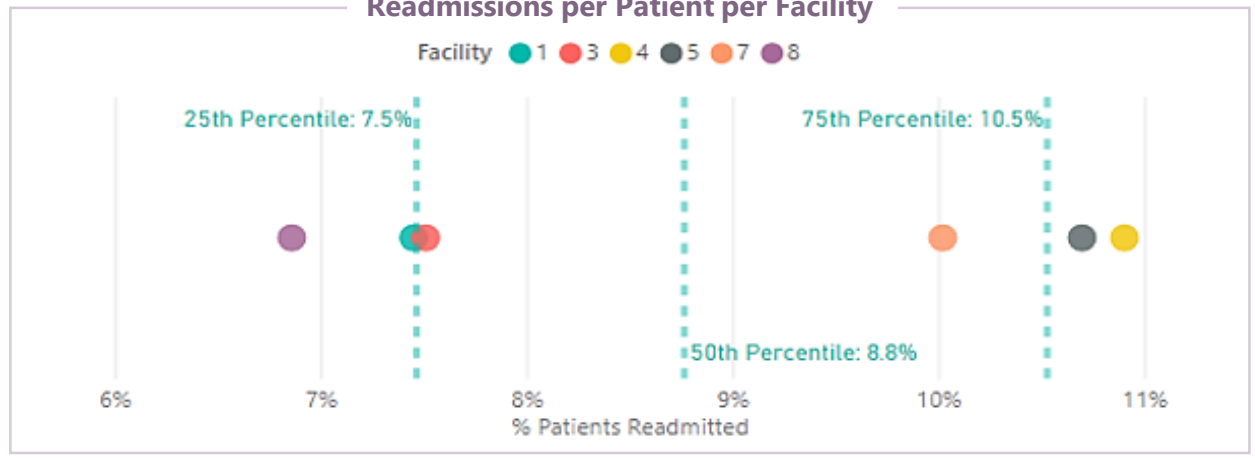
BASELINE  
17.9%  
↓  
STUDY  
16.3%



## FINDING:

- Staging mix comparable to pre-study period
- Disease complexity did not account for higher readmission rates for navigated patients

Readmissions per Patient per Facility





Barriers to Care

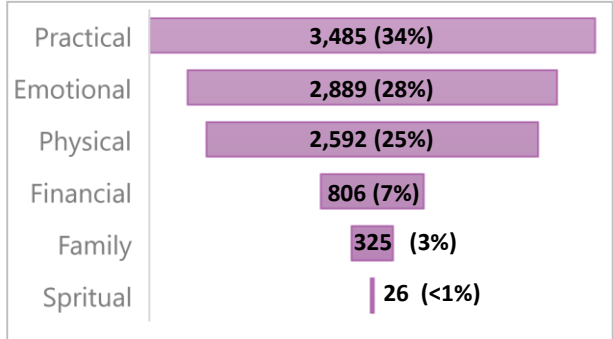
**10,295**

≈90% practical,  
emotional or physical

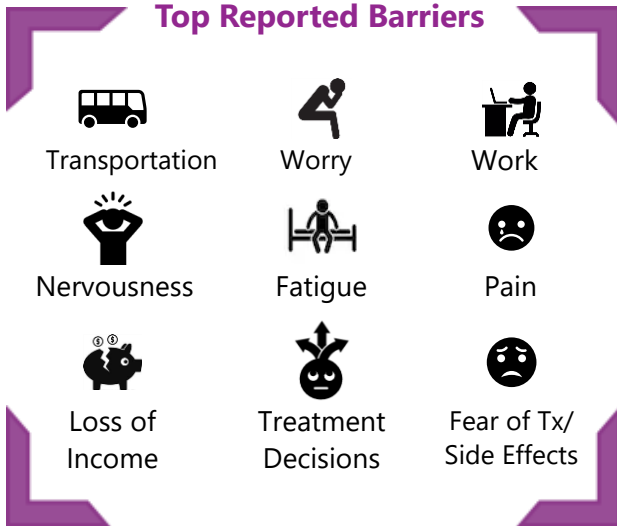
**2.2** per patient  
(lower than baseline of 2.4)

