

## Background

The Navigators faced a unique challenge: How to ensure that their patients receive the same level of care and experience across Northwest Community Healthcare? To address this challenge, the Navigators created the Navigator Journal Club, a platform to connect all NCH Navigators to share best practices, and remove any obstacles that could impact patient care or experience. In 2022 NCH joined a larger Healthcare System and expanded the Navigator Forum to include all Navigators across the system. This provided Navigators with the support and resources they need to ensure their patients receive the highest quality of care.

## Purpose

The aim is to improve patient experience while making their journey through the cancer care continuum more supportive, providing education, increasing compliance, removing barriers, expanding resources while improving quality of care and ensuring support across the system.

## Intervention

The Navigator Forum began in 2022. It has been expanded to all sites. A mission statement was created in collaboration with all sites. We use this mission statement as a guide to:

1. Enhance knowledge
2. Evaluate Evidence Based Practice
3. Identify Resources
4. Remove Barriers
5. Evaluate Patient Satisfaction
6. Develop Consistency in Navigator Services
7. Support one another across all sites

## Project Plan

- Northwest Community formulated the Nurse Navigator Journal Club
- Created Mission Statement and Purpose of this group
- Researched Evidence Based Practices
- Implemented best shared practices for consistency
- Developed a Navigator specific patient satisfaction survey to measure services provided
- Group identified barriers and discussing changes across all sites
- Created the Navigator Forum and expanded across the Northshore system
- Shared “WOW MOMENTS” and serves as a support group for Navigators across the system

## Practice Change

Created and Implemented a Patient survey in English and Spanish to measure experience with the Navigation Process

**PATIENT NAVIGATOR QUESTIONNAIRE**

We are interested in your feedback about Northwest Community Healthcare nurse navigators. Completion of the survey will help us to improve our services. Thank you for completing the survey.

Nurse Navigator(s): \_\_\_\_\_

Please circle your answers:

1. At what point during your care did you **first** have contact with the nurse navigator? Please circle one.

- Before diagnosis
- At initial diagnosis
- Before Surgery
- After Surgery
- Before Treatment: radiation, chemotherapy, hormonal therapy
- Other: \_\_\_\_\_

2. Would you have found it helpful to receive navigation services earlier? Yes No

3. If yes, please explain: \_\_\_\_\_

4. Did having a navigator help you to stay at NCH for healthcare? Yes No

5. How would you rate the **overall** experience with your nurse navigator? Please circle one.

Excellent Very Good Good Fair Poor

PLEASE RATE YOUR NAVIGATOR'S CARE REGARDING THE FOLLOWING:

	Excellent	Very Good	Good	Fair	Poor	Not Applicable
Coordination of appointments	5	4	3	2	1	N/A
Felt prepared while receiving treatment	5	4	3	2	1	N/A
Inventory, radiation, chemo, etc.	5	4	3	2	1	N/A
Financial assistance	5	4	3	2	1	N/A
Counseling services	5	4	3	2	1	N/A
Communication with medical personnel	5	4	3	2	1	N/A
Support groups	5	4	3	2	1	N/A
Transportation assistance	5	4	3	2	1	N/A

6. What changes would you recommend to improve this process for yourself as well as future patients?  
\_\_\_\_\_  
\_\_\_\_\_

