

Background

The typical journey through healthcare is highly fragmented, and with the complexities of cancer care, the opportunity for patients to fall out of treatment plans is high. The development of Chicago's first **freestanding Comprehensive Cancer Center** and a robust number of new initiatives has poised UCM to experience tremendous growth across cancer programming that prioritizes:

- Patient-centered care
- Uninterrupted access to cancer care and its related services

This need is underscored by increased requests from our providers for resources related to care coordination and continuity. This charge to improve health equity, outcomes, and connect disparate support services can be met with a cross-cutting cancer navigation program.

Project Design/Methods

UCM's oncology navigation improvement strategy employs a three-pronged approach that includes operational navigation management, a digital patient experience, and community engagement to ensure equitable health outcomes for oncology patients across the enterprise. A core project team is supporting the PI overseeing all project activities.

Operations: Oncology Patient Care Journey team tasked with developing the current and future state map of the patient journey; multidisciplinary team assigned to optimizing existing nurse navigation workflows & functions while developing framework for future expansion

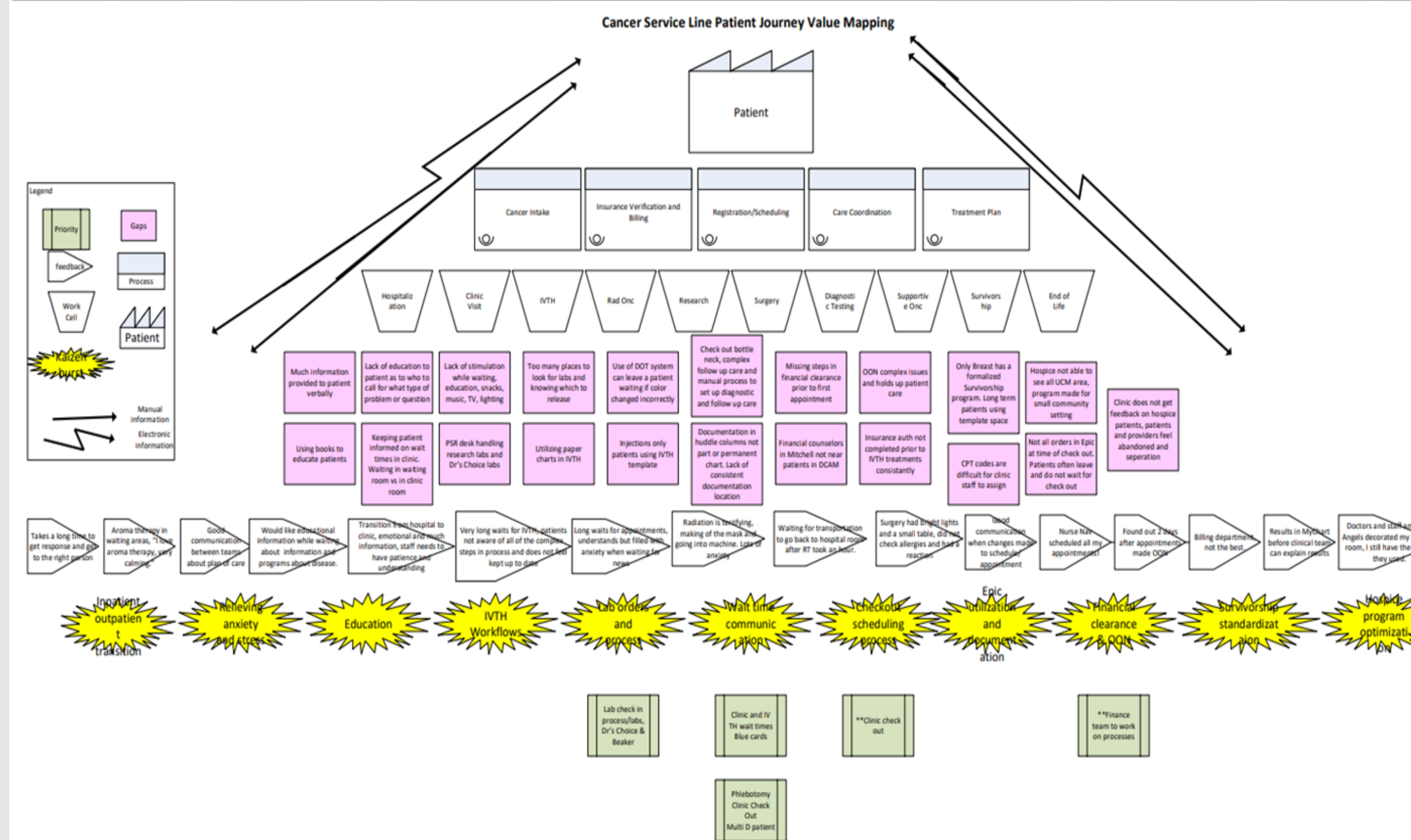
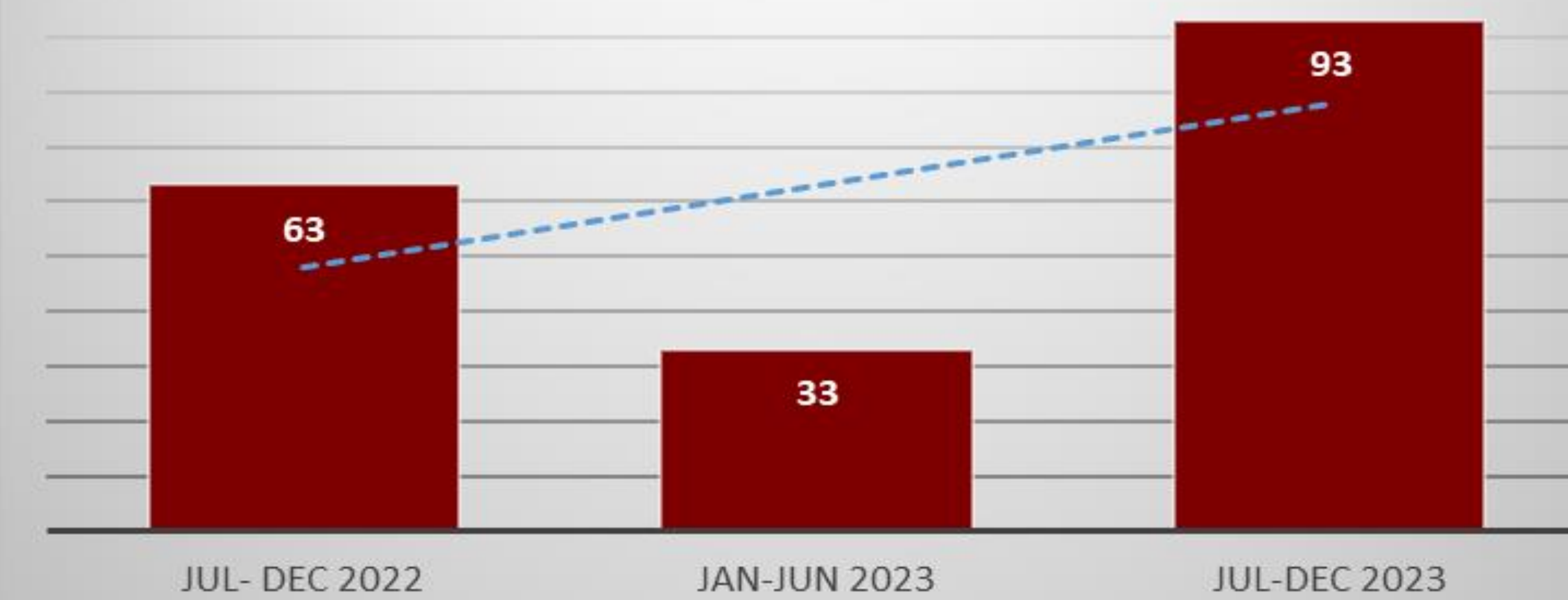
Digital patient experience: Project team and IT team tasked with enhancing patient and metric tracking, as well as identifying wayfinding technology to support patients in both inpatient & outpatient care settings

Community Engagement: Key community organizations tasked with ensuring that the patient and family voice remains central across all phases of work

