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# American Cancer Society National Navigation Roundtable Fall 2023 Call to Action Series

## Creating Workforce Development Path



**October 26, 2023  
2:00 PM – 3:15 PM**

**Series Webinar #2**

[navigationroundtable.org](https://navigationroundtable.org)

*The American Cancer Society National Navigation Roundtable (ACS NNRT) was established in 2017. The ACS NNRT is a national coalition of 80 member organizations to advance navigation efforts that eliminate barriers to quality care, reduce disparities, and foster ongoing health equity across the cancer continuum. The American Cancer Society provides organizational leadership and expert staff support to the ACS NNRT.*

# Zoom Best Practices



This meeting will be recorded.



Have your smartphone to interact with polling questions.



For social media, please tag posts with our meeting hashtag  
**#NNRT23**



You will be muted with your video turned off when you join the call.



This call takes place on the Zoom platform. To review Zoom's privacy policy, please visit [zoom.us/privacy](https://zoom.us/privacy)



Questions? Type them in the Question-and-Answer box at the bottom of your screen.



**Polling : Scan the QR Code with your cell phone camera**





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thank you!

**This project is funded partially by  
Novocure, Genentech, Sanofi,  
Daiichi-Sankyo, and Bristol Myers Squibb**

# Objectives

- To review a workforce development path forward for professional & clinical licensed navigators
- To identify resources for creating job descriptions for navigators
- To understand how navigators may advance their careers and attain higher levels of expertise



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# Driving Navigation Forward

ACS NNRT was launched in 2017 with the goal of sustaining and expanding Patient Navigation. Partnering organizations such as non-profits, industry leaders, health agencies, academic and research institutions will work together to:



**End cancer, as we know it, for everyone.**



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# National Navigation Roundtable (NNRT)

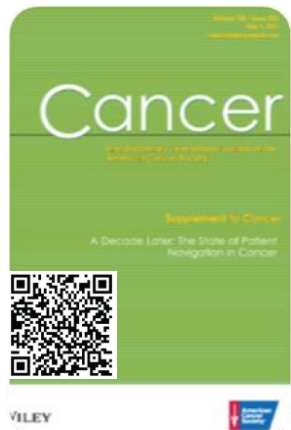
<https://navigationroundtable.org/>

**Mission:** High quality cancer care for all through evidence-based patient navigation

**Vision:** NNRT is a collaboration that advances patient navigation efforts to eliminate barriers for quality care, reduce disparities in health outcomes and foster ongoing health equity across the cancer continuum.

**5-Year Aim (2021 – 2026):** To support the creation of a sustainable model for oncology patient navigation to achieve health equity across the continuum of cancer care.

# NNRT's & Partner Impact



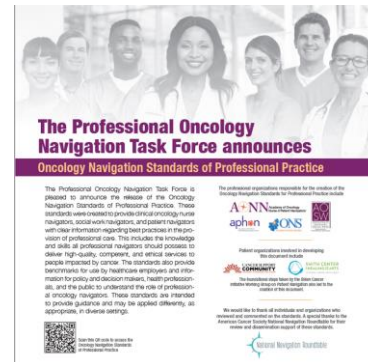
## CANCER Journal June 2022

### Adopted by NNRT

#### Patient Navigation Sustainability Assessment Tool PNSAT



## Metrics Toolkit AONN & NNRT August 2020



## PONT Standards Dissemination

| Barriers and Opportunities to Measuring Oncology Patient Navigation Impact: A National Survey   | Oncology Navigation Standards of Professional Practice - PONT Standards  | Flexibility, Adaptation and Roles of Patient Navigators in Oncology During COVID-19   | Policy: Evaluating Sustainability of Patient Navigation Programs in Oncology by Length of Existence, Funding, and Payment Model Participation  |
|---|--|---|--|
| October 25, 2022<br>4:00 - 5:00 PM ET   | November 9, 2022<br>2:00 - 4:00 PM ET  | November 15, 2022<br>2:00 - 4:00 PM ET  | January 12, 2023<br>2:00 - 3:00 PM ET  |
| This session will discuss the obstacles preventing navigation programs from using data to guide their existence and the opportunity to design effective, well-recognized, sustainable navigation programs as a viable path forward. | The Professional Oncology Navigation Task Force released the Oncology Navigation Standards of Professional Practice to guide professional oncology clinical navigators and patient navigators. This session will provide clear information regarding the standards of professional practice. It will also highlight how navigation programs can apply the standards to their programs. | This session highlights the evidence, enabling, and capability of the role of oncology navigation to adapt to the early COVID-19 crisis. It will cover expanding roles to address needs, providing ongoing navigation services to cancer patients, especially related to the social determinants of health. | This session identifies factors that may provide the long-term sustainability of patient navigation programs. It will also highlight some factors that may need to be addressed to incorporate navigation into existing care payment systems better. |

