

**STRONGER TOGETHER:
Connecting Clinical and
Community Navigators to
Transform Patient
Experience**



**Concurrent Session -
Lafayette**

Disclosures



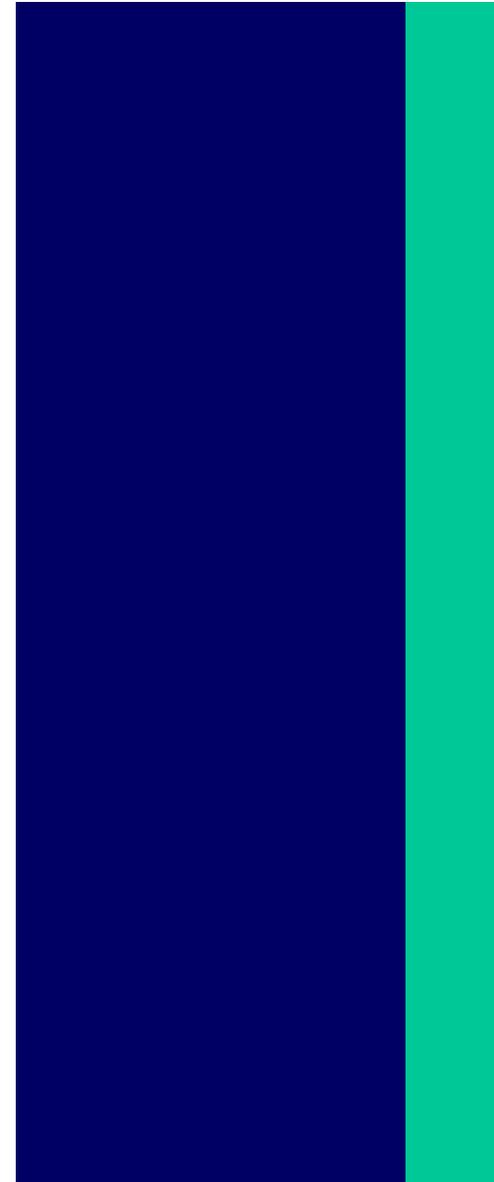
I do not have any financial or any other disclosures to make relevant to this presentation or work in the patient navigation space.

HENRY FORD HEALTH[®]

SM Gavini Center for Cancer Prevention

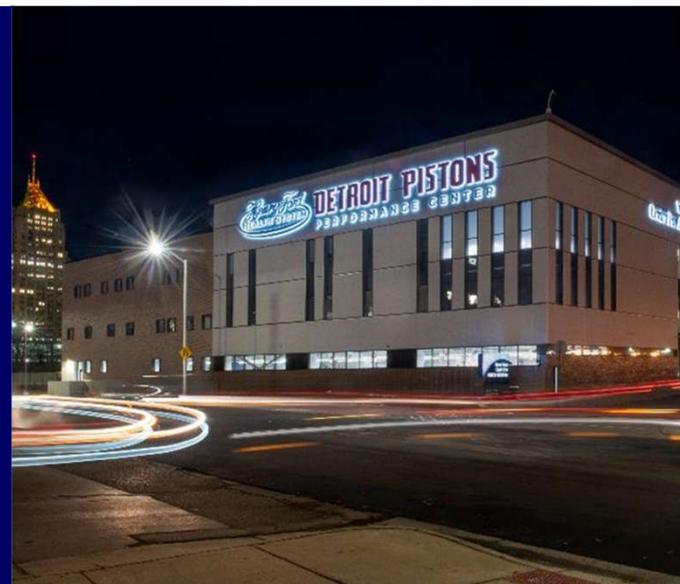
and the prevention of cancer recurrence

Dr. Carmen Stokes,
PhD, FNP-BC, RN, CNE, LIONS





Disclosures: I do not have any financial or any other disclosures to make relevant to this presentation or work in the navigation space



Dr. Carmen Stokes

- Nurse Navigator SM Gavini Center for Cancer Prevention *and the prevention of cancer recurrence*
- Our center is focused on Prevention, Screening and Education
- We have a 3-prong approach:
 - 1. Patient Navigation, incl. risk assessment, education
 - 2. Provider collaboration & education,
 - 3. Community engagement & partnership
- Background in community based participatory research, education (Associate Professor), Steering Ctte (board) member: NNRT, Operation Breast Density, Michigan Cancer Consortium, Healthy Environments Partnership