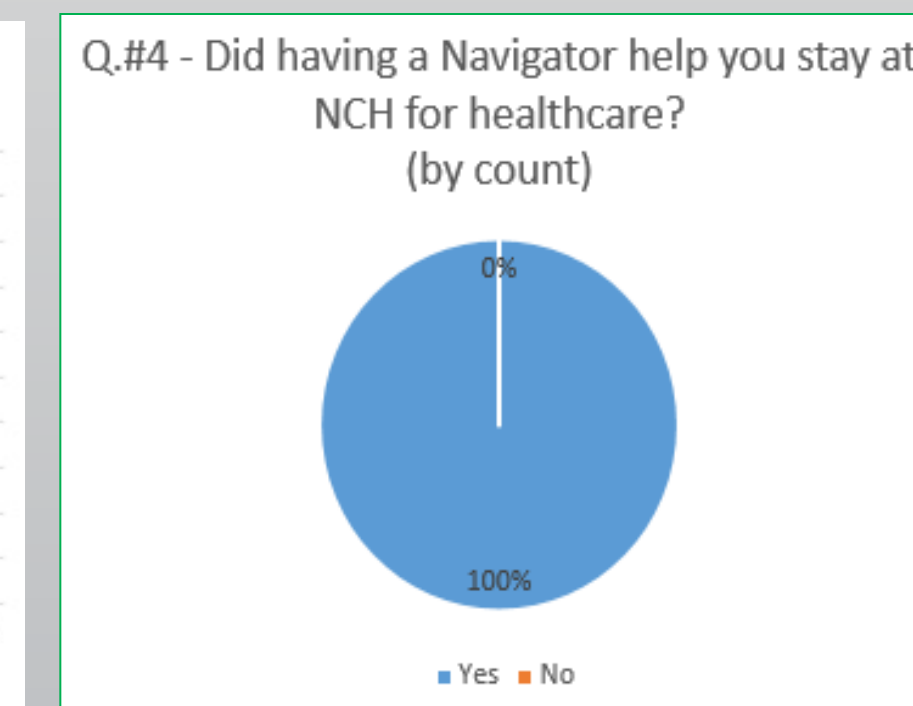
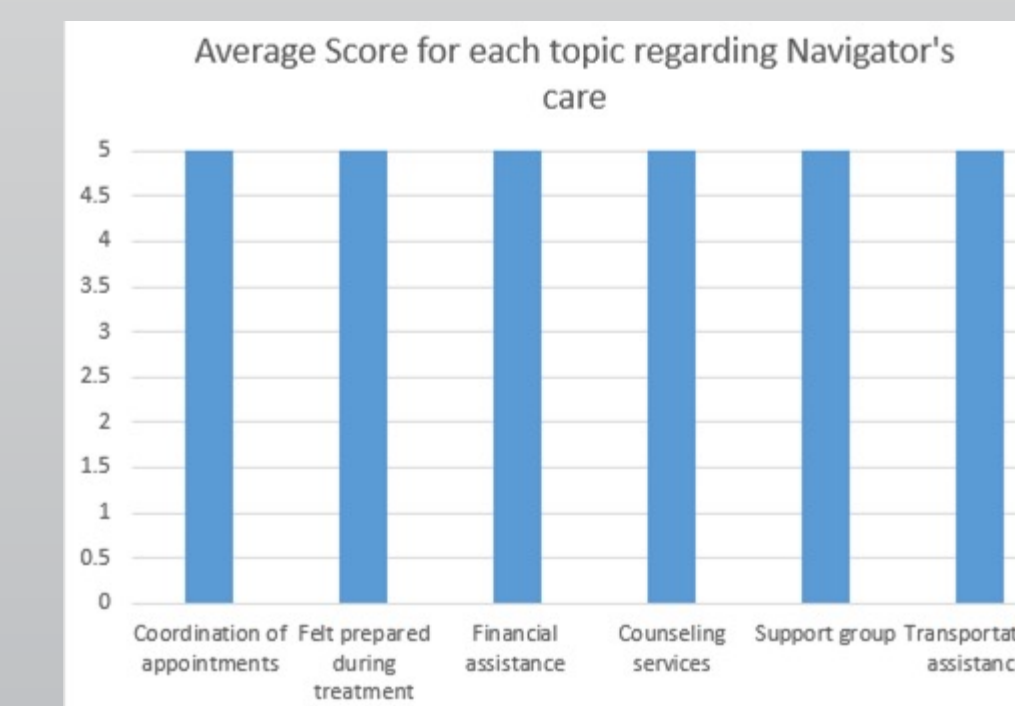
Would you like us to contact you about this survey? NO YES

If Yes, please provide name and phone number: \_\_\_\_\_  
Return to Northwest Community Healthcare Cancer Services: Navigator Surveys

### Examples of consistent practices

1. Connect with patients prior to surgery day and day after post op.
2. Provide education regarding their disease, treatment and survivorship.
3. Helps schedule appointments and remove delays or barriers.
4. Ensure access to patient portal.
5. Assesses for distress and connects patients to the appropriate resources ie: Social worker, financial, psychosocial, support groups, outpatient rehabilitation, nutrition and fitness programs.
6. Attend consults or first treatment appointments.
7. Develop long lasting relationships and navigate through patient journey till the end.
8. Community outreach events to education on healthy life style, cancer prevention and screening events.

