

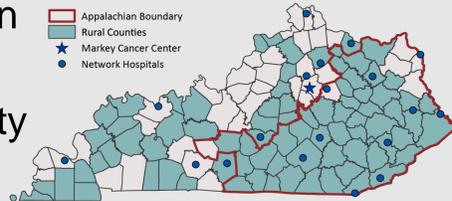
Background

Challenges & Needs

- High volume of patients with psychosocial distress
- Limited staff to address social determinants of health (SDOH) barriers
- Lack of tools for tracking & reporting

Population focus

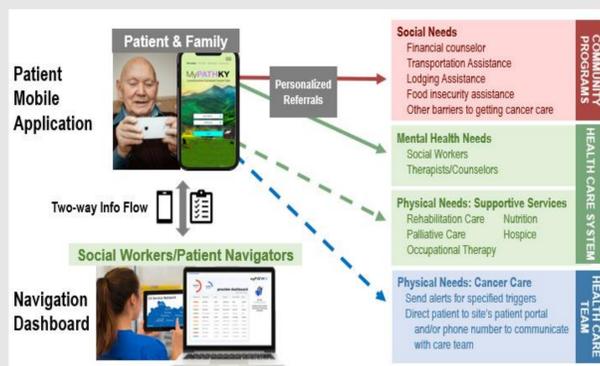
- Rural or Appalachian
- Medicaid/uninsured
- Racial/ethnic minority
- SDOH need(s)



Project Objectives

1. Add a patient navigator position to complement existing clinical social workers
2. Utilize continuous quality improvement
3. Augment the program with digital tools.

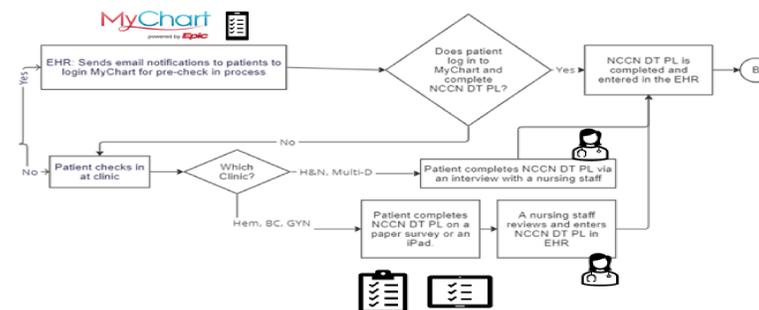
Project Design/Methods



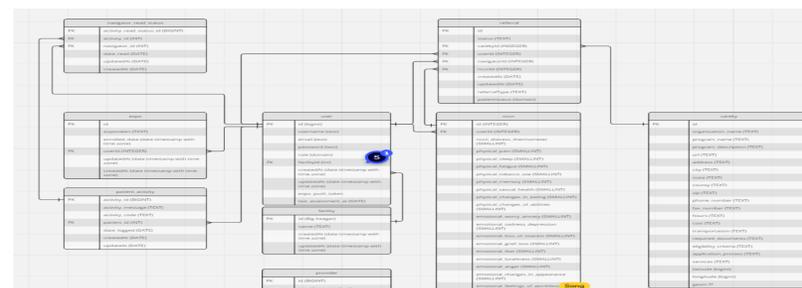
1. Use iterative co-design process
2. Pilot test scalable unit (v1 app/dashboard)
3. Build capacity to track and report navigation
4. Sustain, spread, and scale up

Interim Results

1. New Psych-Oncology workflow integrating non-clinical patient navigator; new EPIC flowsheets, registry data integration, and reports built to capture navigation services



2. App version 1 user testing in progress; Database relationship schema built to process in-app assessment results, recommend tailored referrals, education materials, and send triggers to dashboard when navigator-assisted referral needed.

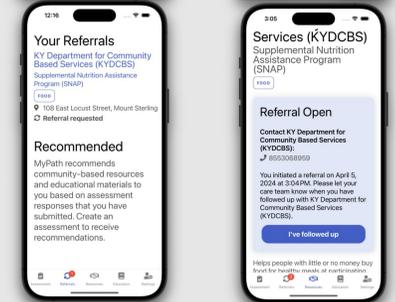


3. Increased capacity to demonstrate value of patient navigation services and leadership engagement through clinical collaborator committees (CCC).

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

Innovation

- Co-design process with key stakeholders
- Patient mobile app
- Navigation dashboard
- Within app: Recommended self-referrals to community services, based on assessment results
- Document closed loop through self-report



Implications for Sustainable Practice

Impact: This project is making a significant impact on the domains of Engaged Community and Monitoring & Evaluation.

Supporting Evidence collected through:

- Patient surveys
- EHR extraction
- Psych-Oncology encounter data
- Qualitative interviews

Challenges include Funding Stability and Outcomes & Effectiveness domains.

Addressing Challenges: We are pursuing patient navigation reimbursement through PIN codes and clinical leadership engagement and continuing to build capacity to track treatment compliance and time to treatment.

Next Steps

1. Launch Implementation Phase in July.
2. Collect app analytics, patient data
3. Continue exploring EHR integration in next iteration of app/dashboard
4. Disseminate lessons learned on cycles of improvements.

