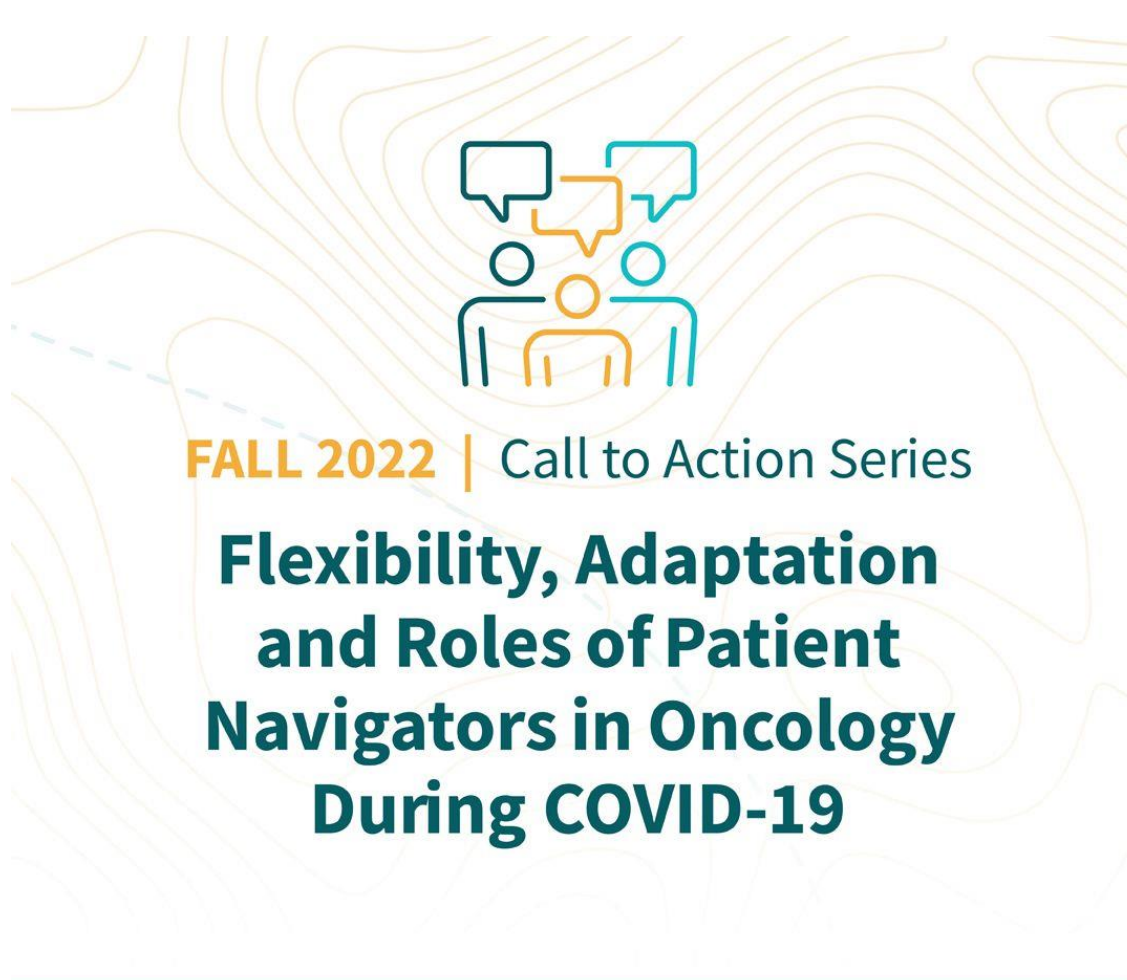# National Navigation Roundtable

2022 Call to Action Series

November 15, 2022

3:00 – 4:00 ET

FALL 2022 | Call to Action Series

Flexibility, Adaptation and Roles of Patient Navigators in Oncology During COVID-19
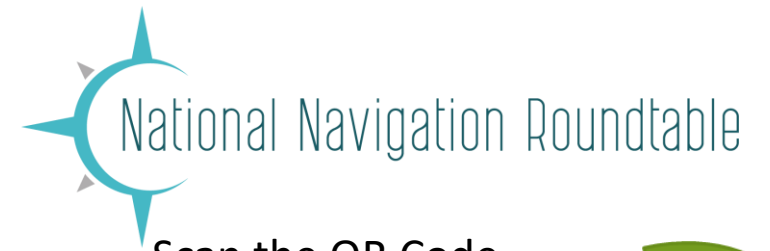
National Navigation Roundtable

navigationroundtable.org

American Cancer Society

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Zoom Best Practices

National Navigation Roundtable

Scan the QR Code with your cell phone camera

This meeting will be recorded.

Have your smartphone to interact with polling questions.

