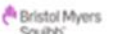




[linkedin.com/in/national-navigation-roundtable](https://www.linkedin.com/in/national-navigation-roundtable)



[@NNRTnews](https://twitter.com/NNRTnews)



navigationroundtable.org

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American Cancer Society National Navigation Fall 2023 Call to Action Series

**Utilizing the Oncology
Navigation Standards
in Professional Practice,
Examples From the Field**



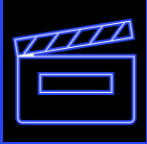
September 26, 2023

navigationroundtable.org

September 26, 2023, 1 p.m. - 2:15 p.m.

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.



For social media, please tag posts with our meeting hashtag **#ACSNNRT23**



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



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





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thank you!

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

Objectives

- Review the Oncology Professional Standards of Practice
- Identify Application of the Standards for a Nurse Navigator, a Social Work Navigator and a Patient Navigator



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



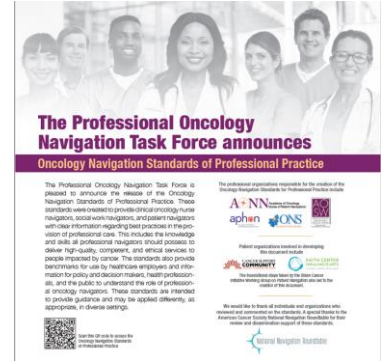
CANCER Journal June 2022

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 4:00 - 5:00 PM ET	November 9, 2022 2:00 - 4:00 PM ET	November 15, 2022 2:00 - 4:00 PM ET	January 12, 2023 2:00 - 3:00 PM ET

Call to Action Series 22-23



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American Cancer Society | NATIONAL NAVIGATION ROUNDTABLE

Reaching Communities through Patient Navigation: Evidence for Action

May 2, 2023
Archived webinar

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.

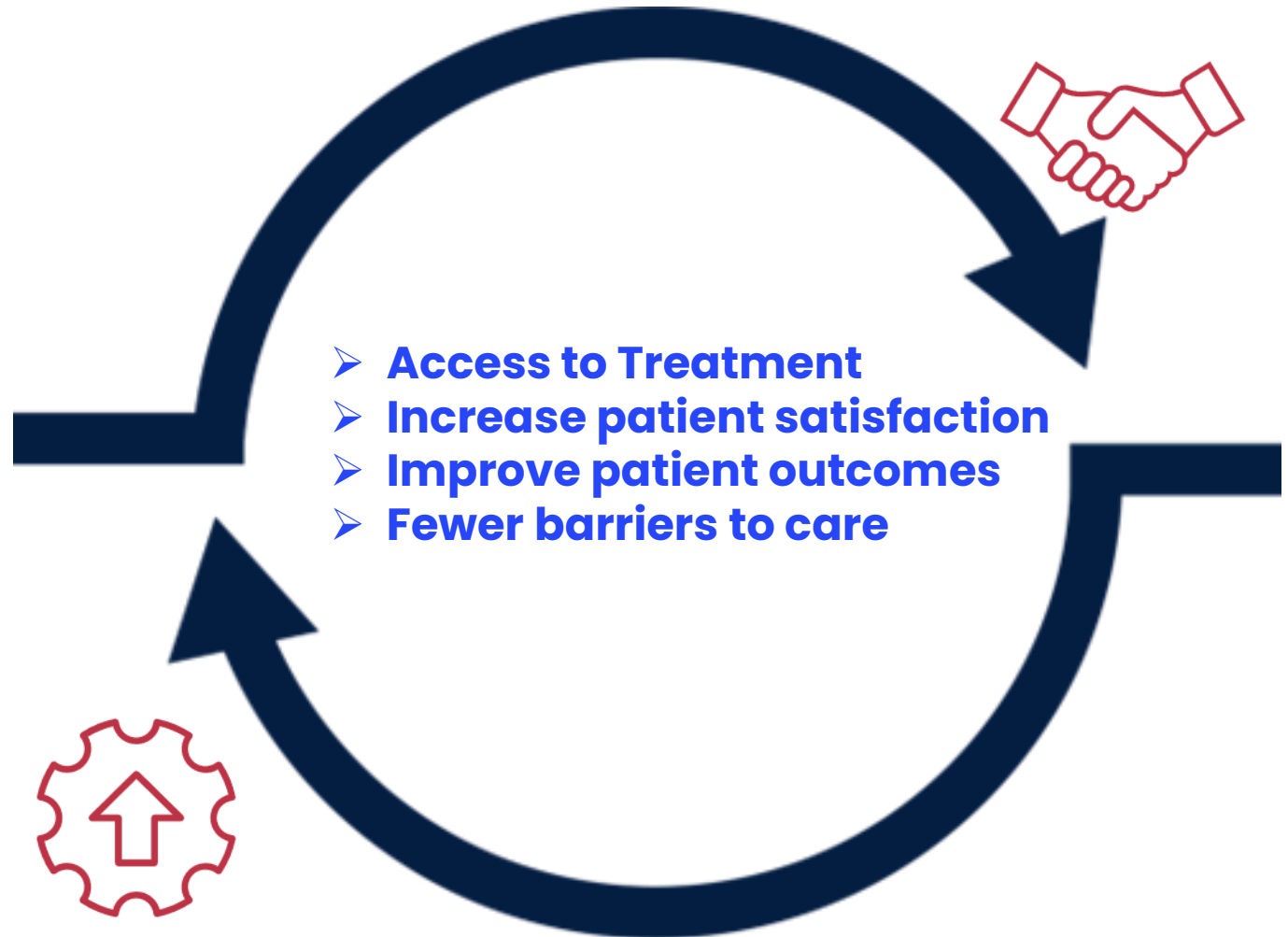
During this webinar, participants will learn about the systematic review evidence used as the basis for this CPSTF recommendation. You will also learn about the Community Guide, a resource that houses CPSTF findings, systematic review evidence, promotional materials, and implementation tools. As you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



