



# EFFECTIVE PRACTICES IN PATIENT NAVIGATION: *CONTINUING THE CONVERSATION*

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## NCODA MISSION & VISION



Our mission is to provide leadership, expertise, quality standards, and sharing of best practices with all members.

NCODA will deliver positive outcomes through collaboration with all stakeholders involved in the care of oncology patients.

Our vision is to be the world leader in oral oncology by building a patient-centered medically integrated community whose focus is to innovate the continuity of cancer care so every patient receives the maximum benefit from their cancer treatment.



## POLLING QUESTION #1

What is your role in your practice setting

1. Staff Nurse/Nurse Clinician
2. Nurse Navigator
3. Advance Practice Provider
4. Administrator
5. Pharmacist/Pharm Tech
6. Other

## QUESTION #2

Does your practice have:

1. In-office dispensary (IOD)
2. Retail dispensing pharmacy
3. Specialty Retail dispensing pharmacy
4. None of the above
5. Not sure/don't know

## QUESTION #3

Does your practice follow a defined oral chemotherapy process flow?

1. Yes
2. No

## QUESTION #4

What NCODA resources do you use in your practice?

1. OCE (Oral chemotherapy education sheets)
2. PQI (Positive Quality Intervention)
3. Cost-Avoidance Waste tracker
4. Patient Surveys
5. All above

# LEARNING OBJECTIVES

Identify key elements to establishing a patient navigation program for oral oncolytics.

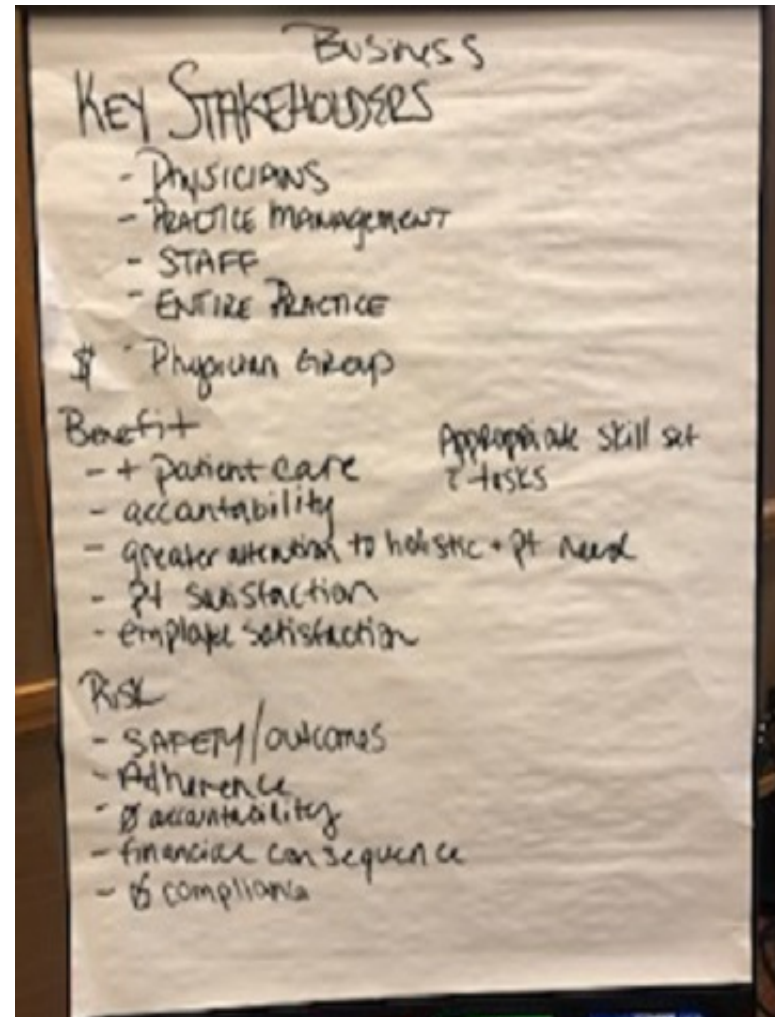
Describe the benefits of implementing a patient tracking tool.

Identify at least 2-3 metrics to use for outcomes around navigation.