## Call to Action Series 22-23



### Reaching Communities through Patient Navigation: Evidence for Action

ACS NNRT is pleased to facilitate this webinar from national thought leaders from the Community Preventive Services Task Force (CPSTF) and the Professional Oncology Navigation Task Force.

During this webinar, participants will learn about the systematic review evidence used as the basis for this CPSTF recommendation. You will also learn about the Community Guide, a resource that houses CPSTF findings, systematic review evidence, promotional materials, and implementation tools. As you listen to the presentation, you may be inspired to implement patient navigation through the lens of the Oncology Navigation Standards of Professional Practice (ONN Standards) as well as share this information with others.

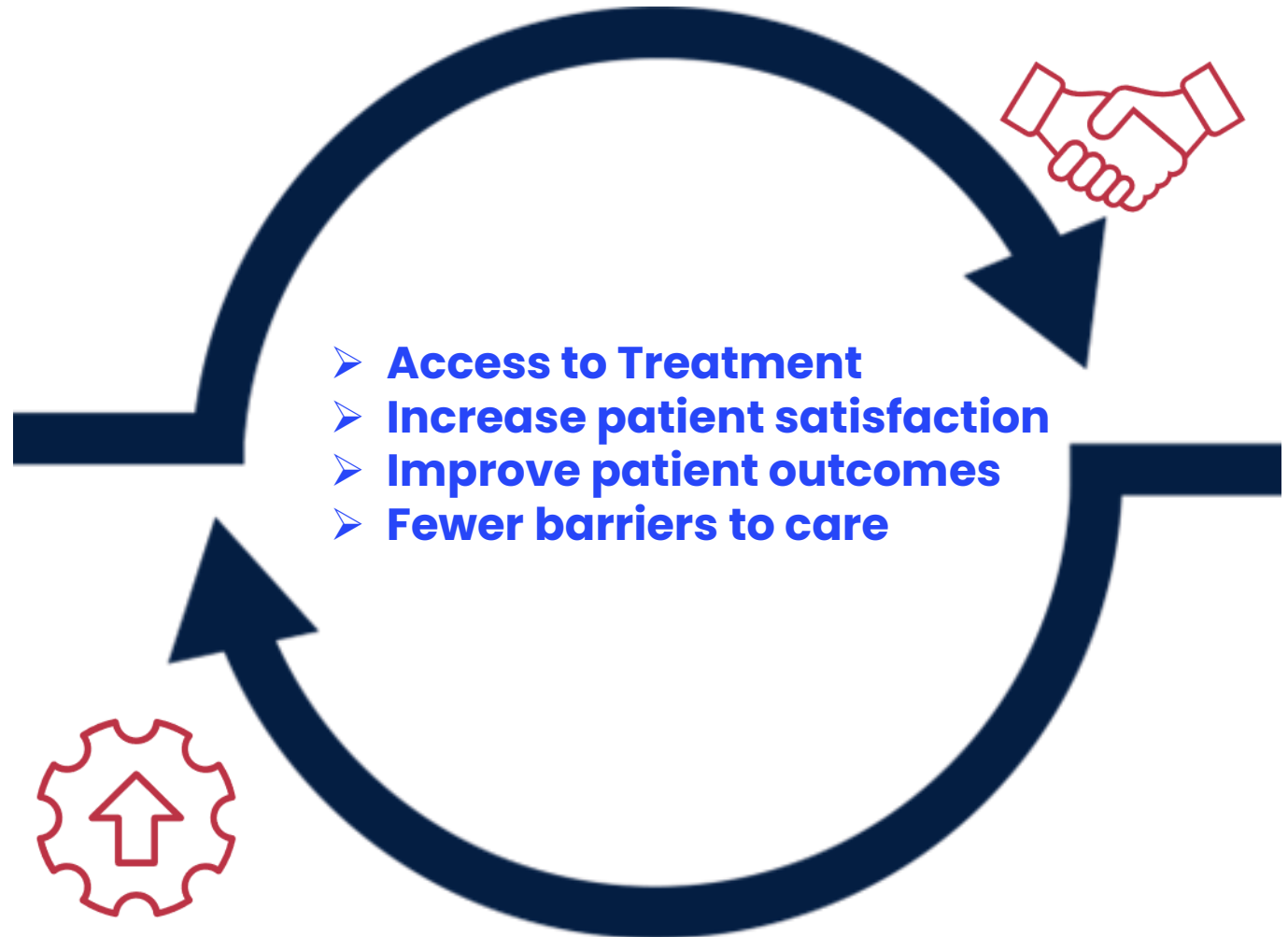
May 2, 2023  
Archived webinar



## Community Guide Webinar, May 2, 2023



# Patient Navigation = Health Equity





# Building Blocks for Professionalization of Navigation



**slido**



**Call To Action - Creating Workforce  
Development Path  
OCTOBER 26, 2023**

ⓘ Start presenting to display the poll results on this slide.