Community Guide Webinar, May 2, 2023



Patient Navigation = Health Equity





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Monica Dean



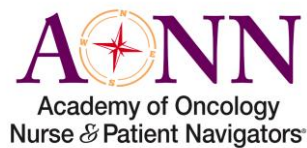
Carmen Stokes, PhD,
FNP-BC, RN, CNE



Karen Costello, MSS,
LSW, OSW-C



Zarek Mena,
OPN-CG



Building Blocks for Professionalization of Navigation



Other National Support: Standards of Professional Practice

Professional Oncology Navigation Task Force (PONT)

*These standards are intended to provide **guidance** and may be applied differently, as appropriate, in different settings*

After 3-decades, standards of practice did not exist

Provides clinical oncology navigators and patient navigators with clear information regarding the standards of professional practice

Guidance regarding the knowledge & skills all professional navigators should possess to deliver high-quality, competent, and ethical services

Provides benchmarks for healthcare employers

Information for policy & decision makers to understand the role of the professional oncology navigator

PONT Definitions



Oncology
Navigation

Professional
Navigator

Clinical
Navigators
Oncology
Nurse
Navigator

Clinical
Navigators
Social Work
Navigator

Patient
Navigator

Patient

Carmen Stokes, PhD,
FNP-BC, RN, CNE



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Ascension

Carmen Stokes, PhD, FNP-BC, RN, CNE



Case Study



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Oncology Nurse Patient Navigator Perspective

Nurse

Annie Rogers, RN for past 5 years and OCN last 2.5 years.
Worked inpatient oncology @research hospital →
Nurse Navigator for cancer prevention center past 18 months.

Patient

L.O., a 40 y/o female Malta & White mixed heritage. Married w/ 4 children.

Social Hx: BMI 28,
loves cheese, soda & large meat portions w/ lunch & dinner
(cultural)

Drinks socially 4x+ week, wine w/ dinner.