For social media, please tag posts with our meeting hashtag **#NNRT22**

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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NNRT

Andrea (Andi) Dwyer, Chair NNRT
University of Colorado Cancer Center School of Public Health

Linda Fleisher, PhD, MPH, Vice-Chair NNRT
Associate Research Professor, Cancer Prevention and Control, Fox Chase Cancer Center

Jennifer Greenwald, MPH
Sr Vice President, Patient Support Development & Operations
American Cancer Society

Kristina Thomson, LCSW
Director NNRT
American Cancer Society

Michelle Chappell, MS
Program Manager
American Cancer Society

National Navigation Roundtable

NNRT Steering Committee

Task Groups:
- Workforce
- Evidence Base
- Policy

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National Navigation Roundtable

Barriers and Opportunities to Measuring Oncology Patient Navigation Impact: A National Survey

October 25, 2022
4:00-5:00 PM ET

This session will discuss the obstacles preventing navigation programs from using data to justify their existence and the opportunity to align data collection with oncology accreditation, funding, and reimbursement as a viable path forward.

Oncology Navigation Standards of Professional Practice - PONT Standards

November 9, 2022
3:00 – 4:00 PM ET

The Professional Oncology Navigation Task Force created the Oncology Navigation Standards of Practice to provide professional oncology clinical navigators and patient navigators with clear information regarding the standards of professional practice. It will also highlight how navigation programs can apply the standards to their programs.

Flexibility, Adaptation and Roles of Patient Navigators in Oncology During COVID-19

November 15, 2022
3:00 – 4:00 PM ET

This session highlights the resiliency, versatility, and stability of the role of oncology navigation to adapt to the early COVID-19 crisis. It will cover expanding skills in telehealth while providing ongoing navigation services to cancer patients, especially related to the social determinants of health.

Policy: Evaluating Sustainability of Patient Navigation Programs in Oncology by Length of Existence, Funding, and Payment Model Participation

January 12, 2023
1:00-2:00 PM ET

This session identifies factors that may promote the long-term sustainability of patient navigation programs. It will also highlight some issues that may need to be addressed to incorporate navigation into health care payment systems better.

Link to Supplement:
https://acsjournals.onlinelibrary.wiley.com/toc/10970142/2022/128/S13

Register: **https://us02web.zoom.us/webinar/register/WN_A50UEVCQTZyULotlOoG01A**

American Cancer Society
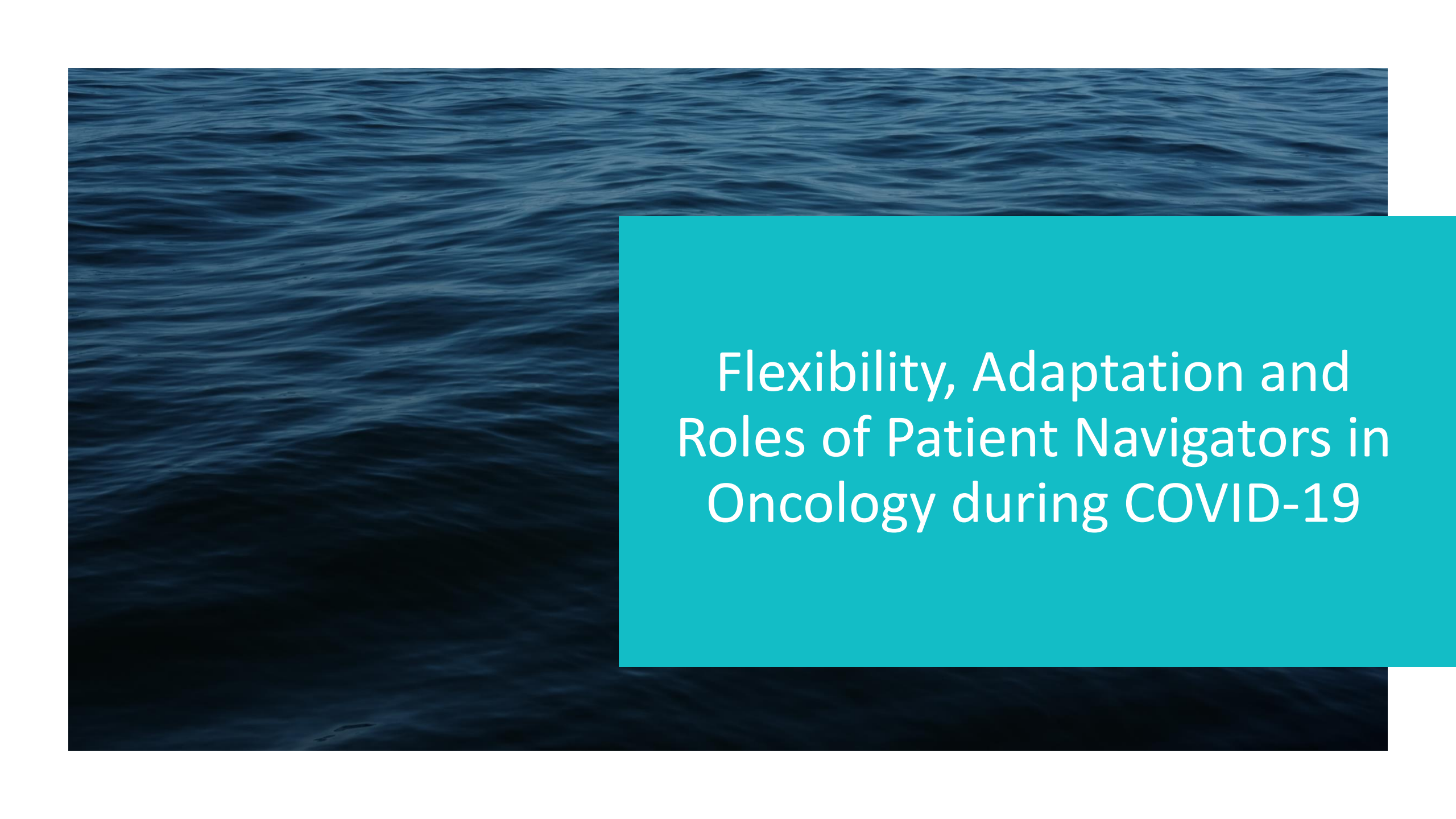Every cancer. Every life.

