

## Implementing a Patient Navigation Program:

### Making It Work

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*Never believe that a few caring people can't change the world for, indeed, that's all who ever have.*

*Margaret Mead*



### Where to Begin

- Who is the target population you want to improve the cancer journey for!
- What part of the care pathway are you focusing on!
- What is the basis for your navigation strategy: -health professional, non health professional, peer, volunteer, virtual



### Principles of capacity building

- Respect and value pre-existing capacities
- Develop trust
- Be responsive
- Avoid pre-packaged ideas and strategies
- Develop well planned and integrated strategies that reflects local values and beliefs



### Critical Success Factors

- Leadership
- Participation
- Organization Structures/Process
- Problem Assessment
- Resource Mobilization
- Communication Plan
- Right people with the right skill set
- Program Management
- Ask Why Not?



### Foundation for Implementation

- Cultural change
- Resource mobilization
- Orientation and skill development of the navigator
- Infrastructure development
- Team Building
- Marketing Strategy



## Cultural Change

- Reactive to pro-active model of care
- Promote self-management and the 'expert patient' model
- Interprofessional collaboration
- Integration of cancer surgery in care path
- Primary care professionals critical.



## Resource Mobilization

- Identify community resources to meet supportive care needs of patients
- Mobilize community resources where there is a gap (support groups)
- Patient Education Materials!!!
- Identify technologies that can enable reaching beyond the community



## Orientation and skill development of the navigator

- Oncology certification
- Opportunity to work in the Cancer Centres
- Connected to key people
- Part of all Oncology Continuing Education
- Connected with each other by conference calls for problem solving and peer consultation
- Evidence-based care pathways
- Clinical Guidelines



## Infra Structure Development

- Develop your logic model and document your processes
- Tools screening, assessment, charting and sharing information
- Confidentiality policies and procedures
- Referral system, standards, triage criteria
- Consultation and follow up procedures
- Forms developed and approved
- Budget and reporting
- Office computers and appropriate connections
- Data Collection /Information Management systems



## Team Building

- Identify your stakeholders and community partners
- Interprofessional education
- Case management structure
- Lunch and learn
- Collaborative development of care paths



## Marketing Strategy

- Communicate, communicate, communicate
- Branding
- Community presentations, town hall meetings, community events- health fairs
- News letters, voice of the patient on radio, community television, web sites, telephone
- Patient education materials



Good Luck

celebrate your successes  
learn from your mistakes  
know that this will make a  
difference