# Workforce Development Task Group Leadership American Cancer Society National Navigation Roundtable



Linda Burhansstipanov, MSPH, DrPH,  
(Cherokee Nation)  
Founder, Native American Cancer Research Corporation  
President, Native American Cancer Initiatives, Incorporated  
ACS NNRT Co-Chair Workforce Task Group



Arti Patel Varanasi, PhD, MPH, CPH  
President & CEO Advancing Synergy, LLC  
ACS NNRT Co-Chair Workforce Task Group



# Workforce Development Task Group National Navigation Roundtable

Arti Patel Varanasi, Advancing Synergy

Linda Burhansstipanov, Native American Cancer Research Corporation

Carrie Dorn, National Association of Social

Sharon Gentry, Academy of Oncology Nurse and Patient Navigators  
(AONN+)

Michele A. Capossela, American Cancer Society,

Kyandra Fox, Susan G. Komen Foundation

Donna Wilson, Advanced Diagnostic Breast Center

Sora Tanjasiri, University of Irvine, California

Olayinka Odumosu, Amovard Medical Services

Elba L. Saavedra Ferrer, University of New Mexico

**Patient Navigation Job Roles by  
Levels of Experience**

# WHY?



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1

To provide a resource for administrators to create job descriptions for navigators with specific levels of expertise.