Welcome!

Sharon Gentry,
MSN, RN, HON-ONN-CG,AOCN, CBCN
Program Director,
AONN+

Patricia Alvarez Valverde PhD MPH
Interim Director of the Latino Research and Policy Center ,
Colorado School of Public Health, the University of Colorado
Anschutz Medical Campus

Flexibility, Adaptation and Roles of Patient Navigators in Oncology during COVID-19

Agenda

- **Introduction to NNRT**

- **Summary of the survey findings**

- **Panelist Introductions**

- **Panelist Discussion**

- **Closing and call to action**

Session Overview

National Navigation Roundtable

This session highlights the resiliency, versatility, and stability of the role of oncology navigation to adapt to the early COVID-19 crisis. It will cover expanding skills in telehealth while providing ongoing navigation services to cancer patients, especially related to the social determinants of health.

An anonymous online survey captured how cancer care navigation changed during 2 phases:

1) March 13 to May 31, 2020

2) June 1 to September 4, 2020

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Tell us about you! Which describes your role best......

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

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What was your primary practice or work setting during Covid?

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

Background

✓ **The impact of COVID-19 on cancer care during the first 6 months of the pandemic was significant. The National Navigation Roundtable Workforce Development Task Group conducted a national survey to highlight the role of patient navigators (PNs)**

✓ **The survey compared information on the roles, employment status, and responsibilities of clinical and nonclinical navigators during 2 time periods:**

1) **March 13 to May 31, 2020; and**

2) **June 1 to September 4, 2020**

✓ **The 2 time periods reflect 2 phases of the COVID-19 pandemic: phase 1, the National Emergency declaration (March 13, 2020) and subsequent local restrictions; and phase 2, the gradual, state-mandated reopening during the second period (approximately June 1, 2020).**
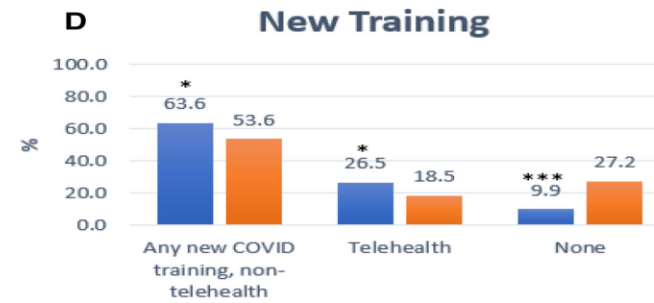
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Who responded and where did they work?

Patient Navigator Type
- Clinical Navigator: 74%
- Nonclinical Navigator: 26%

Primary Work Setting
- Oncologist Office: 33%
- NCI-Designated Comprehensive Cancer Center Program: 14%
- Community-Based Organization: 7%
- Academic Institution: 8%
- 6%
- 32%