High stress job/ home

Does not exercise

Poor sleep habits

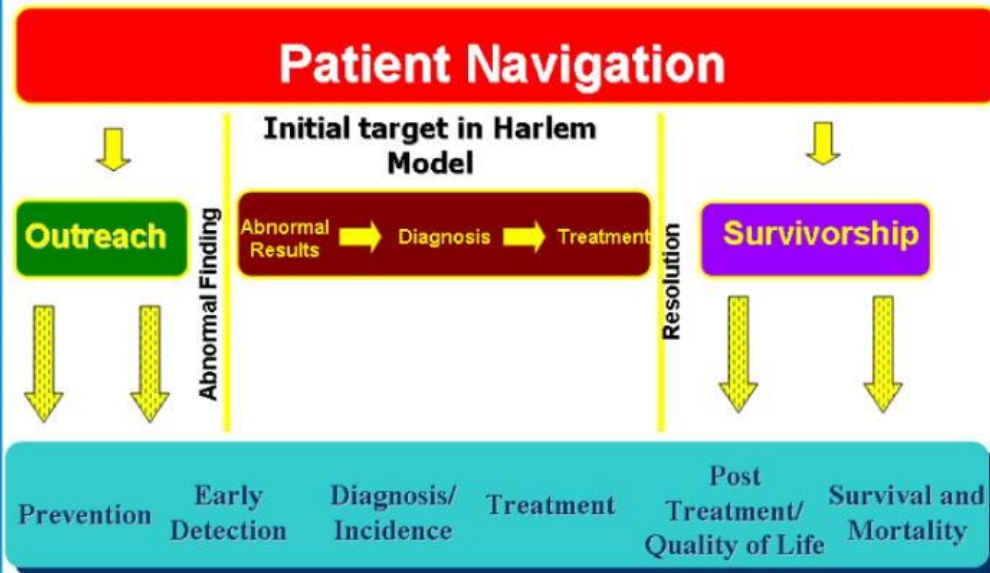
Medical Hx: No comorbidities.

+Dense breast, screening began @ 35 yrs.

Mistrust: MGM immigrant, believed dx & mastectomy to make \$\$\$

Context of Nursing Navigation

Patient Navigation Across The Health Care Continuum



Freeman, 2006.

Nurse Navigation

- Academy of Oncology Nurse & Patient Navigators

Principles of Navigation

- pt centered delivery model
- coordination of services
- assure pt's right to safety, choice, to be informed & heard