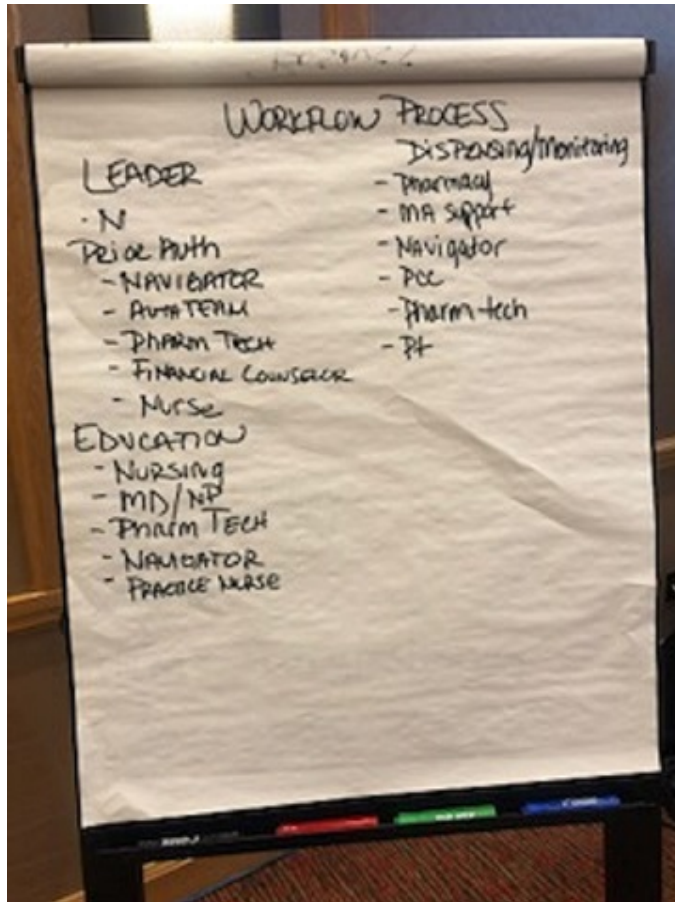


# SPRING 2019 RECAP

- Present the Business Need





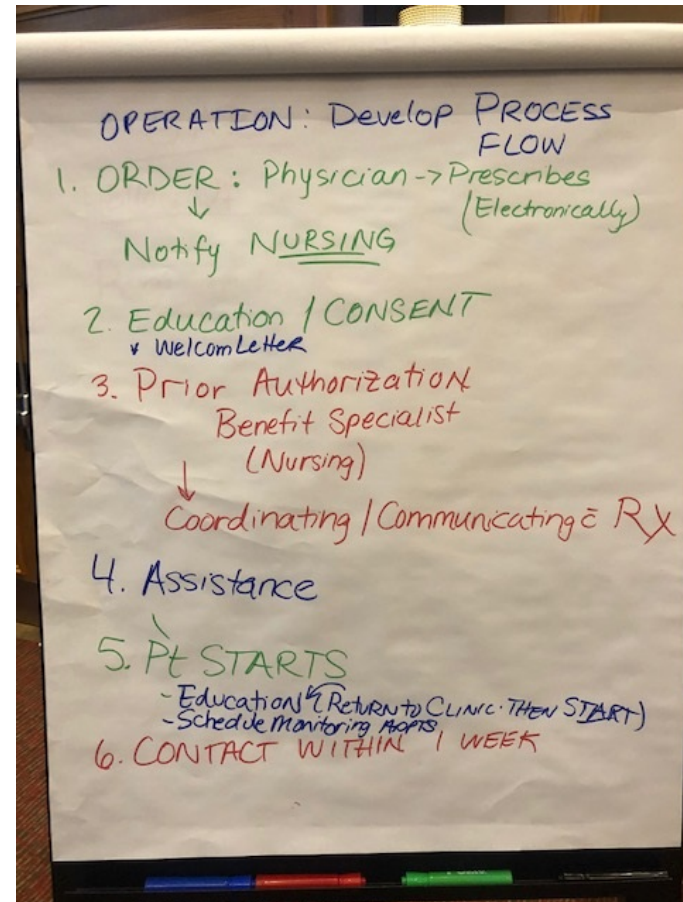


## SPRING 2019 RECAP

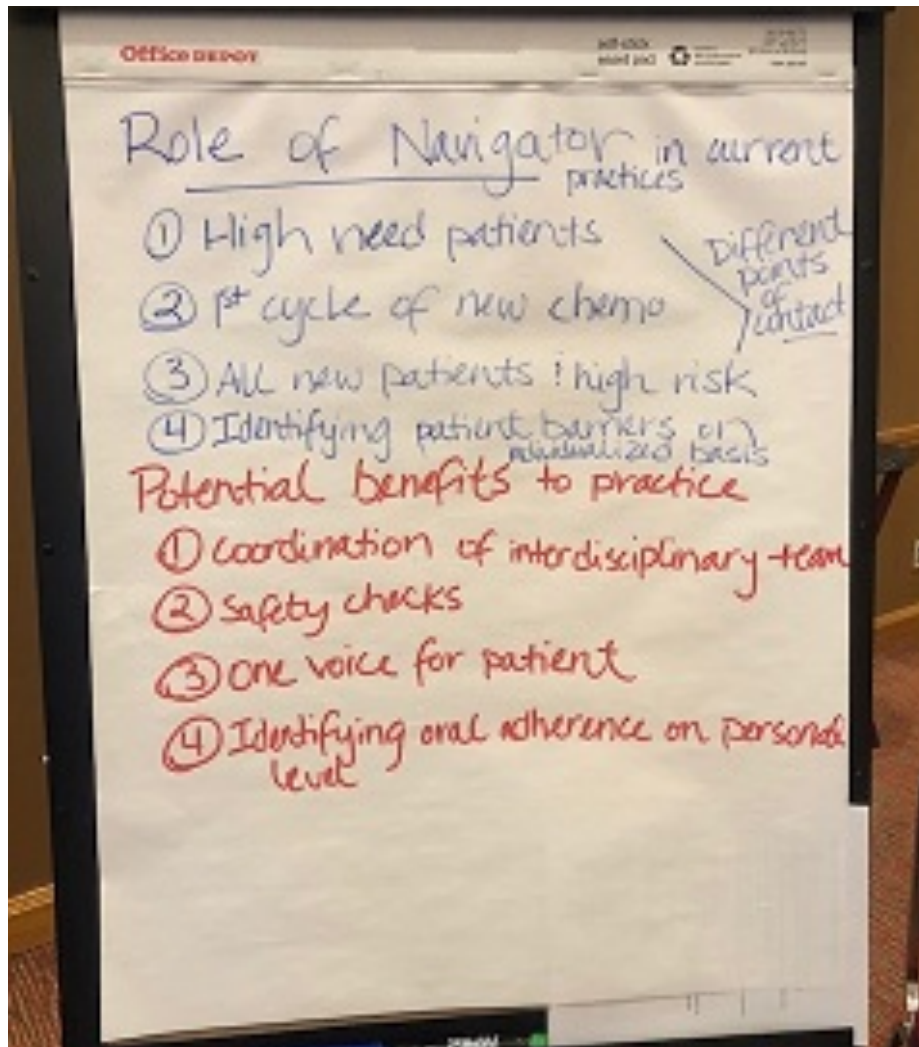
- Assess available resources

## SPRING 2019 RECAP

- Develop a Process Flow



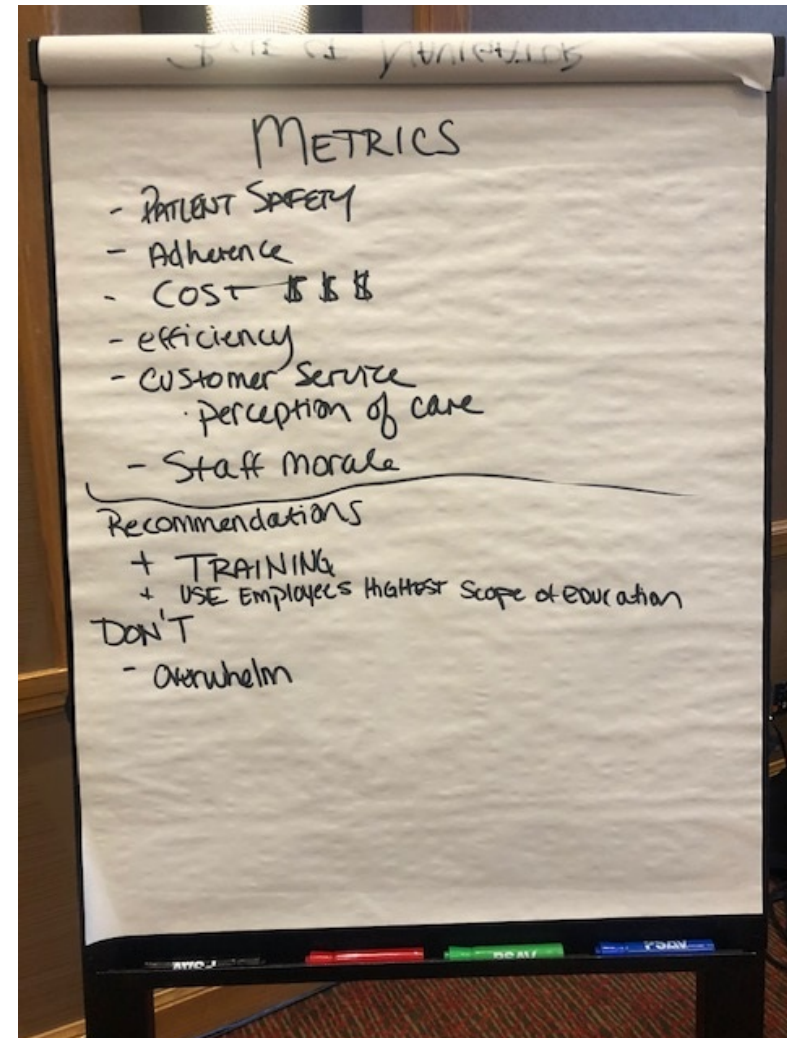
## SPRING 2019 RECAP



- Describe the roll of an oral oncolytic nurse navigator

## SPRING 2019 RECAP

- Identify Metrics



# ASCO AND ONS CHEMOTHERAPY ADMINISTRATION SAFETY STANDARDS

- Adherence assessment is performed prior to initiation of oral oncolytic
- Prescription is accurate and complete
- Education is performed prior to start of therapy
- Written plan provided to patient
- Intent of therapy reviewed with patient
- Informed consent is signed by the patient
- Start date is documented
- Contact is made within one week of patient starting
- Adherence and Toxicity assessments completed with each clinical contact

# DEVELOPING A TRACKING TOOL: KEEP YOUR PATIENT FROM FALLING THROUGH THE CRACKS

## KEY TOUCH POINTS

- Prescription ordering