2

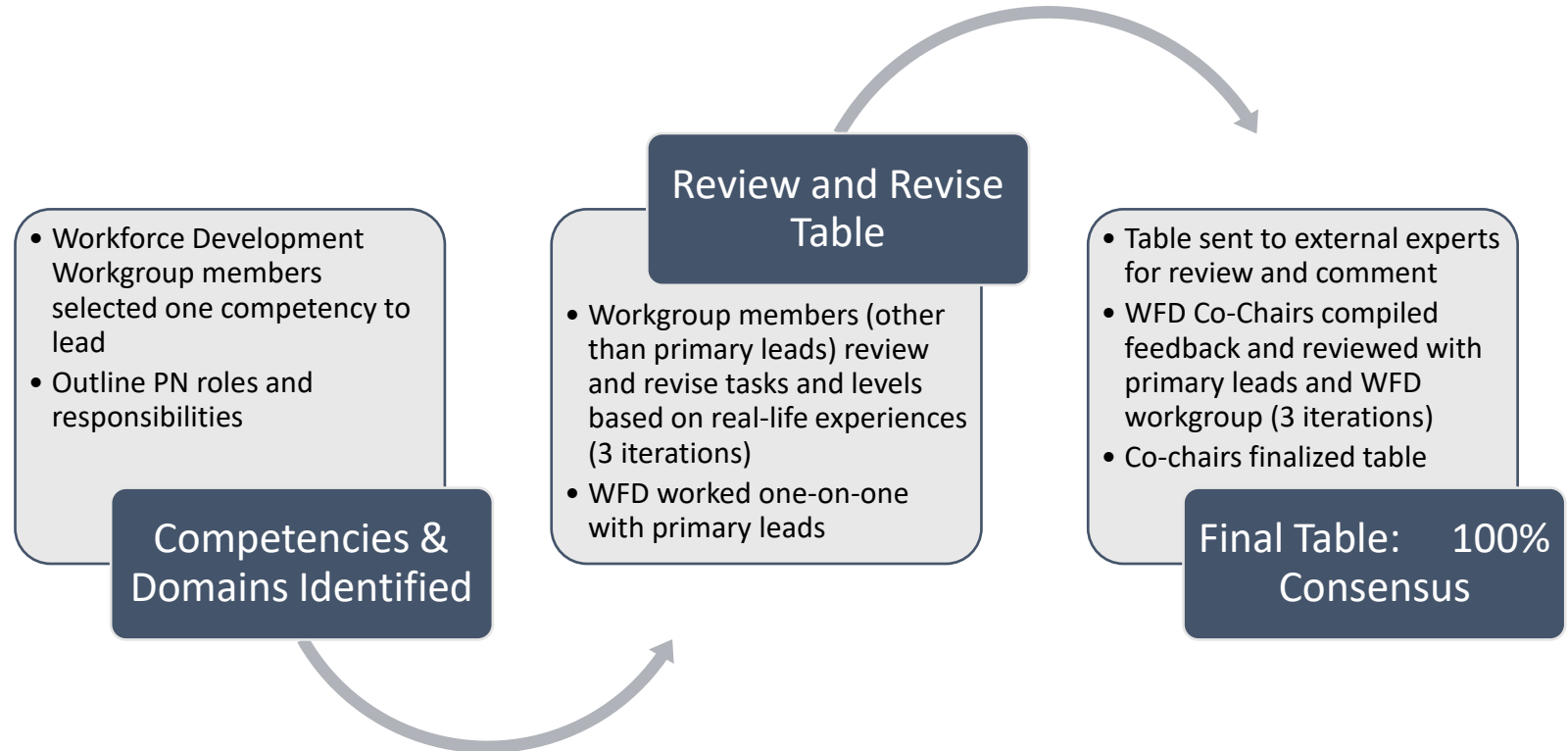
To provide a resource for patient navigators to advance their oncology careers and attain a higher level of expertise.



Clearer job descriptions with better training & evaluation opportunities  
Integration of navigators within healthcare teams and improved care coordination  
Task-shifting and task-sharing to overcome barriers

# Iterative Process to Develop the Competency Table

## Competency Table



# Definitions for PN Job Levels

## Entry

**One to two years or equivalent experience.** Starting a new position without experience in navigation and builds on resources for addressing barriers (logistical, economic, cultural & linguistic, communication, and provider centered) and basic Oncology Patient Navigator-Certified Generalist (OPN-CG) principles to guide practice.

## Intermediate

**Three to Four years or equivalent to such effort.** Possesses a basic understanding of patient care flow within job boundaries, matching resources to the unique needs of the patient, identifying resources lacking in the community of care, beginning to analyze needs and gaps, and exploring/collaborating with multidisciplinary team members to advocate for resources for unmet needs for community or clinical setting.

## Advanced

**Five or more years.** Skilled in the ability to perceive patient situations holistically based on past experiences, focusing in on the unique aspects of the patient assessment, and uses critical thinking and decision-making skills pertaining to navigation processes. Builds on and includes all knowledge, skills, roles, and responsibilities from Entry and Intermediate navigators.

Patient navigator roles and responsibilities progress from entry through advanced levels beginning with outreach in the community and learning how to identify and address barriers.

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**What Level of PN is your program most likely to need?**

ⓘ Start presenting to display the poll results on this slide.