A Job Status

B Confidence in Position

C COVID-19 Duties

D New Training

E Team Communication Methods
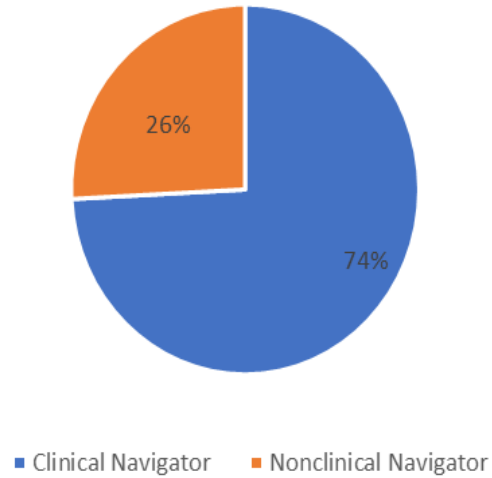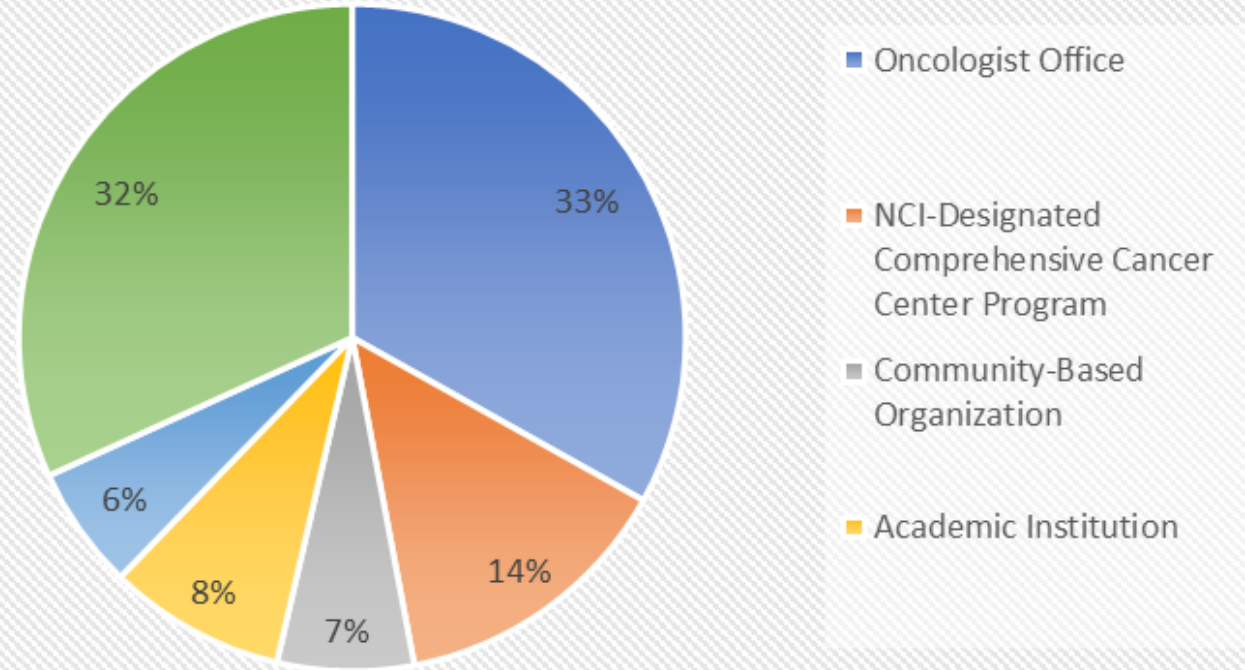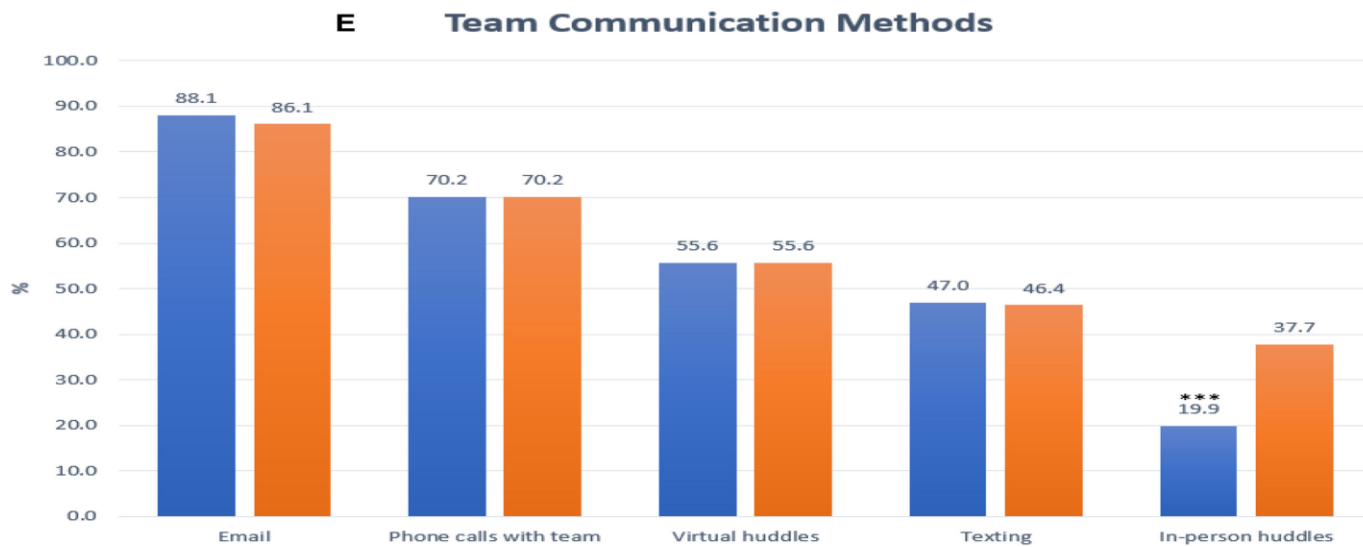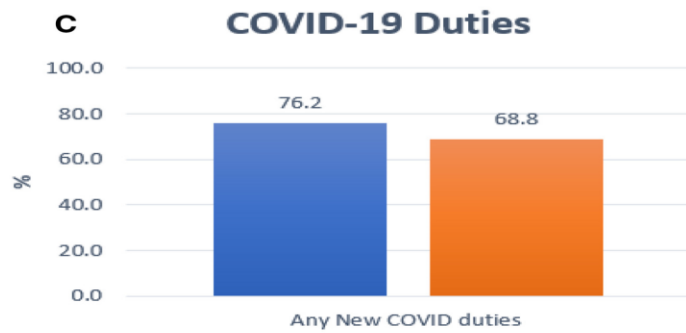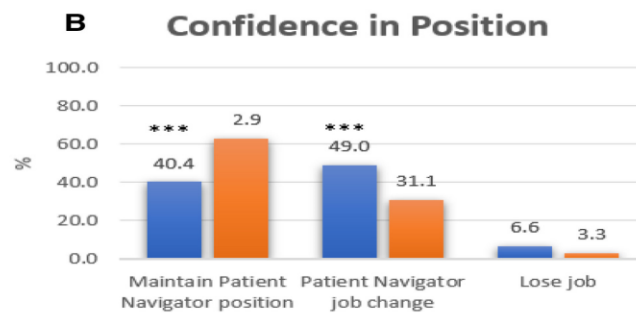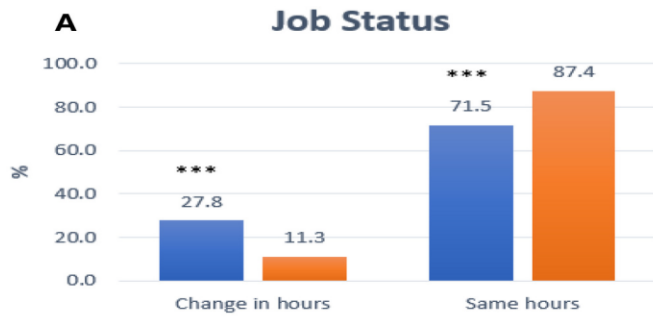
Phase 1: March 11 - May 31,

