Thank you for joining us!

The webinar will begin shortly.

October 22, 2026 | 12:00 PM ET

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American Cancer Society
National Navigation Roundtable (ACS NNRT)

Driving Impact: Implementing Standards to Elevate and Sustain Oncology Navigation

October 22, 2026

American Cancer Society®

NATIONAL NAVIGATION ROUNDTABLE



Karen Costello

MSS, LSW, OSW-C

Housekeeping



This webinar will be recorded and will be archived on the ACS NNRT website.



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

Ground Rules

1 **Nonpartisan Commitment & Discussion Guidelines**

ACS/ACS CAN is a nonprofit, nonpartisan organization. We believe everyone should have a fair and just opportunity to prevent, detect, treat, and survive cancer. We therefore ask that you avoid partisan topics and opinions today.

2 **ACS National Roundtable Rules for Engagement**

Rules for engagement clarify the expectations for participation by members and representatives of the ACS NNRT. Members are expected to respect and comply with these Rules and all other applicable ACS policies.

You can reference the Rules for Engagement anytime on our website.

3 **Confidentiality**

This webinar is being recorded. Please be mindful of our conversation and respectful of others' privacy. Do not identify or discuss specific patients by name.



Our Session Roadmap

What We'll Cover Today:

- Perspective from a Standards Author
- Implementation in Action: Health System Case Example
- ACS NNRT Resources to Support Adoption
- Moderated Discussion and Key Insights
- Interactive Audience Q&A

Learning Objectives

1. Explain the purpose and value of the Oncology Navigation Standards.
2. Identify strategies for implementing standards in practice.
3. Describe methods for measuring navigation quality and impact.
4. Utilize ACS NNRT tools to strengthen navigation programs.
5. Apply implementation lessons to advance quality, equity, and sustainability.



Monica Dean



Jackie Miller
MSN, RN, OCN

Featured Speakers

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Monica Dean

Why Oncology Navigation Standards Were Developed:

As navigation expanded, there was a need for a common framework:

- Navigation programs grew rapidly across settings
- Roles and responsibilities varied significantly
- Expectations for navigators were inconsistent
- Organizations lacked a common way to evaluate quality and impact
- Leaders sought guidance on implementation, measurement, and sustainability

The Vision Behind the Oncology Navigation Standards of Professional Practice:

- Define quality navigation practice
- Promote consistency and accountability
- Clarify navigator competencies and responsibilities
- Support professional development
- Improve patient-centered care
- Establish alignment with measurement and evaluation tools
- Strengthen program sustainability
- Advance health equity

From Standards to Impact:

Operational Impact	Patient & Organizational Impact
Improved role clarity	Better patient experience
Stronger onboarding and education	More consistent care delivery
Reduced variation across sites	Improved access and coordination
Better data collection	Demonstrated value to leadership
Stronger quality improvement efforts	Greater sustainability potential

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Jackie Miller

MSN, RN, OCN

Jefferson Health

Aligning with the Oncology Navigation Standards of Professional Practice

Jackie Miller, MSN, RN, OCN

October 22, 2026

Disclosure

- A deeper evaluation of this specific initiative has been submitted to the 2027 ONS Congress.

Std #	Standard Name	Standard Description
1	Ethics	Oncology navigators practice ethically.
2	Qualifications	Oncology navigators obtain the necessary education, licensure, and/or certification for their position.
3	Knowledge	Oncology navigators have and continue to seek knowledge that reflects current navigation practice.
4	Cultural & Linguistic Humility	Oncology navigators practice in a manner that is culturally and linguistically humble and inclusive.
5	Interdisciplinary & Interorganizational Collaboration	Oncology navigators collaborate with patients and their loved ones and all members of the healthcare team.
6	Communication	Oncology navigators use effective communication strategies.
7	Professional Development	Oncology navigators engage in ongoing professional development.
8	Supervision	Oncology navigators seek appropriate supervision.
9	Mentorship & Leadership	Oncology navigators engage in mentorship and leadership activities.
10	Self Care	Oncology navigators practice self-care and maintain personal wellness.
11	Prevention, Screening & Assessment	Oncology navigators participate in prevention, screening, and assessment activities.
12	Treatment Care Planning	Oncology navigators support treatment care planning for patients.
13	Psychosocial Assessment	Oncology navigators conduct psychosocial assessments and connect patients to support services.
14	Survivorship	Oncology navigators support survivorship care planning and follow-up.
15	End of Life	Oncology navigators facilitate end-of-life care and support.
16	Advocacy	Oncology navigators advocate for patients across all dimensions of care.
17	Operational Management	Oncology navigators participate in operational management of navigation programs.
18	Practice Eval & Quality Improvement	Oncology navigators engage in practice evaluation and quality improvement.
19	Evidence-Based Care	Oncology navigators use evidence-based practices.