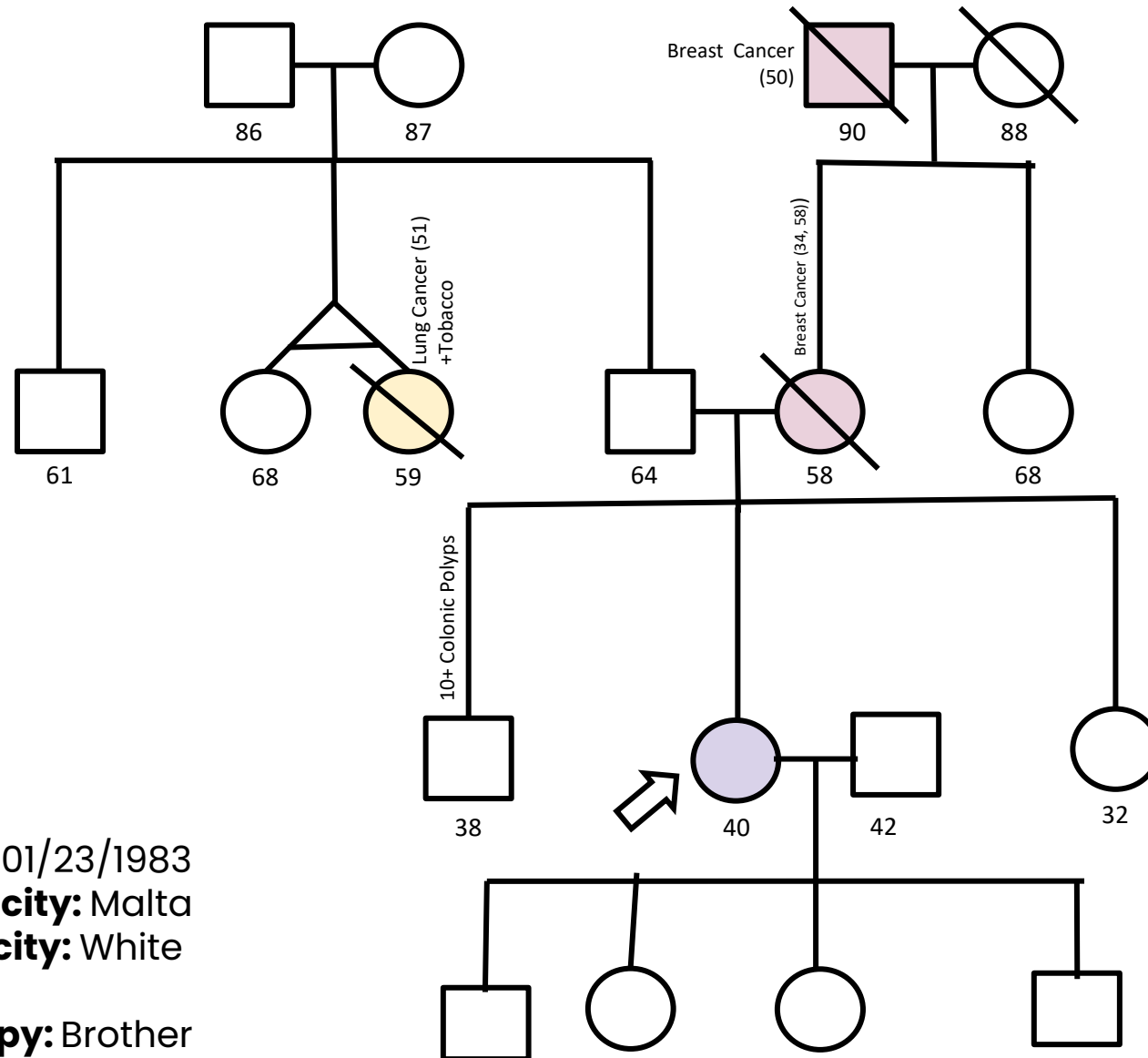
First Navigation Program

- 1990, Harlem NY (Breast cancer)
- **unequal burden of cancer**

Guide patients through their journey
prepare the patient, answer questions, provide support

Connect patients with resources

L.O.'s Genogram/Pedigree



Name: L.O., **Date of Birth:** 01/23/1983
Maternal Ancestry/Ethnicity: Malta
Paternal Ancestry/Ethnicity: White
Ashkenazi Jewish: No
10+ Polyps on Colonoscopy: Brother
Previous Genetic Testing: No

Pedigree Made By: CS/KE
Date Created: 09/20/23



Nurse Navigator- Case Study

STANDARD 5

STANDARD 2

Qualifications of nurse navigators include education, licensure, Training/ continuing education.

Nurse Annie Rogers is both a BSN and OCN certified nurse. She was recently hired as a nurse navigator for a prevention cancer center. She reviews NCCN guidelines, & enrolls in CE courses

STANDARD 4

Demonstrate Cultural & Linguistic humility, sensitivity, & responsiveness.

Navigator inquires about pt's Malta culture, dietary practices, physical activity, & cultural expectations to understand how this influences self/ health care.

Also researches resources (sensitive/ inclusive to Maltese culture)

Collaborate with patient (loved ones), interdisciplinary team, and community resources.

Navigator completes more comprehensive history, refers pt to genetics, breast specialist (possible chemoprevention trial), dietician, and enrolls in a 12 week EBP community weight loss program (ACS) hybrid, check in: log of steps, food & stress

STANDARD 6

Communicate effectively to advocate with and on behalf of patients. Tailor communication to educational, developmental, & health literacy level of pt.

Address pt's fears, learning style: literacy; incorporating visual, kinetic, auditory methods. Included Zoom, visual cartoon images to explain critical topics & family tree. Engages in creative learning

Practice Evaluation & Quality improvement: participates in tracking & monitoring metric outcomes, report to relevant stakeholders. *Identify clinical questions & change practice.* Incorporate Evidence-Based Care.