TOTAL BARRIERS

Distribution of Barriers



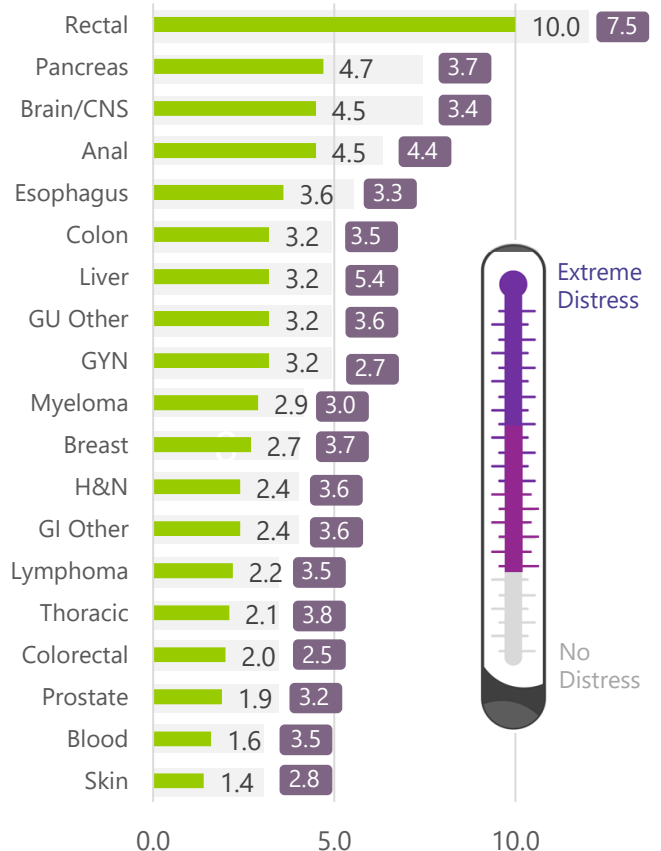
Top Reported Barriers



FINDING

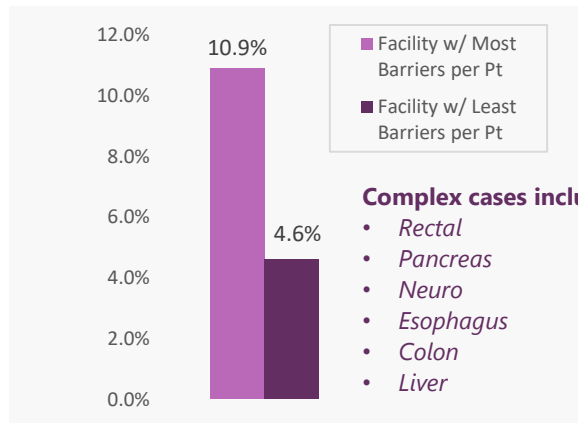
Modest relationship between barrier count and distress score.

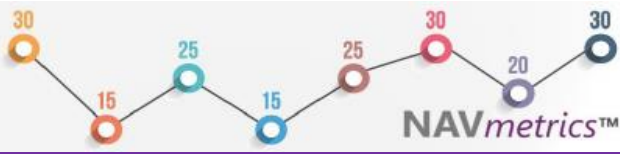
■ Barriers Per Patient # Distress Score



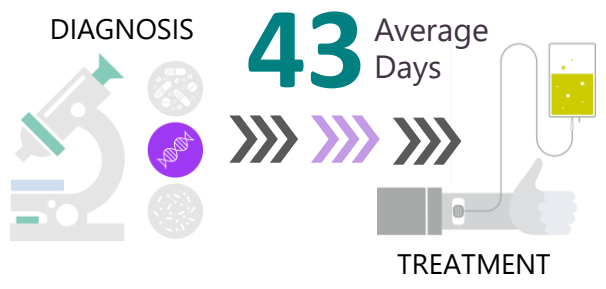
FINDING

Higher percentage of barriers associated with more complex cases





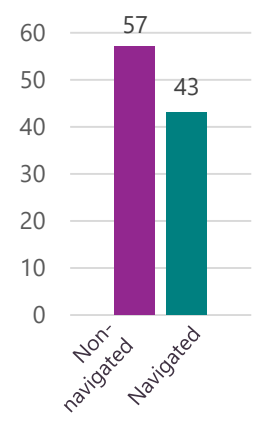
### How Much Time from Diagnosis to Treatment?