PhD, FNP-BC, RN, CNE, LIONS

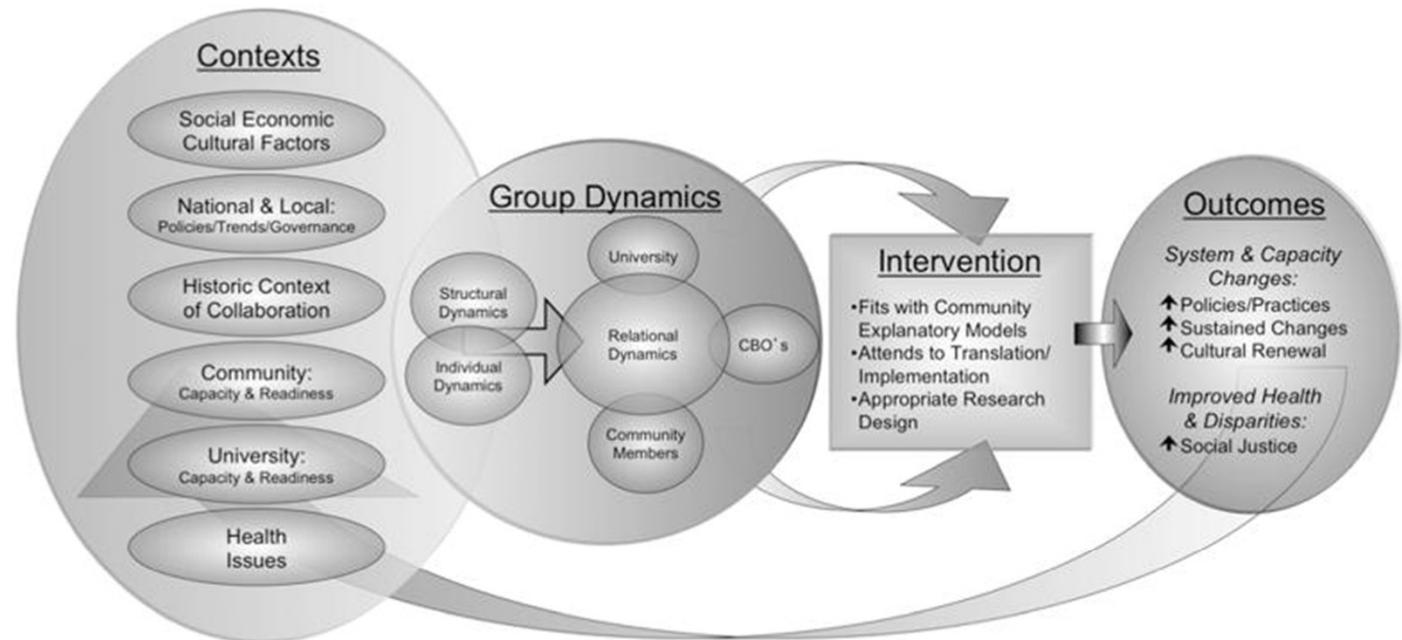
Community Engagement Models

HENRY
FORD
HEALTH®



Cancer Prevention, Screening, & Treatment

Models Overview



Group Dynamics			
Contexts: <ul style="list-style-type: none"> • Social-Economic, Cultural & Environmental Factors • National/Local Policies & Trends in Political Governance • Historical Context of Collaboration • Community: Capacity & Readiness • University: Capacity & Readiness • Perceived Severity of Health Issues 	Structural Dynamics: <ul style="list-style-type: none"> • Diversity • Complexity • Formal Agreements • Real Power/Resource Sharing • Alignment with CBPR Principles • Length of Time in Partnership 	Relational Dynamics: <ul style="list-style-type: none"> • Dialogue/Mutual Learning • Leadership/Stewardship • Influence/Power Dynamics • Flexibility • Self & Collective Reflection • Participatory Decision Making & Negotiation • Integration of Local/Community Beliefs to Group Process 	CBPR System & Capacity Changes: <ul style="list-style-type: none"> • Cultural Revitalization & Renewal • Empowerment: Community & University Reflection • Change in Power Relations • Change in Practices & Policies • Culturally-Based & Sustainable Interventions Health Outcomes: <ul style="list-style-type: none"> • Overcoming Disparities
	Individual Dynamics: <ul style="list-style-type: none"> • Core Values • Cultural Humility/Identities • Individual Beliefs • Community Reputation of PI 		