Created a spreadsheet to log patient's TC risk level, specific personal risks, and desired outcomes. Aligns pt education for behavior modification w/goals. Incorporates EBP, research & findings to pt plan

STANDARDS 18 & 19

STANDARD II: Prevention, Screening & Assessment

ONCOLOGY NAVIGATORS PROVIDE EDUCATION ON CANCER PREVENTION, SCREENING AND ASSESSMENT (which includes appropriate referrals)

- Exhibit knowledge about, promote, and advocate for cancer prevention behaviors, early detection, screening, and healthy behavior education.
- Exhibit knowledge of available local, community, or national resources and the quality of services provided and establish relationships with providers of these services.
- **Assess population health factors such as common diseases and/ or risk behaviors.**
- Conduct risk assessments, including lifestyle factors.
- Exhibit (and continue to seek) knowledge regarding communities served.
- Assist with the implementation of programs to improve access to cancer screening.
- **Employ strategies to educate patients to integrate healthy lifestyle behaviors into daily living.**
- Conduct culturally appropriate education about the potential benefits and limitations of contemporary genetic counseling and related genetic risk assessments.
- Support patients' adherence to holistic care plan.
- **Assist in the identification of candidates for molecular testing and/or genetic testing & counseling, and facilitate appropriate referral**



Open Discussion

Tell us your point of view as a:

- ❖ Oncology Patient Navigator
- ❖ Oncology Social Work Navigator



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Karen Costello, MSS, LSW, OSW-C



Karen Costello, MSS,
LSW, OSW-C

Clinical Navigator/
Oncology Social
Work Navigator:

PONT Standard Definition



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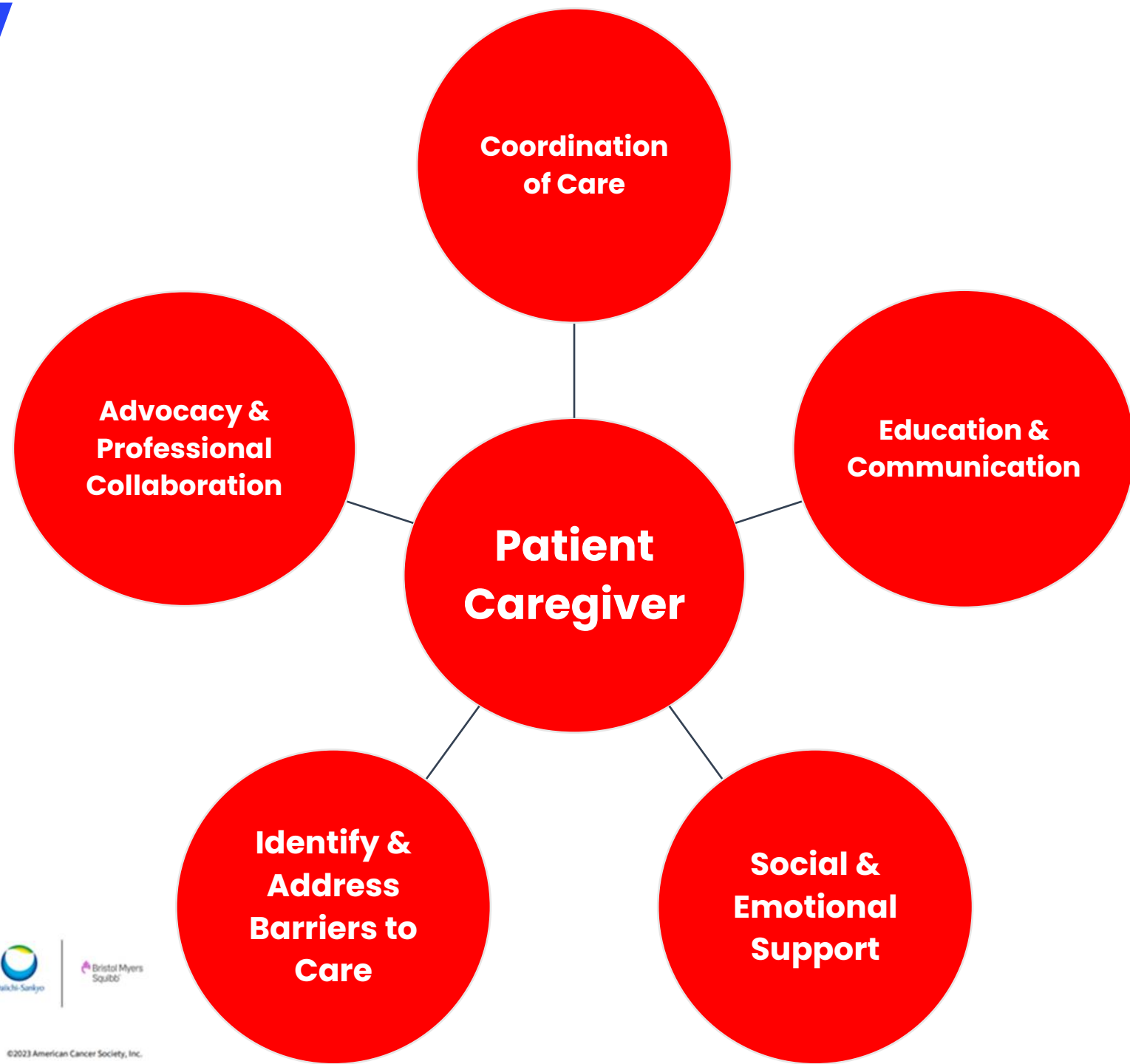
- A professional social worker with a master's degree in social work and a clinical license (or equivalent as defined by state laws)
- Oncology-specific and clinical psychosocial knowledge
- Offers individual assistance to patients, families, and caregivers to help overcome healthcare system barriers.
- Using the social work process, an oncology social work navigator provides education and resources to facilitate informed decision-making and timely access to quality health and psychosocial care throughout all phases of the cancer continuum