## Evaluation

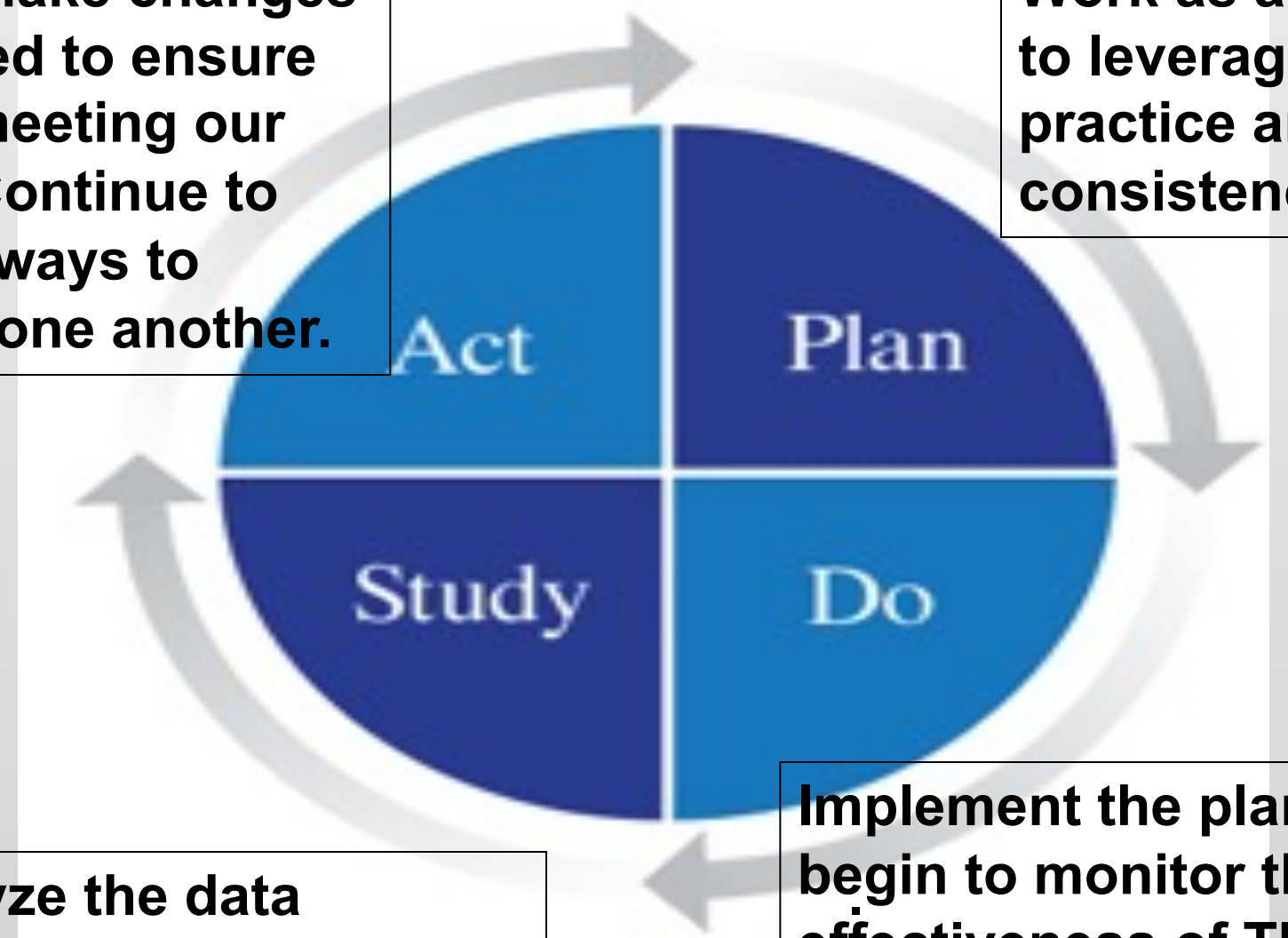


NCH Ratings based on surveys received in 2022. Ratings are tabulated for the average score. Rating scores are 5-1 (5=Excellent; 4=Very Good; 3=Good; 2=Fair and 1=Poor; 0=N/A)

The Navigator Forum provides a platform for healthcare professionals to openly discuss their concerns and find solutions to difficult issues they face in the field, which leads to them standardizing their practice to improve patient outcomes.

## QI Framework

Based on data analysis collected during our evaluation we will make changes as needed to ensure we are meeting our goals. Continue to look for ways to support one another.



Plan to develop system wide Navigator Forum. Work as a system to leverage practice and consistency.

Analyze the data collected during our evaluations such as patient satisfaction surveys

Implement the plan and begin to monitor the effectiveness of The Navigator Forum's mission. Evaluate patient satisfaction and identify resources that help us better understand our goals

## Conclusions

The Navigator Forum is an excellent example of how collaboration and communication can lead to improved patient satisfaction. The results of the forum are impressive, with 100% of patients stating that they were satisfied with the Navigator services, they felt supported and that they actually gained knowledge of their disease, treatment and survivorship. Overall, this quality improvement initiative is an excellent example of how a group of healthcare professionals belonging to a large healthcare organization, can work together to demonstrate a collaborative, supportive work environment to improve the quality of patient care and working environment. This initiative supports moving Forward together as a cohesive system.