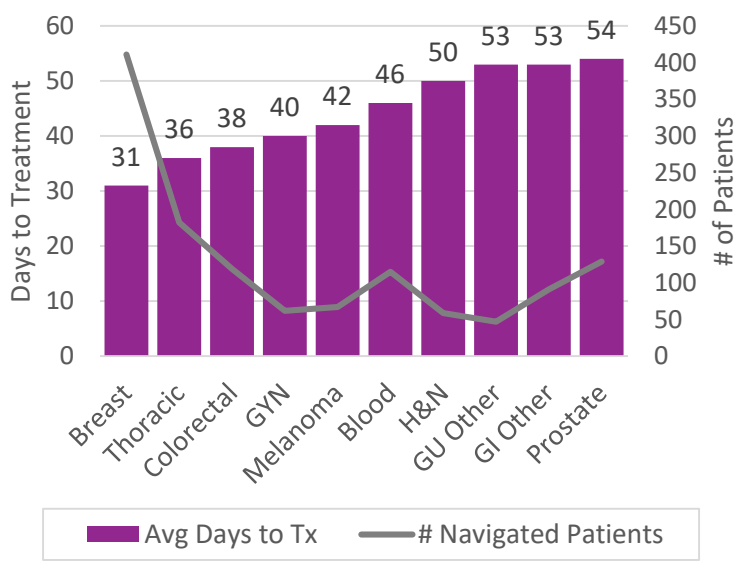
**FINDING**

Navigated patients experienced shorter time between diagnosis and treatment.

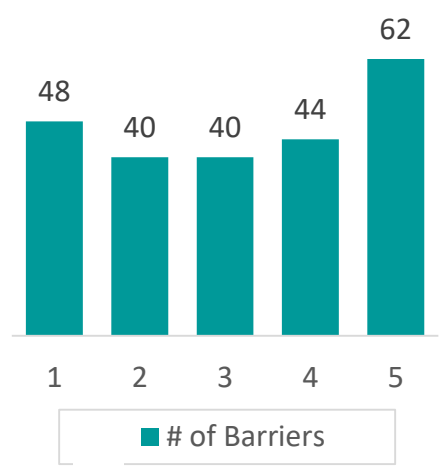
**11** days less



### Average Days to Treatment by Disease<sup>1</sup>



### Average Days to Treatment by Barrier Count



### Specific Barriers May Attribute to Delays to Treatment<sup>2</sup>



**Financial**

**20 Days**  
(12 patients)

**Emotional**

**47 Days**  
(59 patients)

**Practical**

**56 Days**  
(223 patients)

**Physical**

**33 Days**  
(51 patients)

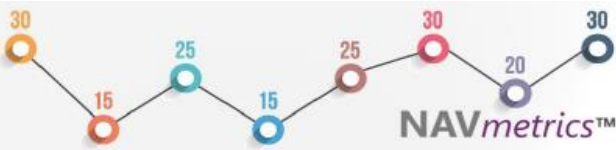
**Family**

**23 Days**  
(9 patients)

**No Barriers**

**31 Days**  
(40 patients)

<sup>1</sup>Includes diagnoses with at least 20 patients; <sup>2</sup> Only includes patients that only listed one barrier category