- Patient Education
- Informed Consent
- Prior authorizations, Denials, Appeals
- Financial assistance
- Start Date
- Assessing patient/family level of understanding prior to starting
- Monitoring requirements: scheduling laboratory, ECG
- Follow Up calls: how often?
- Provider office visit



# AFTER FIRST FILL TRACKING

PATIENT NAME	IDENTIFIER	ONCOLYTIC	START	CLINICAL PARAMETERS	WK 1	WK 2	WK 3	WK 4	MTH 2	MTH 3	REFILL	AUTH



# IDENTIFYING METRICS

Why have a metric?	NCODA INITIATIVE
Patient Safety	Oral Chemotherapy Education Nursing Tracking Tool Template Positive Quality Intervention
Patient Satisfaction	Oral Oncolytic Welcome Letter Template Patient Surveys Financial Assistance Tool
Cost Savings	Cost Avoidance & Waste Tracker
Provider/Staff Satisfaction	All of the above

## What is a Metric?

A quantifiable measure that is used to track and assess the status of a specific process.

- ✓ Documentation
  - Education and Informed Consent
  - Start date
  - Contact within one week
- ✓ Patient Satisfaction Scores
- ✓ Good Catches/ ED visits, Hospitalizations prevented
- ✓ Cost Savings to practice, pharmacy and patient

# BREAK OUT IN TO WORKING GROUPS

1. Divide into two groups
2. Identify a scribe and team leader
3. Marie and Mary will moderate discussion within each working group
  - With the information you have just learned about implementing a tracking tool, discuss the following within your group and develop a process for implementing the tracking tool within your practice/clinic
    - Who will manage **tool oversight**?
    - Identify available personnel/resources.
    - Who will complete the various key junctures?
    - How will completed steps be **communicated**?
    - Consider IT support for communication? Documentation?
    - Who will track quality metrics? What will be tracked?
    - Identify potential barriers to implementing tracking tool.

## REFERENCES

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2019 NCODA Fall Summit