# Domains and Competencies Based on PONT Standards

| DOMAINS   | COMPETENCIES  |
|---|---|
| <b>I. Ethical, Cultural, Legal, and Professional Issues – Process (How)</b> | Demonstrate sensitivity and responsiveness to a diverse patient population, including but not limited to respecting confidentiality, organizational rules and regulations, ethical principles and diversity in gender, age, culture, race, ethnicity, religion, abilities, sexual orientation and geography.  |
| <b>II. Client and Care Team Interaction - Process (How)</b>                 | Apply insight and understanding concerning human emotional responses to create and maintain positive interpersonal interactions leading to trust and collaboration between patient/client/family and the healthcare team. Patient safety and satisfaction is a priority.  |
| <b>III. Health Knowledge – Content (What)</b>                               | Demonstrates breadth of health, the cancer continuum, psychosocial and spiritual knowledge, attitudes and behaviors specific to their PN (clinical/licensed or non-medical) role.   |
| <b>IV. Patient Care Coordination – Process and Content (How and What)</b>   | Participates in the development of an evidence-based or promising/best practice patient-centered plan of care, which is inclusive of the client’s personal assessment and health provider/system and community resources. The PN acts as liaison among all team members to advocate for patients to optimize health and wellness with the overall focus to improve access to services for all patients. PN conducts patient assessments (needs, goals, self-management, behaviors, strategies for improvement) integrating clients’ personal and cultural values. |
| <b>V. Practice-Based Learning</b>   | Optimizes navigator practice through continual professional development and the assimilation of scientific evidence to continuously improve patient care, based on individual PN gaps in knowledge, skills, attitudes and abilities.  |
| <b>VI. Systems-Based Practice</b>   | Advocate for quality patient care by acknowledging and monitoring needed (desirable) improvements in systems of care for patients from enhancing community relationships and outreach through end-of-life. This includes Enhancing community relationships, developing skills and knowledge to monitor and evaluate patient care and the effectiveness of the program.  |
| <b>VII. Communication/ Interpersonal Skills</b>                             | Promote effective communication and interactions with patients in shared decision making based on their needs, goals, strengths, barriers, solutions and resources. Resolution of conflict among patients, family members, community partners and members of the oncology care team is demonstrated in professional and culturally acceptable behaviors.  |



# Example: Excerpt for Intermediate PN Job Roles, Competency

| <b>Domain for competency I: Ethical, cultural, legal, and professional issues</b> |                                 |   |
|---|---------------------------------|---|
| No.   | Themes                          | Intermediate PN job roles reflecting application and analysis   |
| I.1   | Confidentiality                 | Demonstrate patient confidentiality and privacy when working with clinical and professional staff both within and outside of systems of care and community-based programs.  |
| I.2   | Assessment & Record keeping     | Use assessment information to follow plans to address health and related patient needs in cooperation with the patient and based on patient priorities.   |
| I.3   | Help & Referral                 | Assist the patient in navigating to appropriate health care by assessing and referring patients to appropriate, culturally-relevant experts to assist with ceremonies or special services beyond one's personal level of expertise. |
| I.4   | Cultural knowledge & Roles      | Demonstrate culturally respectful roles when assisting patients with ceremonies or special services (that are pertinent to the patients' cultural healthcare values, beliefs, and practices).                                       |
| I.5   | Privacy Laws & policies (HIPAA) | Develop documentation that complies with applicable privacy laws and policies (e.g., Health Insurance Portability and Accountability Act [HIPAA]).  |
| I.6   | Behavior Change                 | Adapt to behavior changes and patient options in a culturally sensitive manner and be able to coach a patient through a behavior change.  |
| I.7   | Respectful Behavior             | Demonstrate the ability to identify and suggest alternatives that respect patients' privacy and modesty (e.g., during a Pap smear, some patients may prefer to wear a blouse or shirt).   |
| I.8   | Health Equity                   | Describe ways PN roles and strategies can promote health equity throughout the cancer continuum.  |

# Follow-Up & Contact

The full table are posted on ACS NNRT website and individual member sites:

<https://navigationroundtable.org/wp-content/uploads/Workforce-Development-Job-Performance-Behaviors.pdf>