A woman with short brown hair and glasses is looking down at a dark blue smartphone she is holding with both hands. She is wearing a black and white striped sleeveless top. The background is a blurred indoor setting with a window showing greenery outside. The text is overlaid on the left side of the image.

Social Work Navigation

Meeting patients and caregivers where they are and providing navigation education, advocacy, resources and support where and when needed.

PROGRAM & SERVICES GOALS



**Karen Costello, MSS,
LSW, OSW-C**

- **A 65 year old woman with refractory multiple myeloma was referred for navigation support**
- **She had several courses of treatment, now exploring CAR T-Cell Therapy**
- **She was anxious but also hopeful and excited about the possibility of reaching remission**
- **She reported several practical, educational and emotional barriers**
 - **Distance from home to Clinic (4 hours)**
 - **What to expect and how to prepare**
 - **Roles of care team**
 - **Limited support system**
 - **Anxiety and concern**
- **The navigation support program and social work navigator's interventions aligned with several aspects of the Oncology Navigation Standards of Professional Practice**

Case Study



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SOCIAL WORK NAVIGATOR INTERVENTIONS

Psychosocial Assessment and Intervention

Conducted initial and ongoing distress screening and psychosocial assessment to determine areas for intervention and where to provide extra support.

Interdisciplinary and Interorganizational Collaboration & Communication

Included caregiver in assessment and planning for services and support. With patient and caregiver at the center, collaborated with the cancer center team to coordinate resources and streamline communication according to scope.

Treatment, Care Planning, and Intervention

Educated patient and caregiver on the roles of the team members. Facilitated communication regarding medical concerns towards the providers. Worked to address barriers to care providing resources and provided support and education on best communication strategies in a way that worked for that patient and caregiver where they were at the time

Evidence-based care

Provided CAR T cell therapy navigation support as a part of the CSC Navigation program which is based in the Expanded Chronic Disease Model and includes distress screening with Cancer Support Source (CSS). We have enjoyed presenting our model of care at a variety of venues and so contribute to social work navigation knowledge as outlined in this standard,

Supervision and Self-Care

Participate in several levels of supervision – individual, peer huddles and bimonthly group supervision. Supports the team learning and development as well as evaluate the program and interventions used.