Original CBPR Conceptual Logic Model (2008)

Community Action Model (2005)

NIH: Lavery [et.al](#), 2005
Amer. Journ Public Health

<https://www.ohsu.edu/knight-cancer-institute/community-action-model>

HENRY FORD HEALTH



Community Action Model

Creating Change by Building Community Capacity



Community Action in Public Health (2016)

<https://sanfranciscotobaccofreeproject.org/case-studies/community-action-in-public-health/>

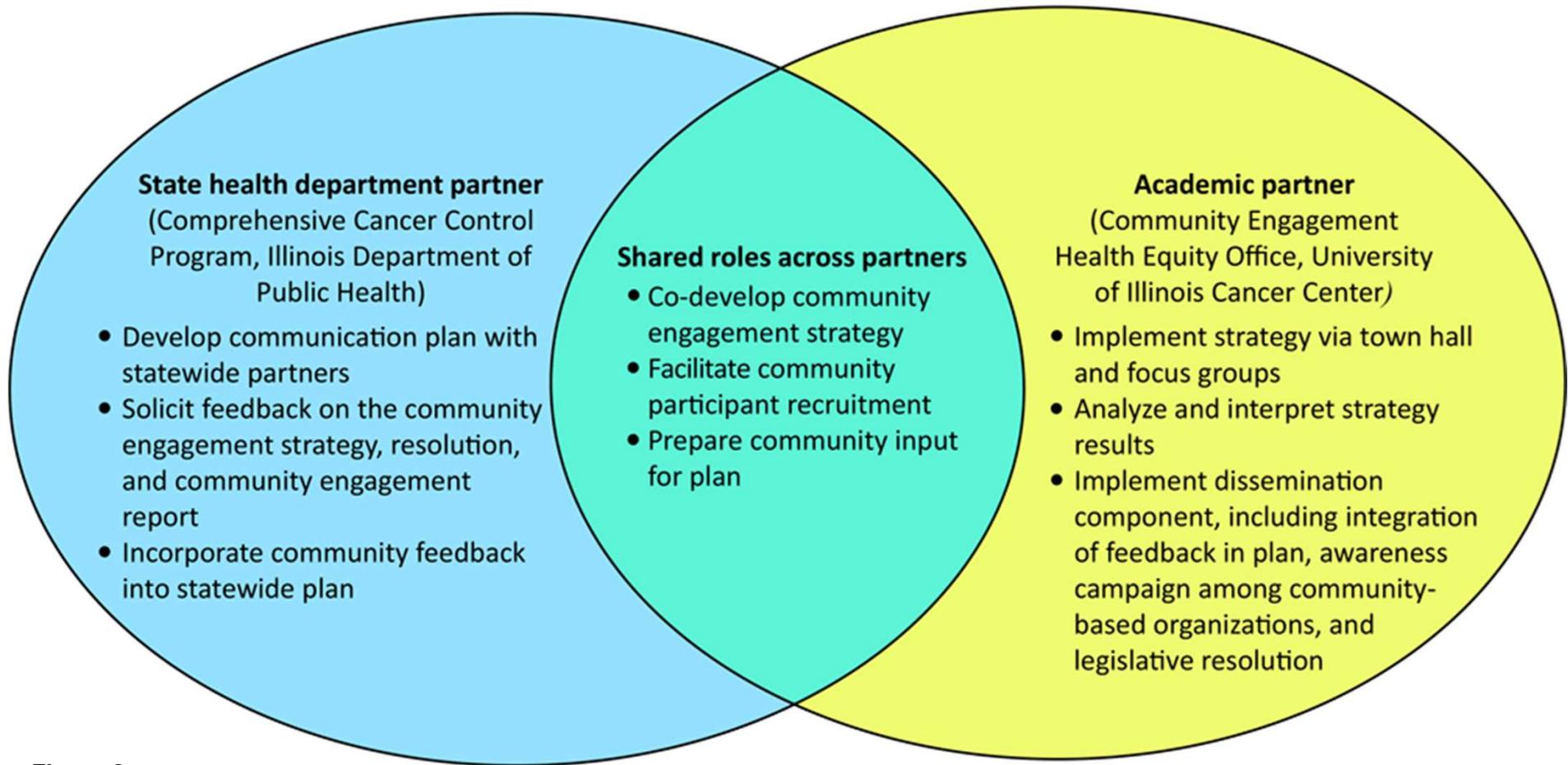
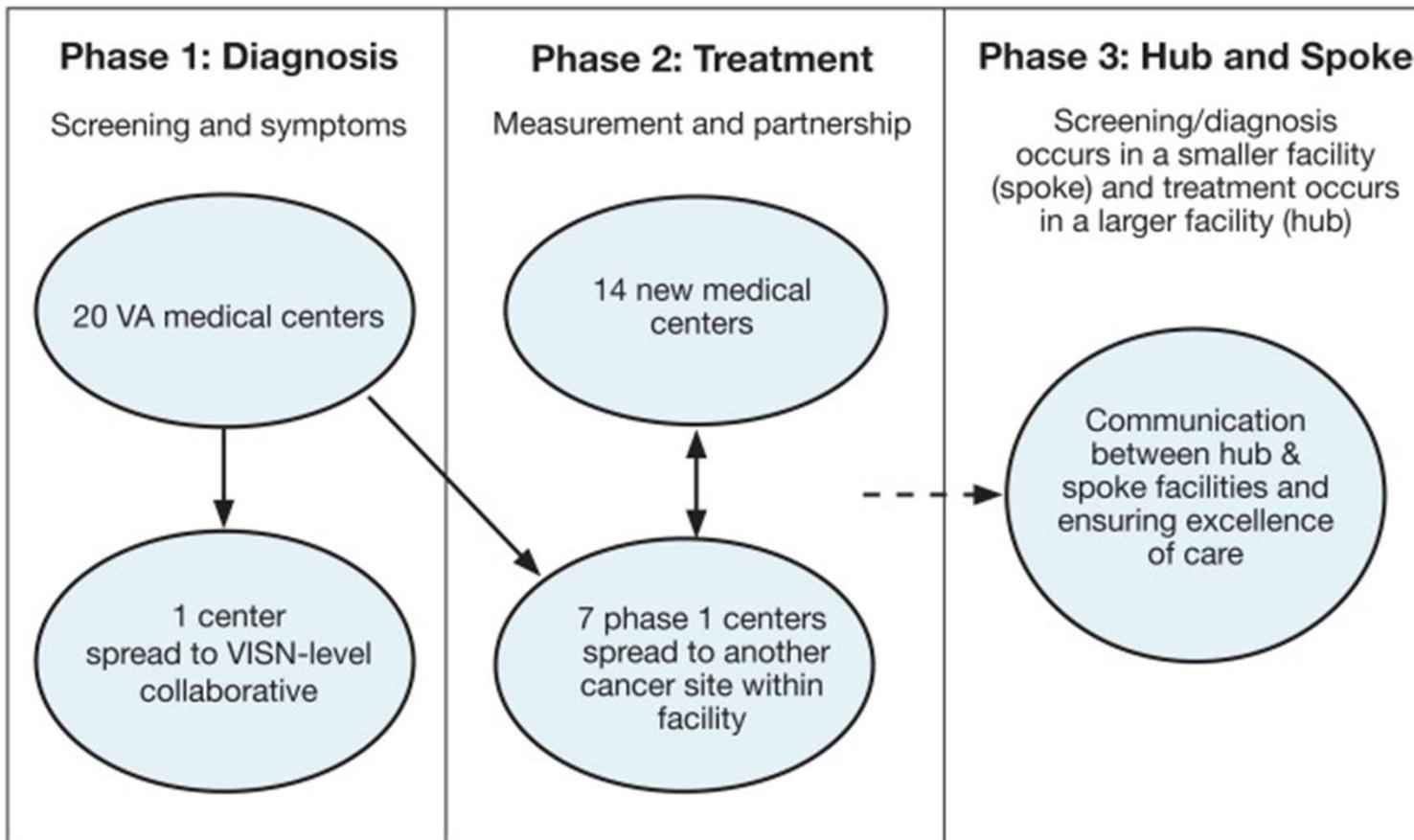


Figure 2. Unique and shared roles and responsibilities of the state health department and academic partners for the community engagement strategy for the 2022–2027 Illinois Comprehensive Cancer Control Plan. [A [text version of this figure](#) is available.]