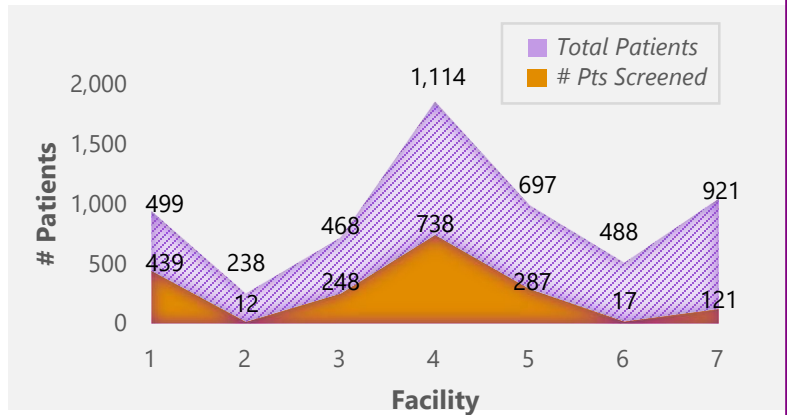
## DISTRESS SCREENING



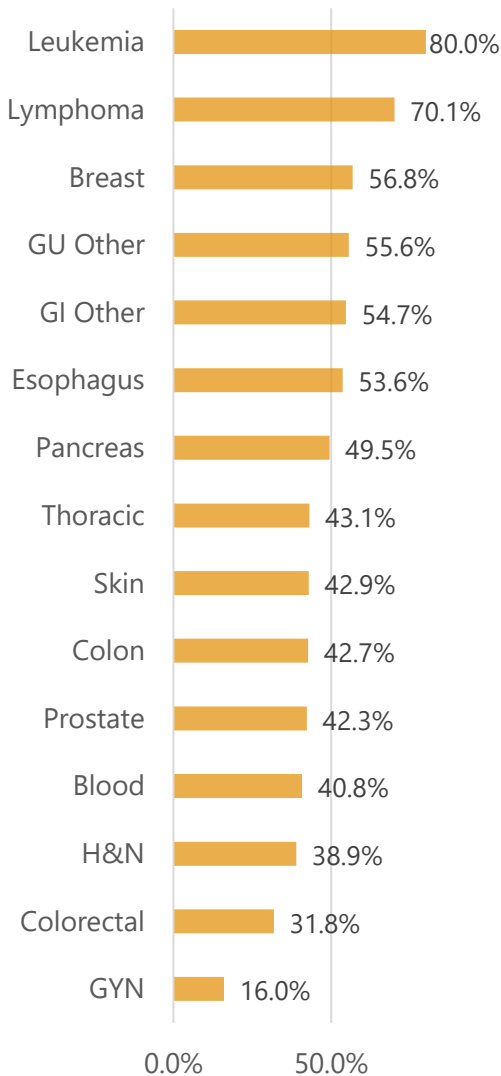
**42%** Patients Screened

Total Patients **1,987**

### How Many Patients Were Screened by Facility?

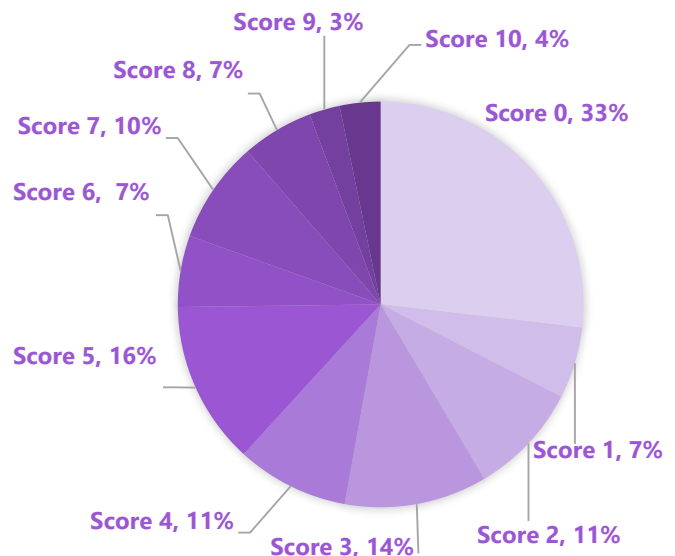


### What Percentage of Patients Were Screened by Disease Site?