Phase 2: June 1- September

*P < .10   **P < .05   ***P < .01

Additional training needed
N = 108 training topics identified
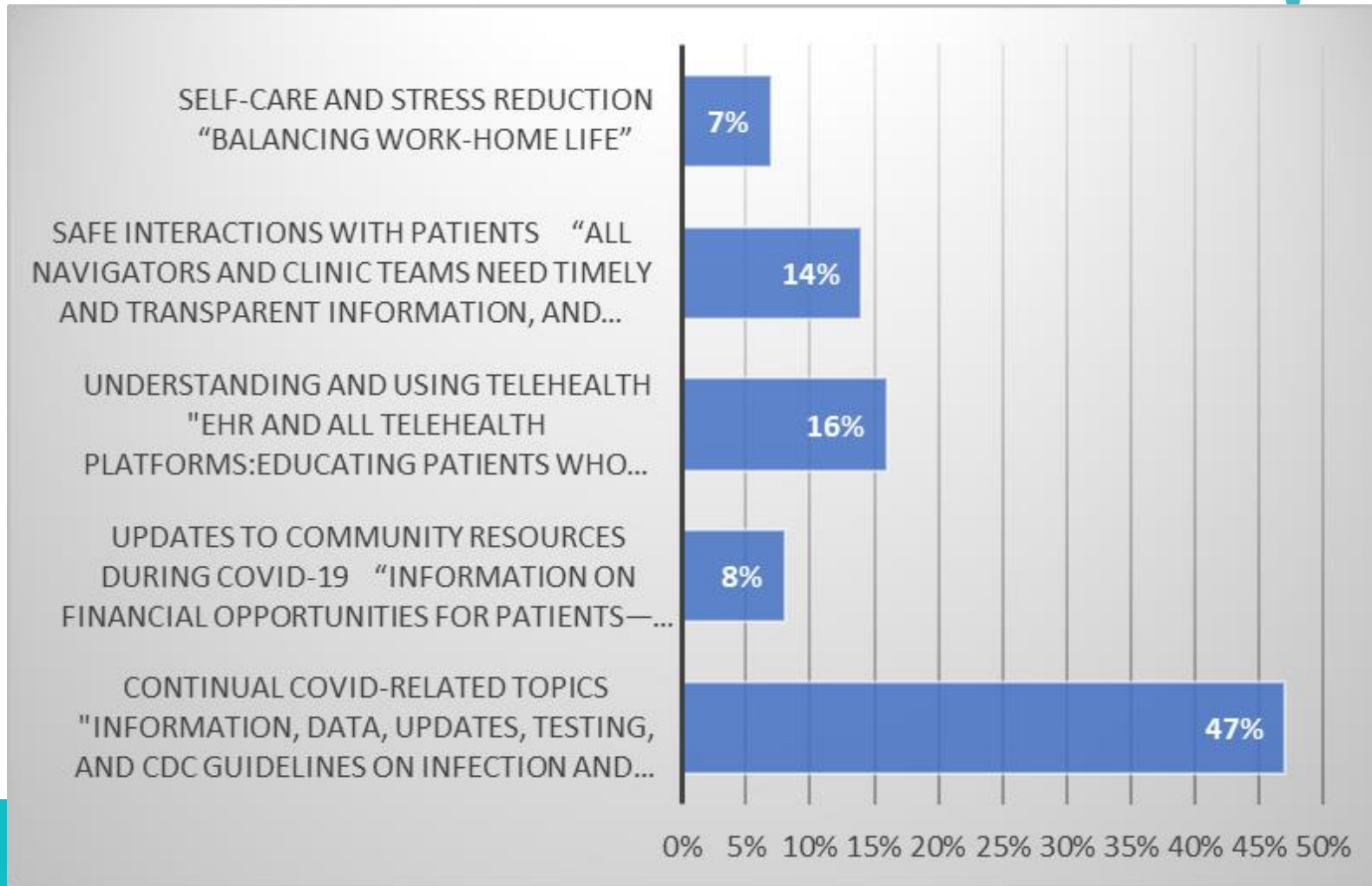
Difficulties with technology and equipment   45 (28%)