<https://advancingsynergy.com/our-work/>

<https://natamcancer.org/userfiles/2522/files/Workforce%20Development%20Job%20Performance%20Behaviors.pdf>

## WFD NNRT Co-Chairs

Linda Burhansstipanov

Native American Cancer Research Corporation, [burhansstipanov@gmail.com](mailto:burhansstipanov@gmail.com)

Arti Patel Varanasi

Advancing Synergy, [avaranasi@advancingsynergy.com](mailto:avaranasi@advancingsynergy.com)

# Using the Table to Generate Job Descriptions

## Step 1

- Review the levels entry, intermediate or advanced (in columns) → This step involves determining budget for salary and benefits

## Step 2

- Review the table for the behaviors from each competency and determine which are relevant for your program

## Step 3

- Cut and paste and review with others from your organization as to priorities

## Step 4

- Draft interview questions or scenarios

## Step 5

- Release job description at local, regional and national sites



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# NAWWA

## Native American Cancer Research Corporation (NACR) and Native Sisters' Evolution



### Sample Job Description

- Based on Harold Freeman's Navigator model as orally described during NCI meeting in 1992
- Started as "Native American Women's Wellness through Awareness" (NAWWA) 1994 in Denver and Los Angeles
- Funded by Robert Wood Johnson Foundation
- Susan G. Komen for the Cure® (1995-1998)
- National Cancer Institute (1999-2015)
- Colorado Department of Public Health and Environment intermittently since ~2004



Arlene & Francis Wahwasuck, 2009  
Prairie Band Potawatomie

CDPHE contracts directly to  
NACR

vs.

Contracts through NACR and its  
AI partners for accessing  
trained NPN / Native Sisters

Not expecting HC facilities to hire a  
NPN / Native Sister directly or full-time

AIs = small population with unique  
issues best addressed by well-trained  
AI PN (but paid via subcontract to  
NACR, et al) for part-time efforts

Flexible strategies to  
support cultural navigators

# ACTION: Native American Cancer Research Corporation needs a Patient Navigator at the Intermediate Level



## Sample Job Description

| INTERMEDIATE  |                                 |   |
|---|---------------------------------|---|
| Item  | Topic                           | Tasks and Responsibilities  |
| <b>I. Domain: Ethical, Cultural, Legal, and Professional Issues – Process (How)</b> |                                 |   |
| I.1   | Confidentiality                 | Demonstrate patient confidentiality and privacy when working with clinical and professional staff both within and outside of systems of care and community-based programs.  |
| I.2   | Assessment & Record Keeping     | Use assessment information to follow plans to address health and related patient needs in cooperation with the patient and based on patient priorities. Identify and collect data on key process metrics.                           |
| I.3   | Help & Referral                 | Assist the patient in navigating to appropriate health care by assessing and referring patients to appropriate, culturally-relevant experts to assist with ceremonies or special services beyond one's personal level of expertise. |
| I.4   | Cultural Knowledge & Behaviors  | Demonstrate culturally-respectful behaviors when assisting patients with ceremonies or special services (that are pertinent to the patients' cultural healthcare values, beliefs, and practices).                                   |
| I.5   | Privacy Laws & policies (HIPAA) | Develop documentation that complies with applicable privacy laws and policies (e.g., Health Insurance Portability and Accountability Act [HIPAA]).  |
| I.6   | Behavior Change                 | Adapt to behavior changes and patient options in a culturally-sensitive manner and be able to coach a patient through a behavior change.  |
| I.7   | Respectful Behavior             | Demonstrate the ability to identify and suggest alternatives that respect patients' privacy and modesty (e.g., during a pap smear, some patients may prefer to maintain wearing a blouse or shirt).                                 |
| I.8   | Health Equity                   | Describe ways PN roles and strategies can promote health equity throughout the cancer continuum.  |

All behaviors are desired, but the circled ones are priority for this competency. Refer to the web link for details.