### Distribution of Distress Scores

Note: Represents Disease-Specific Cases of 50+



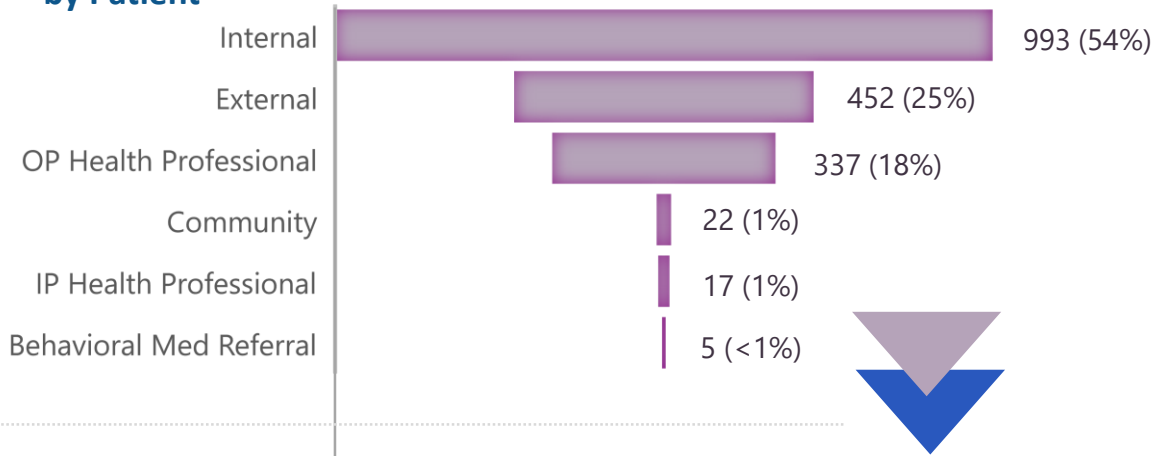


## SOCIAL Support Referrals

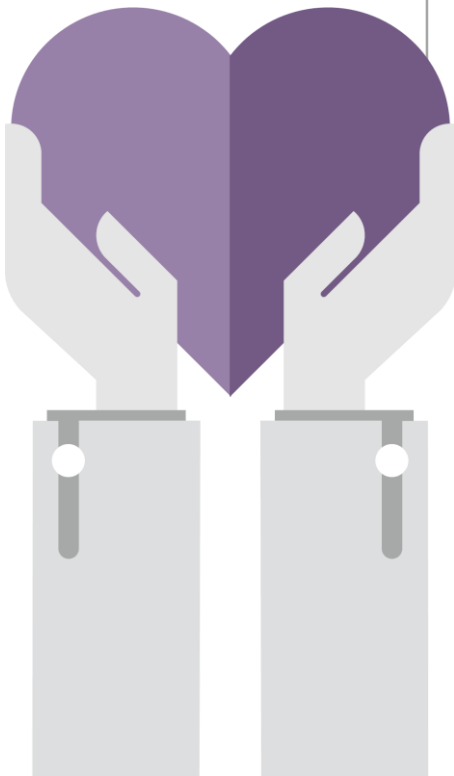
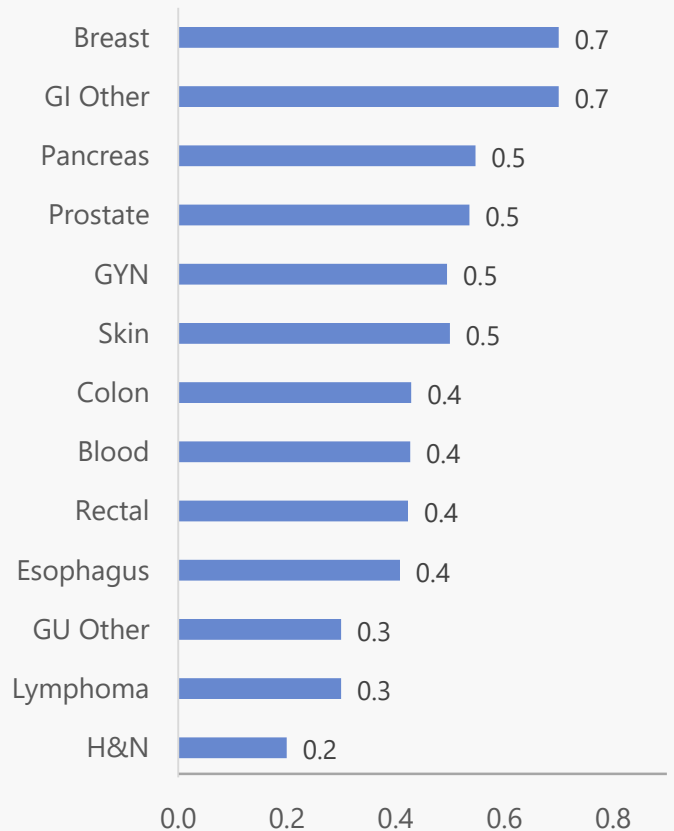
**0.4** Average Referrals by Patient



