

ACS NNRT & LION™ Learning Collaborative

Session 1

Questions and Answers

Question 1: We have had firewall issues with the website, so we're going to print out and ask 4-5 navigators to complete. Should I try to reconcile these and then send for scoring, should I try to score them myself, should I send all of them for individual scoring and then collate the responses?

- Yes, if you designate someone to collect and send the full set of completed assessments to the NNRT sustainability team, the scores can be entered into the Google Form on behalf of each member of your team so that a score report is generated and emailed for each individual. Please make sure to include each individual's name and email address on the assessments for identification purposes.
- After receiving each of the individual score reports, your team can optionally calculate the overall average domain and overall scores for the full team. We recommend designating one person on the team to collect and collate the team scores. While the group averages are helpful for centering the discussion of your clinic system's overall sustainability landscape in comparison to the individual perspectives, having a group score is not essential to the planning process.

Question 2: When I go to fill out my action plan, how do I reconcile the 10 PNSATs we are currently doing?

- The action plan will be completed after your team comes together to discuss the assessment results including strengths and opportunities and prioritize 1-2 domains to focus on.
- The Learning Collaborative sessions will guide you through the sustainability planning process and you will work on your action plan during Session 5.
- The PNSAT scores for each team member are meant to be a discussion aide to guide your team in discussing strengths, opportunities for improvement, resources needed, and who to engage.
- The scores for each team member are one of many factors that can be used to prioritize the domain(s) of focus for your team's sustainability action plan.

Question 3: Who are the best people to do these assessments?

- When identifying your clinic system's sustainability planning team, select 3-5 individuals from a variety of roles and perspectives.
- Most importantly, select individuals who are knowledgeable about your patient navigation practice and are invested in its long-term success and growth.
- Recommended roles include a mix of navigation staff, leadership, clinical champions, quality improvement, administrative, and financial specialists.
- Community partners or patient advisory board members could also provide valuable perspectives.