Inova Peterson Life with Cancer

Jennifer Bires, LCSW, OSW-C



- I have no disclosures

Peterson Life with Cancer (PLWC)

Mission: To enhance the quality of life of those affected by cancer by providing evidence-based education, support, wellness programs & integrative therapies



Programming

Fitness and Movement

Support Groups

Creative Arts

Symptom Management

Education

Peer Support

1:1 Clinical Care

Behavioral Health Therapy

Nurse Navigation

Dietitian

Psychiatry

Acupuncture

Massage

Programming Overview

Category	Total Programs	Subcategories
Movement and Fitness	40	<ul style="list-style-type: none"> Muscle and Bone Strength Yoga, Tai Chi, Qi Gong Social Connection (ex. pickle ball, line dancing) Cardio
Support Groups	32	<ul style="list-style-type: none"> Patients and Caregivers Diagnosis specific Population specific (ex Young Adult)
Symptom Management	20	<ul style="list-style-type: none"> Nutrition Sexual Health Brain Fog Sleep Survivorship
Education	17	<ul style="list-style-type: none"> Pre-Operative Classes Weight Management Treatment Updates
Stress Reduction	13	<ul style="list-style-type: none"> Mind over Matter Compassion Cultivation Meaning Centered Psychotherapy Integrative Psycho-Oncology Program Mindfulness Based Cancer Recovery
Creative Arts Therapies	6	<ul style="list-style-type: none"> Art Therapy Music Therapy Journaling Therapy
Children, Teens, Parents	5	<ul style="list-style-type: none"> Education and Support

Diagnosis & Navigation

Treatment

Family & Caregiver Support

Symptom Management

Survivorship & Recovery

Referral to LWC Nurse Navigator

Helped her understand imaging, lab tests, and surgical options



Pre-Surgical Education Session

Built confidence and empowered her with questions for her surgeon



"Mind Over Matter" Coping Skills Class

5-week program learning tools to manage stress and improve resilience



Explaining Cancer to Kids Video Guide

LWC's pediatric team provided a guide they can use to talk to their kids



Acupuncture for Nausea

Treatment for chemo-induced nausea



Psychiatry for Anxiety

Medication management for anxiety



Joined Breast Cancer Support Group

Provided community, shared experience, and encouragement



Attended Breast Cancer Rehab Series

Topics included: survivorship, brain fog, sleep, nutrition, sexual health, and family planning



Survivors Offering Support (SOS)

Connected with a peer volunteer who had walked a similar path.



Distress Screening & Behavioral Health Therapist

Initial assessment of Sarah's emotional state.
Introduction to coping techniques for sleep and anxiety



Husband Attended Support Group

Support group for caregivers to share experiences



Son Received Counseling

14-year-old son began individual therapy to manage his anxiety



Massage for Scar Tissue

Therapy for post-surgical scar tissue



Nutrition Consult

Dietary advice to address weight loss, diarrhea, and maintain chemo eligibility



Yoga and Wellness Programs

Activities to restore physical activity and community (Yoga, strength training, and wellness)



Sexual Health Consultation

Consultation to manage side effects and restore intimacy



Program Highlight: DMV Young Adult Programming

Inova Peterson
Life with Cancer

**Hot Topics for Young Adults:
Managing the Complexities of Medically
induced Menopause**

Monday, February 10 | 6-7:30pm EST | Online

The sexual impacts of a cancer diagnosis and treatment for young people can greatly impact overall quality of life. One of the most common experiences is medically-induced menopause. Menopause can have a complex impact on the whole person - from sexual function and relational challenges to emotional well-being and physical changes.

In this talk, we'll explore the various impacts menopause can have on young people and discuss a variety of strategies to help manage the bio-psycho-social experiences of medically-induced menopause.

In partnership with:

Register at events.lifewithcancer.org or scan QR code

**YACS Hot Topics:
You're Not Crazy -
Cancer and Mental
Health Workshop**

with Erin Price, LICSW, OSW-C

A cancer diagnosis, treatment, side effects, and the fear and uncertainty it brings can be overwhelming. This workshop for young adult cancer survivors (YACS) will explore how cancer impacts mental health and the body's response to stress, while also providing strategies for coping with intense emotions.

Participants will have the opportunity to develop personalized mental wellness plans to support their emotional well-being throughout their journey.