Lack of access to needed office equipment

Nonfunctioning or poorly functioning internet connection

Use of personal equipment and difficulty managing multiple technologies

Challenges with working at home setting   30 (19%)

Lack of interaction with colleagues and feelings of isolation

Lack of management support, longer working hours, difficulty accessing needed files, competing demands with COVID-19

Challenges with work-life balance

Challenges related to patient interactions   20 (12%)

Lack of ability to develop rapport with patients/clients or the work environment caused disjointed patient care

Difficulties with dependent support and childcare while working 15 (9%)

Difficulties with dependent support and childcare

Worrying about being at home and impact on children's learning

Barriers to PN remote work, N = 161 barriers identified

Benefits to PN remote work
N = 137 benefits identified

Improved health and more family time   66 (48%)

"Allowed me to slow down and focus on what I was doing each day for my health"

"I felt I was able to get more work done at home than in the office, and I remained healthier than ever."

More time at home with family

Able to assist children with school

Improved patient care 52 (38%)

"As patient load was reduced, I was able to spend more time conversing with patients by telephone, providing more emotional support and anticipatory guidance"

Provided safety for self and patient 31 (23%)

No exposure, so keeps patient and staff safe

Barriers to reaching patients while working remotely
N = 115 barriers reported

Many respondents stated that "[there is] no replacement for inpatient care or to develop rapport"

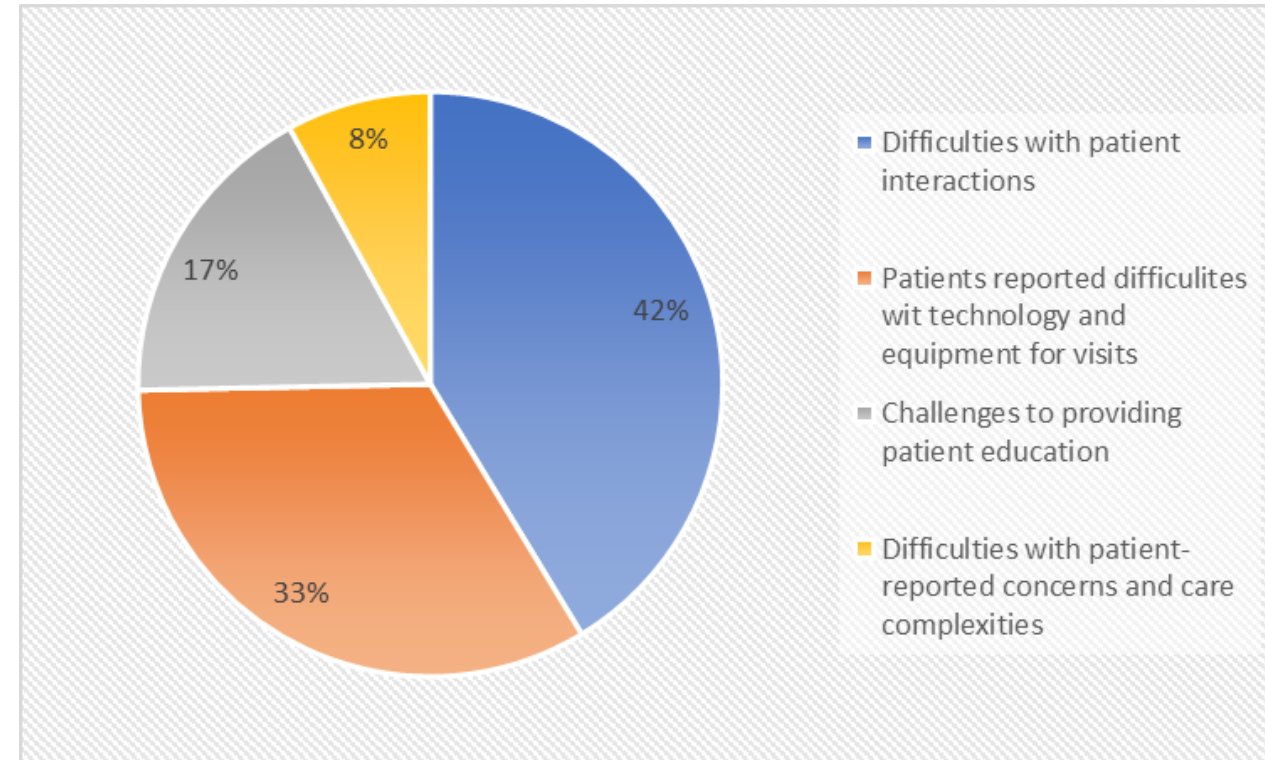Some patients have no functioning internet/lack of internet