Deep Dive Prep

- The project was discussed with each team and time for reflection and feedback was offered.
- Two hour Deep Dive events were scheduled 2 months in advance at each location in 2023. The 2026 Deep Dive (1 hour) was scheduled at the enterprise quarterly meeting.
- Seven 24 X 36-inch posters were created and printed on poster boards. Each of the 19 standards was identified on the posters with a column for clinical and non-clinical navigator tasks. One poster was designed for “other” to identify requests/tasks that are outside of the standards.
- Email reminders were sent to each team member 2 weeks prior to the event with instructions to create “post-it” notes for every task requested & completed by navigation staff. The 2026 Deep Dive was color coded for locations

Deep Dive

- 2023: 4 teams, 30 navigators
- 2026: 6 teams, 43 navigators

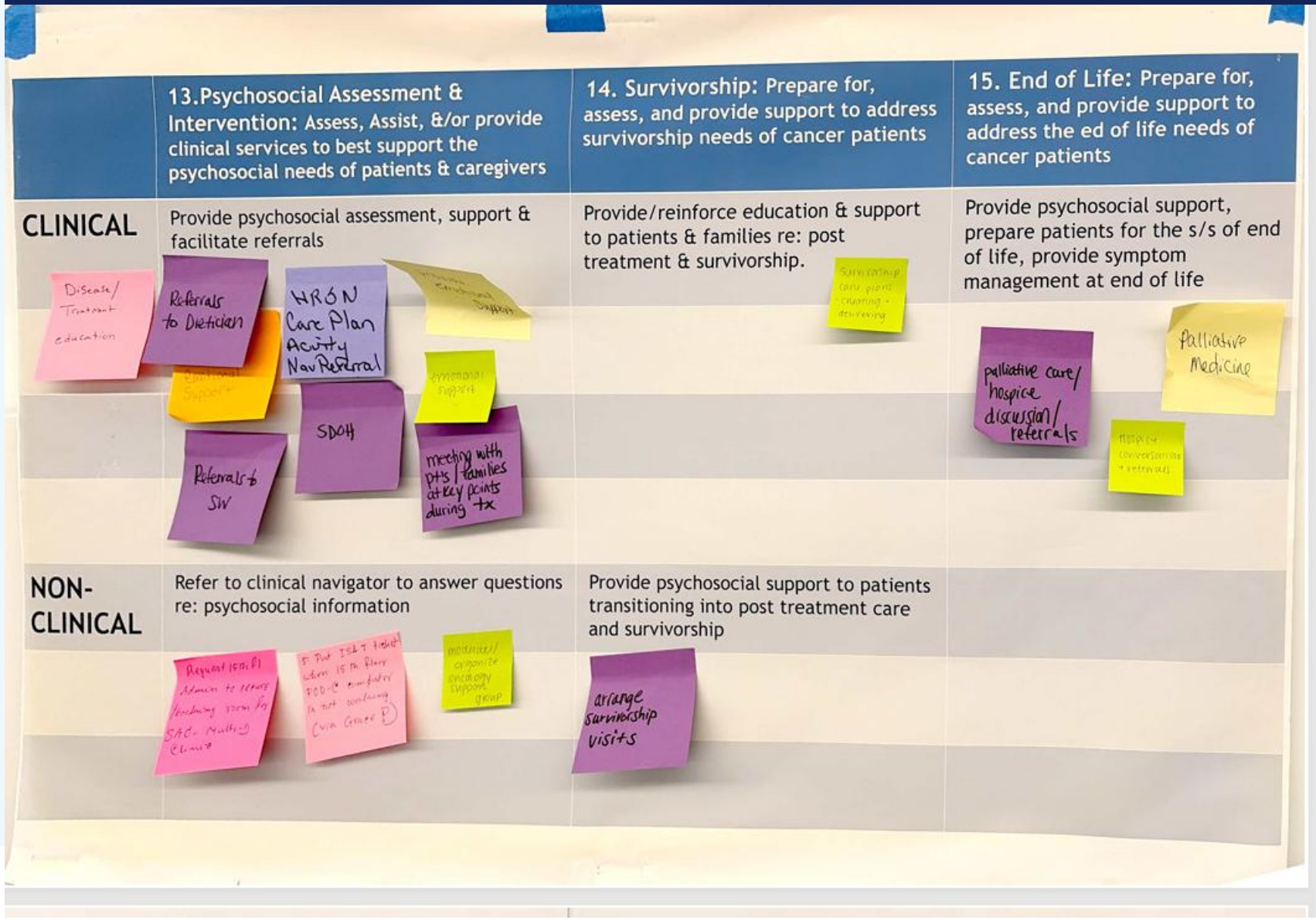
Hi Team

Get your snorkel gear out as we prepare to update our Deep Dive on Navigation Services at our enterprise quarterly meeting on **9/18**.