Tuesday, September 16th
6:00 - 7:30pm EST
Virtual

To register, please email programs@smithcenter.org.

- Collaboration between hospital systems, non-profits, and clinical experts
- Meet bi-monthly for program design
- Host education, support, and social networking events
- Each organization rotates hosting



CSC uplifts and strengthens people impacted by cancer by providing support, fostering compassionate communities, and breaking down barriers to care.



Belinda Paulicin, DSW, LCSW, OSW-C

Vice President, Cancer Care

bpaulicin@CancerSupportCommunity.org

Presenter Disclosure

I, Belinda Paulicin, have no financial relationships or affiliations to disclose.

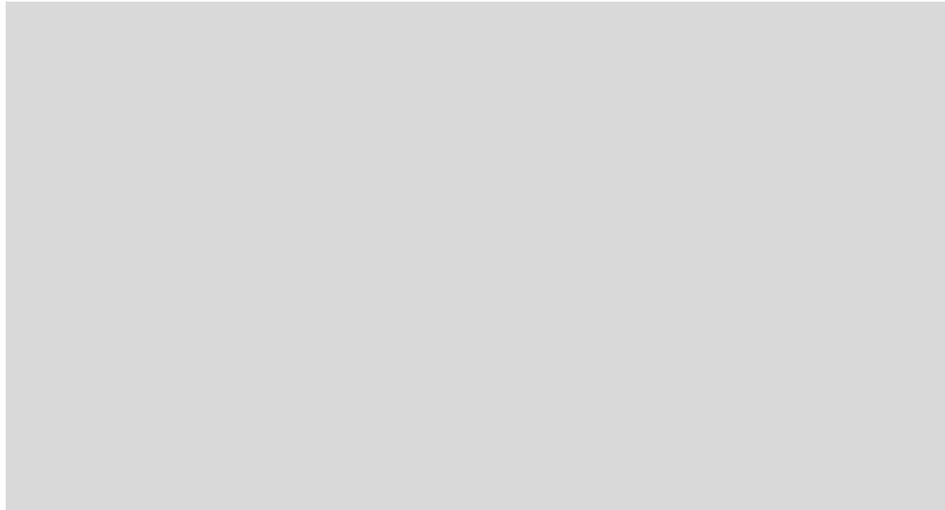
About Cancer Support Community (CSC)

Our Mission: CSC uplifts and strengthens people impacted by cancer by providing support, fostering compassionate communities, and breaking down barriers to care.

Vision: Everyone impacted by cancer receives the support they want and need throughout their experience.

Headquarters: Helpline, MyLifeLine, Research and Training Institute, Cancer Policy Institute, Center for Health Equity, Program Development & Delivery and Education

Network Partners: In-Person and Virtual (see map)



NATIONAL

CSC ARIZONA
CSC SOUTH BAY
CSC GREATER SAN GABRIEL VALLEY
CSC LOS ANGELES
CSC CALIFORNIA CENTRAL COAST
CSC SAN FRANCISCO BAY AREA
CSC VALLEY/VENTURA/SANTA BARBARA
CSC SW COLORADO
CSC DELAWARE
CSC WASHINGTON D.C.
GC SOUTH FLORIDA
CSC ATLANTA
GC CHICAGO
CSC INDIANA
GC QUAD CITIES
GC KENTUCKIANA
CSC MASSACHUSETTS
CSC GREATER ANN ARBOR
GC GRAND RAPIDS
GC METRO DETROIT
GC MINNESOTA
CSC GREATER ST. LOUIS
GC KANSAS CITY
CSC MONTANA

HUB AND SPOKE MODEL:

The map shows all the US states CSC/GC have a physical hub. Following a hub and spoke model, we are in 196 locations worldwide.



CSC and Gilda's Club centers as well as hospital partnerships in the U.S. and around the world.