### Support Referrals by Type



### Average Support Referrals by Disease Site





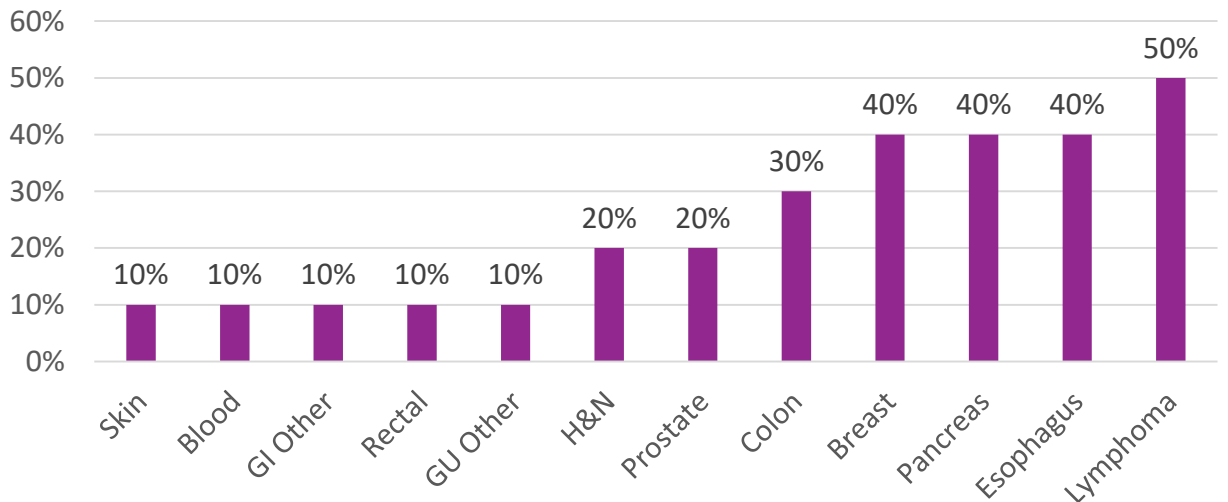


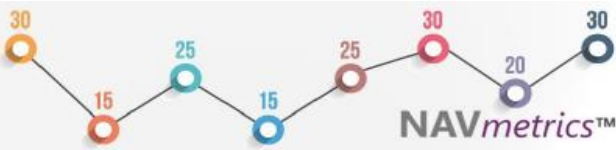
# PALLIATIVE CARE Referrals

## Palliative Care Referrals by Facility and Average Referrals per Patient

Facility	# Palliative Referrals	# Patients Navigated	Percentage Referred
1	326	481	68%
2	35	238	15%
3	200	468	43%
4	40	1,114	4%
5	36	697	5%
6	11	488	2%
7	0	921	0%
8	39	275	14%
Total	687	4,682	15%