To prepare for this activity, please start creating post-it notes that include tasks that you are responsible for (or are routinely asked to complete).

- Include clinical and non-clinical tasks, using one post-it per task.
- Also include tasks that you would like to see completed, but there is not enough staff at this time.
- Please use the following guide to color code each location:
-
- JNJ WT: Purple
- JNJ CH: Yellow
- ASP: Blue
- JNE: Orange
- JEM: Green
- CC: Pink
-
- Our goal is to align navigation services with the 2022 Oncology Navigation Standards of Practice (attached).

Poster: Standards 13-15



Poster: Standards 5-7



Deep Dive 2023- Sample

Standard 5. MDC	Standard 6 Communication	Standard 7 Professional Development	Standard 9. Leadership	Standard 12. Care plan	OTHER-NON CLINICAL	OTHER-CLINICAL
Resouce coordination: bras, prothesis, lymphedema sleeves, wig prescriptions, etc.	Meet all newly diagnosed cancer patients	Participate in monthly division meeting	Precept new staff	Identify barriers throughout treatment plan	Facilitate supply orders for patients	Chemo teach
Connect with pharm reps: oncotype, BCI, Myriad, etc): producet, inservices, external programing	Educate patients on what to expect: imaging, IR procedures, surgery, rad, treatment plan & Next steps	Participate in ONS activities	Precept senior nursing students	Follow up prostate bx results	Check chemo auth done & scheduled	Coordinate post discharge needs
Refer to & coordinate specialty appointments: PT, OT, Speech, pulm, thoracic, etc	New pt on board calls	Attend weekly management & nav meetings	Resource to other RN staff	Help patients navigate their way to quality & timely care while explaining and responding to questions	Set up radiation onc planning appointments	Chemo teach

Deep Dive 2026- Sample

Standard #	Standard Name	Theme	Task / Activity	Type (Clinical / Non-Clinical)	Alignment
1	**Ethics**	*Ethical Concerns in Practice*	Getting referrals before provider tells pt they have cancer	Clinical	Scope Concern
3	**Knowledge**	*Disease & Treatment Knowledge Application*	Disease/treatment education	Clinical	Core Navigator Function
3	Knowledge	*Disease & Treatment Knowledge Application*	Molecular testing - final path, breast intake, genetics	Clinical	Core Navigator Function
5	**Interdisciplinary & Interorganizational Collaboration**	*Tumor Board*	Attend tumor board	Clinical	Core Navigator Function
5	Interdisciplinary & Interorganizational Collaboration	*Tumor Board*	Moderate tumor board	Clinical	Core Navigator Function
5	Interdisciplinary & Interorganizational Collaboration	*Tumor Board*	Coordinating tumor board (TB)	Clinical	Core Navigator Function
5	Interdisciplinary & Interorganizational Collaboration	*Tumor Board*	Place tumor board referral	Clinical	Core Navigator Function
5	Interdisciplinary & Interorganizational Collaboration	*Tumor Board*	Tumor board coordination	Non-Clinical	Core Navigator Function
5	Interdisciplinary & Interorganizational Collaboration	*Tumor Board*	Completion of multi-D TB flowsheet documentation in Epic	Non-Clinical	Core Navigator Function
5	Interdisciplinary & Interorganizational Collaboration	*Multi-Disciplinary & Committee Meetings*	Attend CoC, NAPBC, tumor board meetings	Clinical	Core Navigator Function

Contact Me

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Arti Patel Varanasi, PhD, MPH, CPH

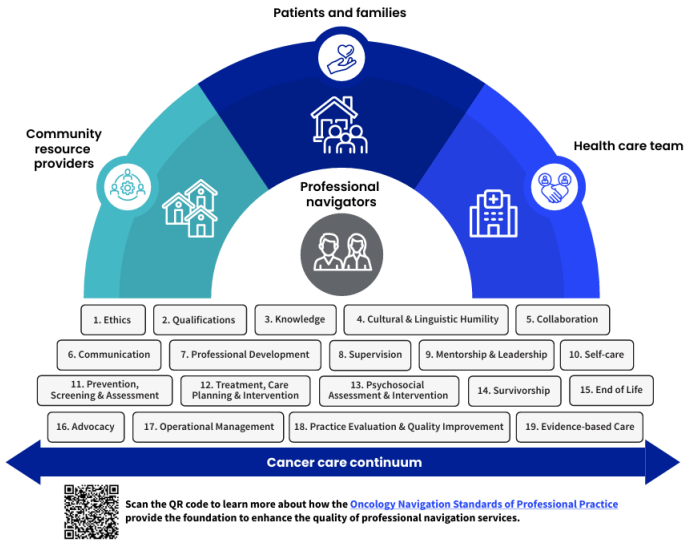


Tracie Lewis, MS

Moderators

ACS NNRT Resources

Driving Impact: Professional Standards in Oncology Patient Navigation Infographic