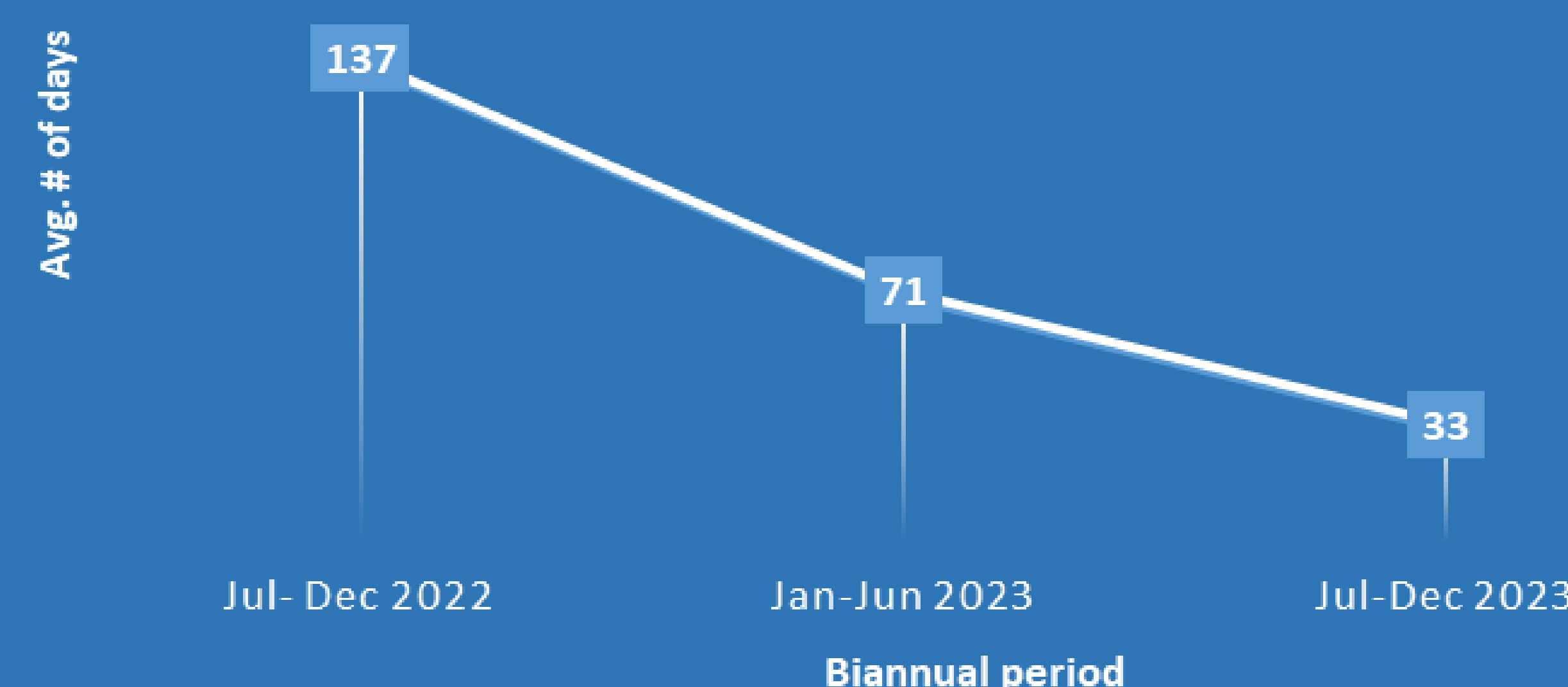
Acknowledgement of funding: This project is supported by a patient navigation capacity-building grant from the American Cancer Society.

Interim Results

[Breast] Clinical Trials accruals increased by 48%



[BREAST] 76% REDUCTION IN DIAGNOSIS TO TREATMENT DATE



Innovation

Unique to UCM's oncology navigation program are:

1. **Office of Patient Navigation:** a dedicated physical space for navigation resources and navigation teams. Planning for OPN is underway and carve outs have been identified in new Cancer Pavilion
2. **Navigation dashboard:** EMR integrated visual for performance tracking, patient outcome measures, and programmatic decision-making; is the launch pad for digital transformation and patient wayfinding tools
3. **Community- Coordinated Navigation:** Integrating community-centered navigation approaches and direct patient feedback

Implications for Sustainable Practice

- **Impactful Domains:** This project is making a significant impact on the domains of **Care Coordination** and **Supportive Oncology** at UCM
- **Supporting Evidence:** During the various kaizen events for the Patient Value Journey Map, the consensus from providers and patients were that we lacked care coordination resources and supportive services beyond treatment modalities
- **Challenges:** Challenges in these domains include operational alignment and staffing
Addressing Challenges: To address these challenges, we have developed business plans for additional staff (i.e. Social Work, Navigation, Psych-Onc, Financial Counseling, Nutrition) and integrating care coordination and nurse navigator roles across the network

Next steps:

- **Expand navigation program in other cancer areas**
- **Recruit navigation and supportive services team**
- **Develop navigation governance structure**
- **Optimize community linkages to resources and better access to care**