This is challenging work and so self-care is a part of our culture. Breaks, check ins and promotion and support from our leadership and team.

STANDARD

13

STANDARDS

5 & 6

STANDARD

12

STANDARD

19

STANDARDS

8 & 10

Open Discussion

Tell us your point of view as a:

- ❖ Oncology Patient Navigator
- ❖ Oncology Nurse Navigator



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Zarek Mena, OPN-CG



DEFINITION OF ONCOLOGY NAVIGATION

Individualized assistance offered to patients, families, and caregivers to help overcome healthcare system barriers and facilitate timely access to quality health and psychosocial care from pre-diagnosis through **ALL phases of the cancer experience.**

Oncology Patient Navigator: A professional who provides individualized assistance to patients and families affected by cancer to improve access to healthcare services.

A patient navigator may be employed by a clinic or a community-based organization and work throughout the community, crossing the clinic threshold to continue to provide a consistent person of contact and support within the healthcare system. A patient navigator does not have or use clinical training.



**PONT
19 Standards
provide the
framework to
start or enhance
an existing
program**

Zarek Mena, OPN-CG

- **A 65 year old male, NYC attorney (now deceased)**
- **Diagnosed 59, stage IV gastric cancer spread to esophagus and liver**
- **Tx: Folfox/Herceptin** (pt signed/acknowledged that Cold Cap studies are shown for solid tumors however pt adamant to pursue cold capping. Hair loss scale: 1 = <50% kept all of his hair)
- **Concerns to preserve hair:**
 - **Voiced client's concerns of his presentation and abilities to representative in courts due to dx**
 - **Son's wedding**
- **Questioned why hair loss was considered less concerning (by medical team) because he was male**

- **1st male on Paxman Cold Cap in United States**
- **Proud to promote cold capping/importance of discussing hair loss/imaging concerns with male patients**

Case Study



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REAL LIFE IMPLEMENTATION: COLD CAP PROGRAM





SUPPORTIVE CARE

Scalp Cooling: Implementing a Cold Cap Program at a Community Breast Health Center

Mary Heery Shaira Cohen Zarek Mena

Scalp Cooling, Alopecia Prevention, Breast Cancer

CJON 2019, 23(3), 237-241. DOI: 10.1188/19.CJON.237-241

For me, it's a very personal thing and with the DigniCap, I've responded really well so people who see me have no clue that I had cancer. One of the things I've always had going for me was a good head of hair. When cancer patients lose their hair it dramatically affects the way people treat them. All my wife's friends were just saying, 'Allen's never looked better'.
– Allen Wasserman, Connecticut



Open Discussion

Tell us your point of view as a:

- ❖ Oncology Nurse Navigator
- ❖ Oncology Social Work Navigator



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Questions and Answers

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

Real World Use of the Standards

- ✓ Guide navigation practice and clarify scope
- ✓ Evaluate navigation practice and help to ensure accountability
- ✓ Support navigator health and wellness
- ✓ Identify areas of improvement in practice
- ✓ Provide a framework for a competency checklist
- ✓ Determine task delegation (clinical and non-clinically licensed)
- ✓ Create job description
- ✓ Support potential reimbursement of navigation roles
- ✓ Inform advocacy, policy, and decision making

You can do this TOO – align the PONT Standards within your organization



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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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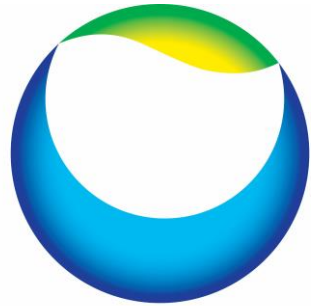
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Vision: End cancer as we know it, for everyone.

Mission: Improve the lives of people with cancer and their families through advocacy, research, and patient support, to ensure everyone has an opportunity to prevent, detect, treat, and survive cancer.