PNs reported using personal cell phones and keeping boundaries or patients not answering because of an unknown number as obstacles

Bad cell phone reception and patients with no computers

Lack of readily accessible teaching materials and tools to help provide to patients who were seen via telehealth or working at home

PNs needed extra time with patients to help teach them over the telephone, help patients use technology, and address difficulty accessing patient records
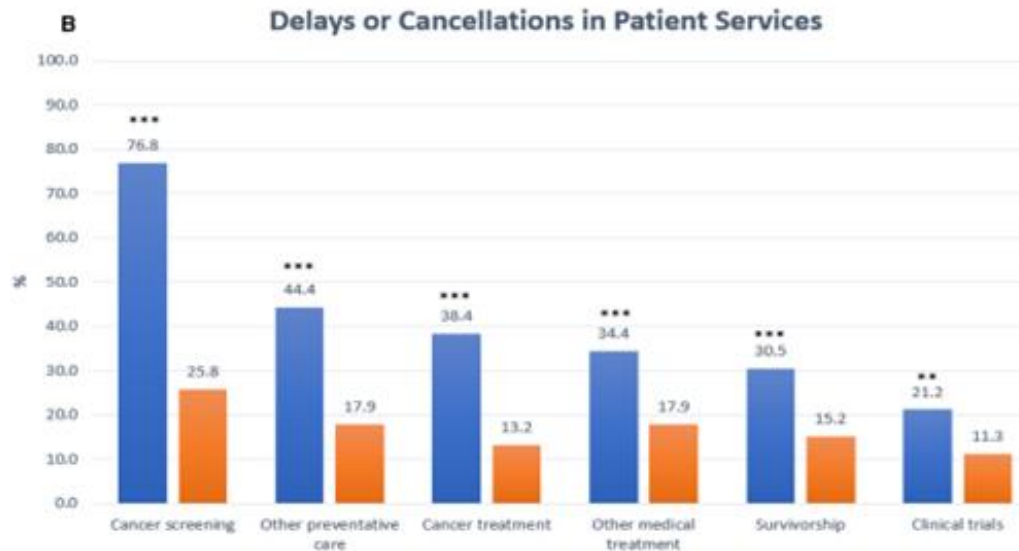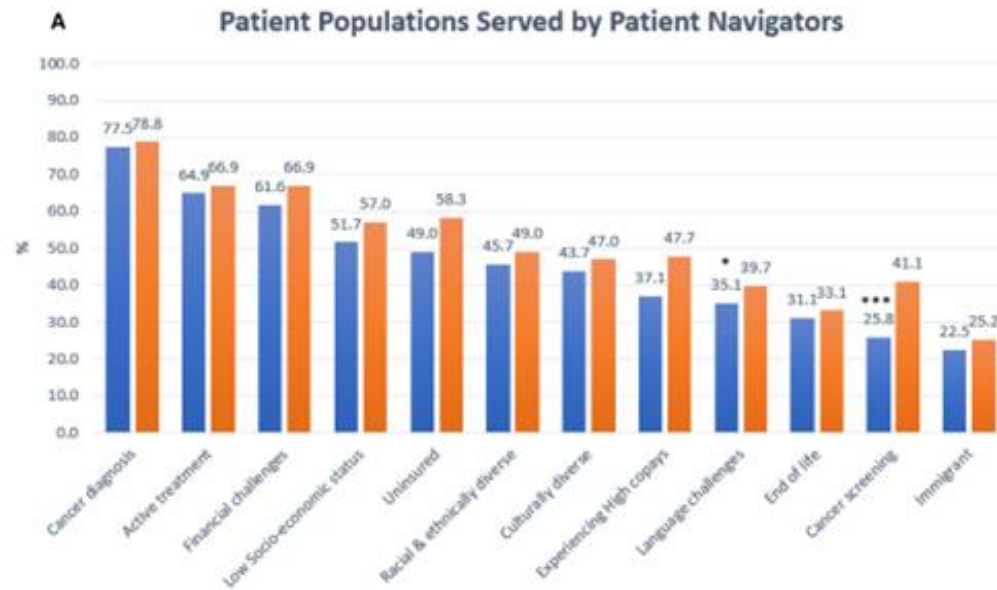
Provided additional help with psychosocial support and addressed fear of contracting COVID-19