## Sample Job Description

# Excerpt from NACR job announcement for Native Sister/ Brother

## **Native American Cancer Research Corporation (NACR)**

*An American Indian-operated 501(c)(3) Non-Profit Corporation*

3022 South Nova Road

Pine, CO 80470-7830

Web Page: <https://www.NatAmCancer.org>



### **Position Description for Intermediate level, half-time Oncology Patient Navigator (Native Sister or Brother)**

Native American Cancer Research Corporation (NACR) invites applicants for a Patient Navigator (Native Sister or Native Brother) Position funded by the "Native Navigators and the Cancer Continuum (NNACC) [NIH R24MD002811] grant. The half-time salary is \$35,000 and includes health, dental and retirement benefits. The position is grant-specific and is supported from April 1, 2013 through March 31, 2018.

The Native Sister / Native Brother responsibilities include, but are not limited to:

1. Complete the NIH Protection of Human Subjects online course and demonstrate patient confidentiality and privacy when working with the patient, clinical, and professional staff.
2. Demonstrate culturally-respectful behaviors when assisting patients with ceremonies or special services.
3. Demonstrate the ability to identify and suggest alternatives that respect patients' privacy and modesty.
4. Demonstrate how to coordinate with local American Indian organizations for the implement and evaluate for 12 NNACC community education workshops.



# Excerpt from NACR job announcement (cont.)



## Sample Job Description

### Desired qualifications and experiences:

- Minimum of a 2-year's college education in health or health related field from an accredited academic institution.
- Completion of the AONN+ accredited exam for Oncology Patient Navigator – Certified Generalist (OPN-CG)
- Experience working with urban American Indian adults. Must have an understanding and an appreciation of cultural, social, medical belief systems and their impact on the cancer continuum and related behaviors.
- Experience documenting grant-related activities (drafting preliminary summaries, using navigation activity tracking programs)
- Experience teaching cancer education topics to minority community adults

## Excerpt of situational interview (provided to candidate prior to interview)



### Job Interview

1. This position may require you to work alone. How comfortable are you to coordinate cancer education workshops in collaboration with other organizations? How would you coordinate a series of workshops with Denver Indian Health and Family Services?
2. What makes you qualified to implement NNACC grant roles in Denver with American Indian community members?
3. How would you respond to a traditional Indian man or woman who has just started treatment and is now losing hair? How would you talk with her/him about the culturally acceptable ways to handle hair as it falls out in the bottom of the shower, on her bed pillow, on the back seat of her car?
4. Daisy had her mammogram through the van at NACR as part of NNACC. She just got a bill for \$500. What would you do to resolve the situation?
5. You have been navigating a CRC older male patient through treatment and recovery services. A female family member came to Denver from the Reservation to help and announces she will be taking over care. She demands all private information provided by her father. How do you handle the situation?
6. A patient is one year out of treatment and plans to do Sun Dance in the Dakotas this summer. She had both chemo and radiation for her treatment. What do you need to discuss with her? Her provider gave her permission to do the ceremony. How and what do you need to clarify with the oncology care team?

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**Which of the following actions can you take to improve the use of the Oncology Navigation Standards of Professional Practice (PONT)? Please check all that you can act on within your organization:**

ⓘ Start presenting to display the poll results on this slide.



## Questions and Answers

Have Questions?  
Type them in the Question-and-Answer  
box at the bottom of your screen.

# NNRT Call to Action Webinars

## American Cancer Society National Navigation Roundtable (ACS NNRT) Fall 2023 Call To Action Series

Register Here



**Utilizing the Oncology Navigation Standards in Professional Practice, Examples From the Field**  
September 26, 2023  
1 p.m. - 2:15 p.m.



**Creating Workforce Development Path**  
October 26, 2023  
2 p.m. - 3:15 p.m.



**Here's the Evidence Panorama**  
November 8, 2023  
3:30 p.m. - 4:45 p.m.



**Pursuing Patient Navigation Policy Landscape**  
December 6, 2023  
2 p.m. - 3:15 p.m.



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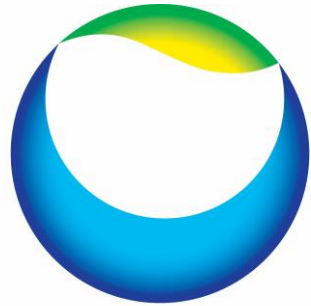
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