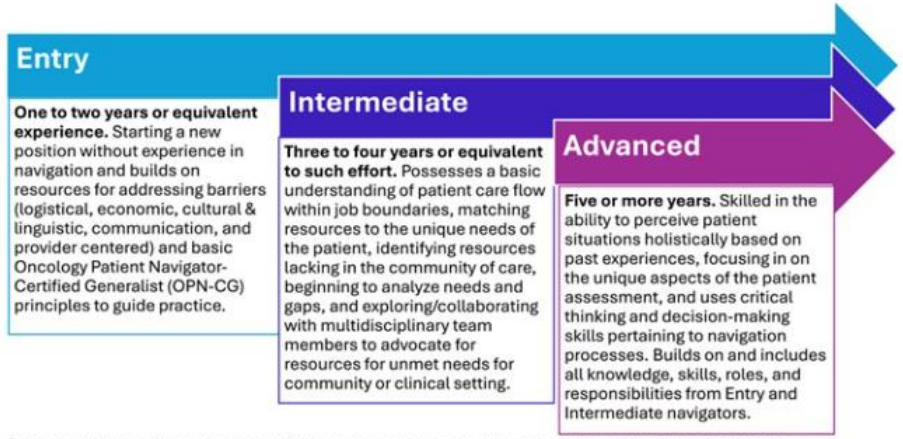


Scan the QR code to learn more about how the Oncology Navigation Standards of Professional Practice provide the foundation to enhance the quality of professional navigation services.

Navigation Metrics Toolkit



Job Descriptions By Oncology Patient Navigator Experience



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.



Margo Leighliter
MHA, BSN, RN, OCN



Donna Moore Wilson
MSN, RN, CBCN

Additional NNRT Member Panelists

Facilitated Q&A

Questions

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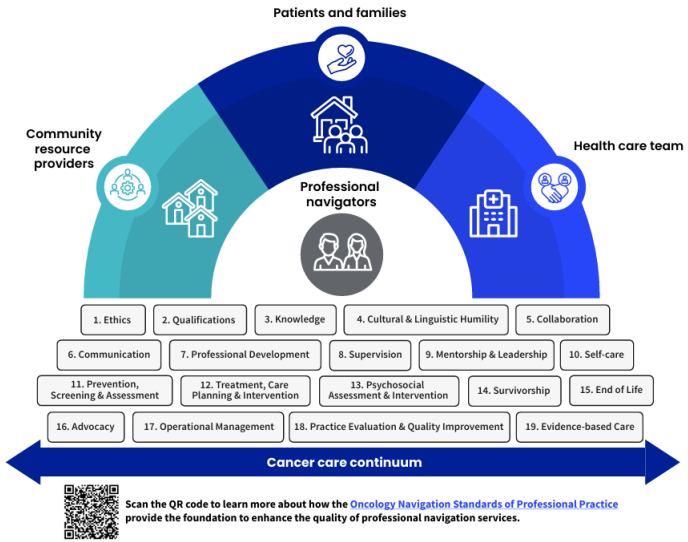
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ACS NNRT Resources

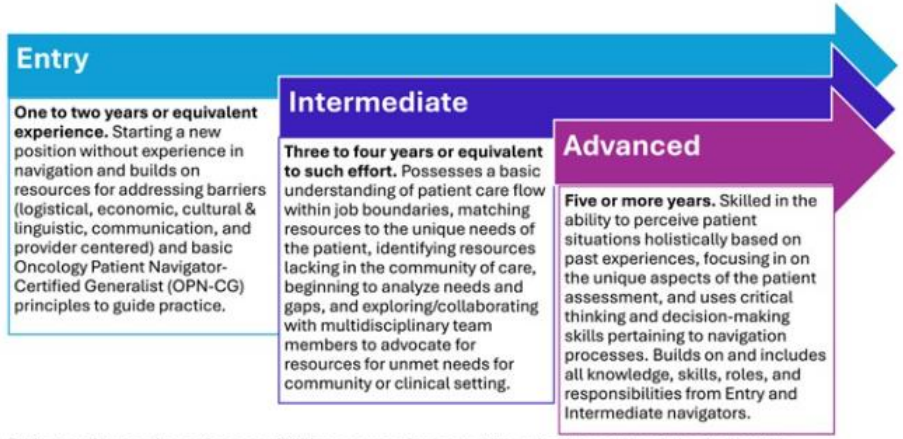
Driving Impact: Professional Standards in Oncology Navigation Infographic



Navigation Metrics Toolkit



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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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