Pie chart legend:
- 42% — Difficulties with patient interactions
- 33% — Patients reported difficulites wit technology and equipment for visits
- 17% — Challenges to providing patient education
- 8% — Difficulties with patient-reported concerns and care complexities

COVID-19 myths and misconceptions addressed by PNs
N = 215 items addressed

A Patient Populations Served by Patient Navigators

B Delays or Cancellations in Patient Services
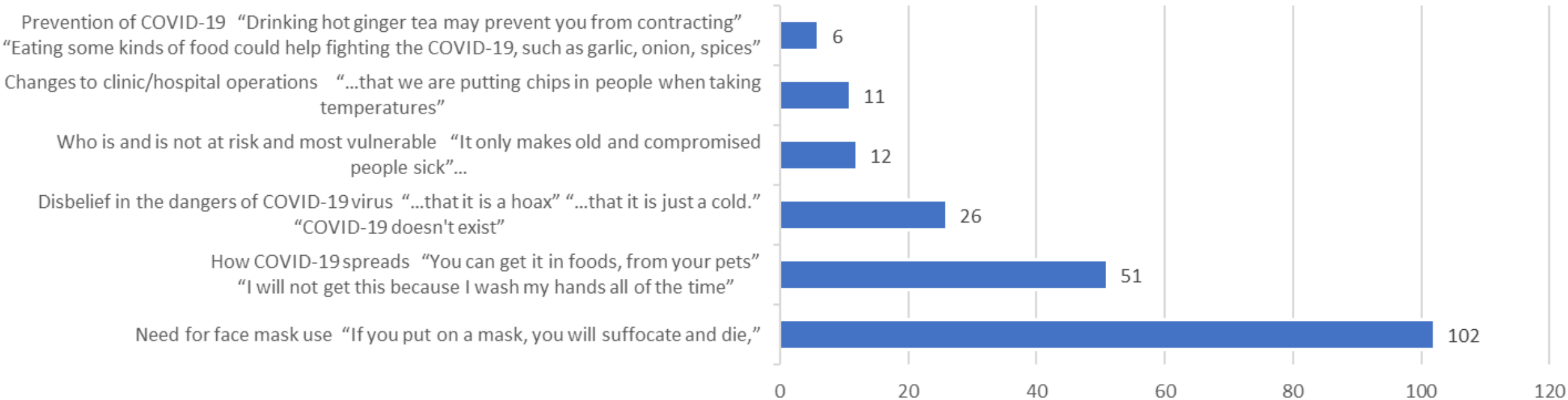
Phase 1: March 11 - May 31, 2020

Phase 2: June 1- September 4, 2020

*P < .10   **P < .05   ***P < .01

Flexibility, adaptation, and roles of patient navigators in oncology during COVID-19

Panel Discussion

National Navigation Roundtable

Jo Weathers, RN, BSN, OCN, ONN-CG
Retired Oncology Nurse Navigator,
 Cancer Institute of the Prisma Health

Linda Bily, MA,
Cancer Patient Advocacy &
Community Outreach Coordinator,
Stony Brook University

Jennifer Bires, MSW, LCSW, OSW-C
Executive Director,
Life with Cancer and Patient Experience
Inova Schar Cancer Institute

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What trainings of needs do you have to work effectively during the next crisis or pandemic

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

Meeting Review & Close

Key Takeaways

"Both clinical and nonclinical navigators showed that they have the potential to engage in coordinated care on behalf of the patient by balancing both the clinical needs and needs related to obtaining practical support and financial assistance, all of which require knowledge and healthy community relationships with those resource agencies. Furthermore, the ability of PNs to identify patient resource needs enables them to help reduce the disproportionate burden of this pandemic on communities of color."

"PN workforce is adaptable, plays a versatile role, and can be quickly trained and deployed for an immediate crisis."

"PNs are easily trained and able to pivot to new situations, demonstrating both the flexibility and the scalability of a workforce that may be used for COVID-19 vaccination programs. Crisis planning should be integrated into new position orientations and annual competencies to train PNs for potential new duties."

Thank You

We look forward to seeing you again for: *Evaluating Sustainability of Patient Navigation Programs in Oncology by Length of Existence, Funding, and Payment Model Participation*

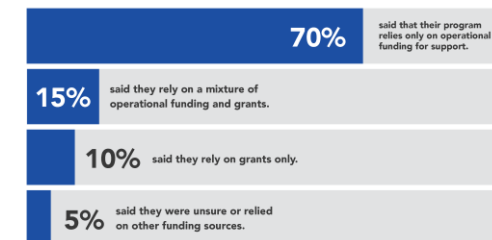*January 9*, 2023

1:00 – 2:00 pm ET

Visit the NNRT website:
https://navigationroundtable.org/

Questions about NNRT:
National.Navigation.Roundtable@cancer.org

Please complete the meeting evaluation