## Average Palliative Care Referrals per Patient by Disease Site





## LEARNING STYLES

**3,219** Styles Identified

**0.7** Styles Identified per Patient  
(baseline and study period)

### Percentage Distribution of Learning Style



VISUAL

**32%**



VERBAL

**44%**



AURAL

**10%**



SOCIAL

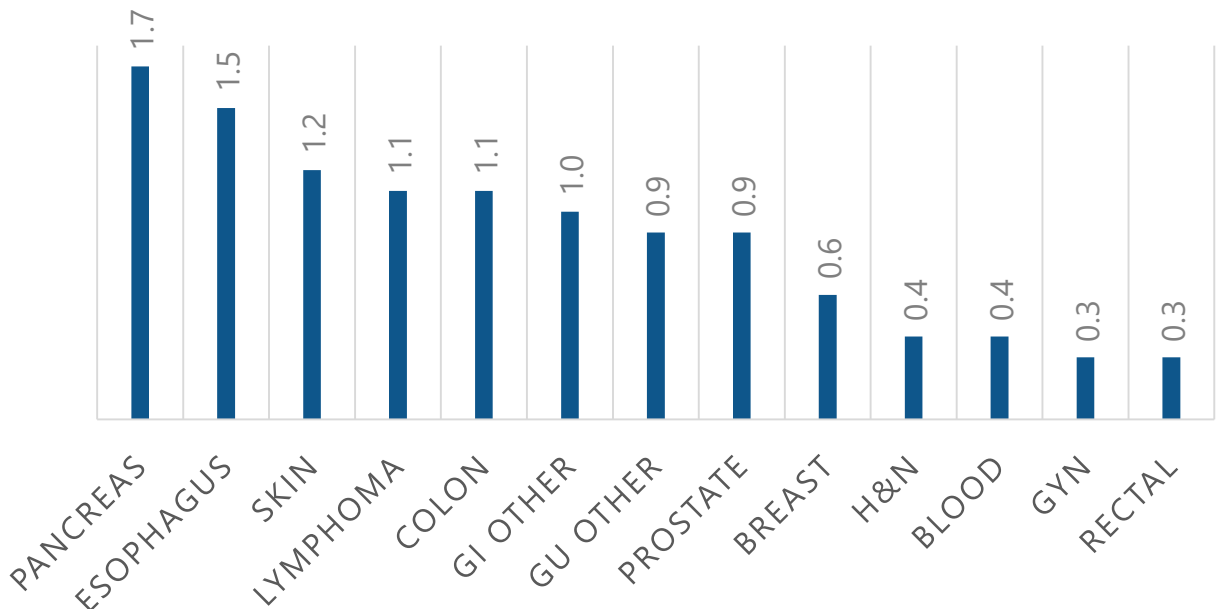
**5%**

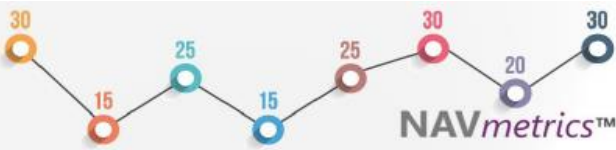


PHYSICAL

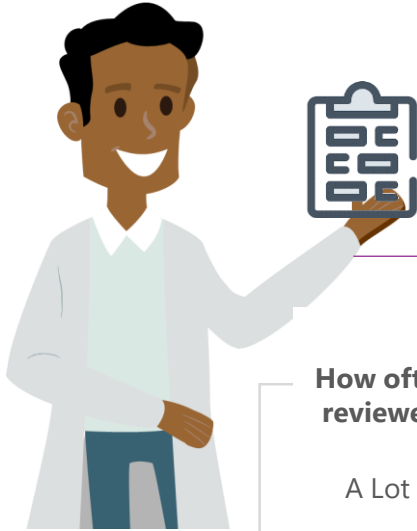
**9%**

### Average Number of Identified Learning Styles per Patient by Disease





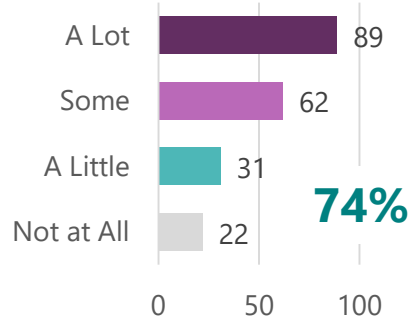
## PATIENT SURVEYS



**209** or **6** PERCENT  
of Patients Surveyed

**Q1**

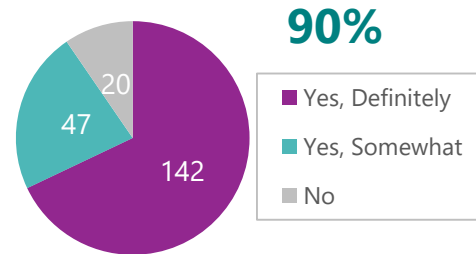
How often has your navigator reviewed treatment options?



n=204

**Q2**

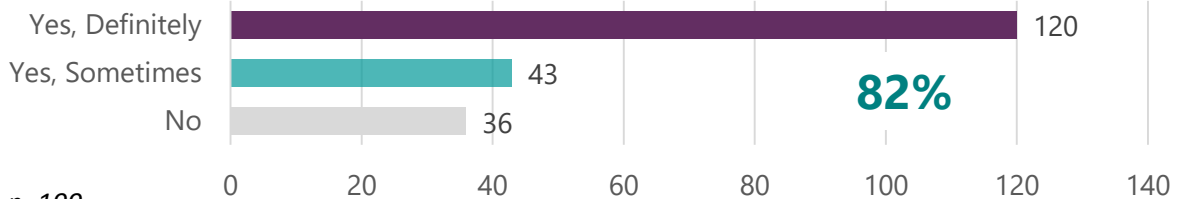
Did a navigator encourage you to participate in decisions about treatment?



