



Patient Navigation Services for Spanish-speaking Patients with Hematological & Other Cancers

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Background

- Spanish-speaking (S-s) patients with cancer face many barriers to care. The ACS grant allowed us to:
 - Add a 2nd S-s navigator to our team
 - Conduct proactive outreach to S-s patients
 - Provide longitudinal services
 - Enhance our Resource Directory with Latino/a/x-specific community resources
 - Develop stronger relationships with local agencies that serve this population
 - Expand patient awareness of clinical trials
 - Track metrics to demonstrate impact

Left to right: Members of the patient navigation and OCOE (Office of Community Outreach and Engagement) teams: Genoveva Ibarra, Kathy Briant, Anne Devine*, Andrea Suzuki*, Jay Mendoza-MD/MPH, and Richie Hurtado*, at the Fred Hutch Offices in Sunnyside, Washington



*Patient navigation

Project Design/Methods

Phase 1: Planning	Phase 2: Implementation	Phase 3: Implement/Eval
<ul style="list-style-type: none"> Recruit Spanish-speaking (S-s) PN Plan sponsorship and outreach activities Identify focus group facilitator Set up metrics with analytics team Collaborate with Patient Experience re: patient advisory group Research cultural beliefs and available clinical trial info 	<ul style="list-style-type: none"> Hire and train S-s PN Begin proactive outreach calls to S-s patients Develop clinical trials FAQ Conduct focus group Sponsor relevant conferences & events Community outreach targeting this population Collect ongoing metrics 	<ul style="list-style-type: none"> Update PN assessment - culture Update resources for S-s population Continue proactive outreach calls Hire & train replacement S-s navigator Collect ongoing metrics Create presentation for leadership team on project outcomes
Months 0-6	Months 7-18	Months 19-30

Since January 2023, we have conducted the following activities focused on Latino/a/x population health:



Richie Hurtado and Andrea Suzuki, Patient Navigators

Community Outreach

- NW Rural Health Conference-Spokane
- Día de la Familia Comunitaria & Neighborhood House
- Dia de la Familia Resource Fair-Villa Comunitaria & Duwamish Community Center
- Latina Health Symposium-Granger
- Latino Health Forum-Seattle

Presentations

- Community Action Board, Sunnyside
- Community Action Coalition of Western Washington, Seattle
- Community Action Network of Eastern Washington, Spokane



Resources & tools created:

- Recruitment flyer for focus groups
- Clinical trials FAQ in Spanish & English
- Enhanced PN assessment with cultural content
- Expanded database of community resources



Innovation

- Supports need for 2nd S-s navigator to overcome significant barriers to cancer care: language, insurance, employment, travel distance, cultural barriers, etc.
- S-s navigator conducts proactive phone outreach and offers services to referred patients
- Supports model of care to provide culturally concordant, resource-based navigation services throughout treatment

Implications for Sustainable Practice

- Impactful Domains:** This project is making an impact on the domain of outcomes and effectiveness and engaged community
- Supporting Evidence:**
 - Fewer "no show" visits for all navigated patients
 - Caseload increased 64% (due to PN hires), total unique patients served increased 33%, S-s patients served increased 94%; receptivity of Latino community groups to Fred Hutch team
- Challenges:** Difficulty extracting relevant EMR data, PN retention, limited administrative and staff resources for community engagement
- Addressing Challenges:** Refine data analytics processes, develop navigation career ladder, increase admin support

Next steps:

- Continue outreach & strengthening of relationship with community
- Incorporate ongoing community feedback into Fred Hutch Patient Experience efforts
- Continue data analysis through December 2024

Acknowledgement of funding: This project is supported by a patient navigation capacity-building grant from the American Cancer Society.