CSC NEW JERSEY
CSC ROCHESTER AT GILDA'S CLUB
CSC GREATER NY & CT AT GILDA'S CLUB
CSC GREATER CINCINNATI-NORTHERN KENTUCKY
CSC CENTRAL OHIO
CSC GREATER LEHIGH VALLEY
CSC GREATER PHILADELPHIA
GC MIDDLE TENNESSEE
CSC EAST TENNESSEE
CSC NORTH TEXAS
GC MADISON

HEALTH CARE PARTNERS

CSC AT TUBA CITY REGIONAL HEALTH CARE
CSC AT ROCKY MOUNTAIN CANCER CENTERS
CSC AT WHITMAN-WALKER HEALTH
CSC AT KONA COMMUNITY HOSPITAL
CSC AT MOSAIC LIFE CARE
CSC AT HOLY NAME MEDICAL CENTER
CSC AT IFHC (INDIAN FAMILY HEALTH CLINIC)
CSC AT PRISMA HEALTH CANCER INSTITUTE
CSC AT BRECKINRIDGE HEALTH, INC.
CSC AT MEMORIAL HERMANN
GC AT METHODIST CANCER INSTITUTE

INTERNATIONAL

GC GREATER TORONTO
GC SIMCOE MUSKOKA
CSC BAGHDAD
CSC JAPAN
TWC TEL-AVIV



CANCER SUPPORT
COMMUNITY
COMMUNITY IS STRONGER THAN CANCER



GILDA'S CLUB

UNIVERSITY LOCATIONS

CSC AT UNIVERSITY OF GEORGIA
CSC AT NORTHERN ARIZONA UNIVERSITY
GC AT ST. AMBROSE UNIVERSITY
CSC AT MONTANA STATE UNIVERSITY



CANCER SUPPORT
COMMUNITY
COMMUNITY IS STRONGER THAN CANCER

CSC Helpline Overview

Access to Experts Specialists provide emotional, practical, and resource navigation in real time via phone and chat.

Needs-Based Navigation: Tailored guidance based on psychosocial distress screening and comprehensive needs assessments

Bridge Across Settings Supports continuity of care from diagnosis through survivorship, connecting community, clinical, and digital touchpoints.



Meeting the Needs of Every Patient

Integrated Navigation Models: CHW-Helpline Integration and model Collaboration in South Florida

Diverse Navigation Needs-Patients face a range of psychosocial, logistical, and emotional challenges across the cancer continuum.

Navigation Models in Action-leveraging multi-level navigation—from general support to wraparound care—adapting to varied needs.

Integrated Community Support-The Helpline and CHWs form a coordinated support network connecting individuals to resources in healthcare centers, homes, and communities.

Multi-Level Approach

- **Low-Intensity Support:** Brief education, referrals, or emotional reassurance for patients with few barriers.
- **Moderate Navigation:** Psychosocial support, targeted resource coordination for practical needs like transportation or insurance.
- **Intensive Wraparound:** Care Team-based, Care Coordination, trauma-informed navigation addressing complex social, emotional, and health needs.

CHW + CSC Helpline Integration

Strengthening Navigation Across Community and Clinical Settings

Streamlined Referrals

CHWs are equipped to directly refer patients to the CSC Helpline using dedicated forms, inboxes, and liaisons.

Two-Way Communication

Helpline staff provide consultation to CHWs, building shared plans and understanding of patient needs.

Access Expansion

Together, they extend navigation support beyond hospitals—into neighborhoods, homes, and underserved communities.



South Florida Navigation Model

Community-Centered Access to Cancer Care and Resources

Strategic Local Partnerships

Collaboration with four cancer centers, Gilda's Club South Florida, and local community-based organizations ensures geographic and cultural reach.

CHW Deployment in Community Settings

CHWs operate in high-need neighborhoods, connecting patients to Helpline services and navigation support.

System of Care Approach

Wraparound model addresses whole-person needs—emotional, medical, financial, and practical—through a trauma-informed lens.



Access Across the Continuum of Care

Seamless Transitions

Support systems follow the patient from initial diagnosis through treatment, recovery, and beyond.

Continuity Across Settings

Navigation spans hospitals, homes, support centers, and digital platforms for sustained access.

Adaptive Support Levels

Navigation intensity adjusts based on patient needs—escalating or tapering as circumstances change.

Key Messages

Integrated Navigation Improves Access and Outcomes

Navigation Must Be Flexible

Patients need different levels of support at other times—models must adapt to meet those needs.

CHW & Helpline Synergy

Pairing community reach with centralized expertise expands access and responsiveness.

Continuum-Focused Design

Navigation should start from screening to diagnosis and evolve across settings, ensuring consistent, equitable support throughout every stage of the cancer experience.



Thank You!



**GILDA'S
CLUB**



PANELIST DISCUSSION



QUESTIONS

Thank you!