n=209

**Q3**

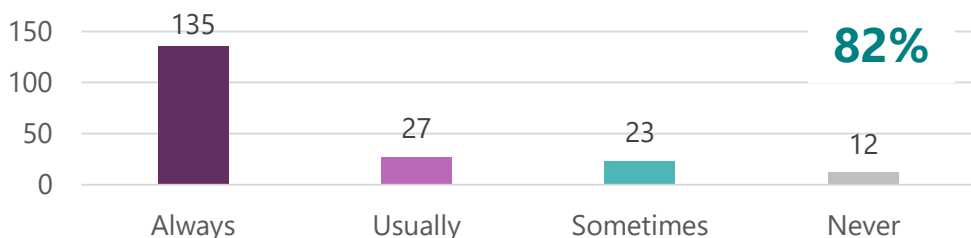
Since diagnosis, did a navigator ask your goals for treatment?



n=199

**Q4**

In the last 3 months, how often did a navigator listen to your needs?



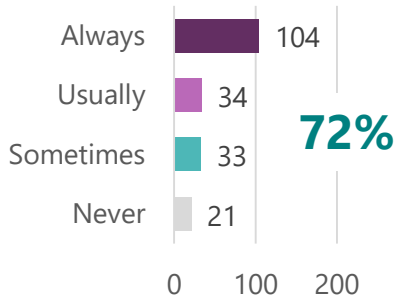
n=197



## PATIENT SURVEYS (Continued)

**Q5**

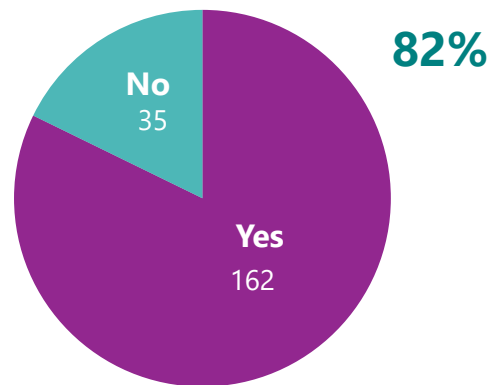
In the last 3 months, how often did your navigator spend time with you on your needs?



n=192

**Q6**

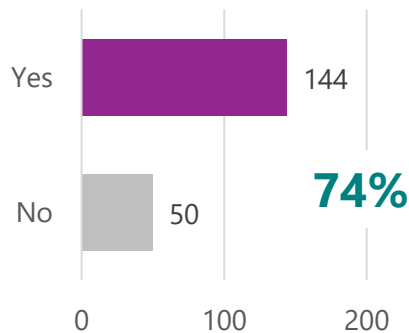
In the last 3 months, did you talk to your navigator about emotional concerns?



n=197

**Q7**

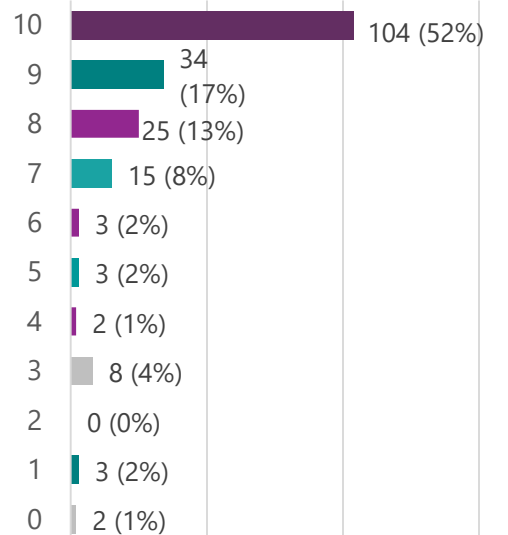
In the last 3 months, did you discuss additional services with your navigator?



n=194

**Q8**

How would you rate your navigator over the last 3 months?



n=199

Acknowledgement: A very special thank you to Merck Foundation for partial funding for this study.



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