



## Patient Navigation


- patient centered and staff focused  
**'The Manitoba approach'**

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## Measuring the Whole Picture

- To understand how we are doing, we need to measure all of the following:
  - Demand – incidence, prevalence, how many need the service based on standards of care
  - Capacity – total capacity of each piece of the puzzle
  - Through-put - % utilization
  - Wait Times
  - Patient Experience




## What is Patient Navigation

- Patient navigation is the process of directing, steering and guiding the patient and their family through the entire cancer journey. Navigation provides information and support to patient care in a timely manner, reducing stress and anxieties.
- The navigation process facilitates seamless integration of care amongst all care providers, both within CCMB and with our partner agencies, to ensure access to diagnostic procedures, support services and treatment modalities throughout their journey



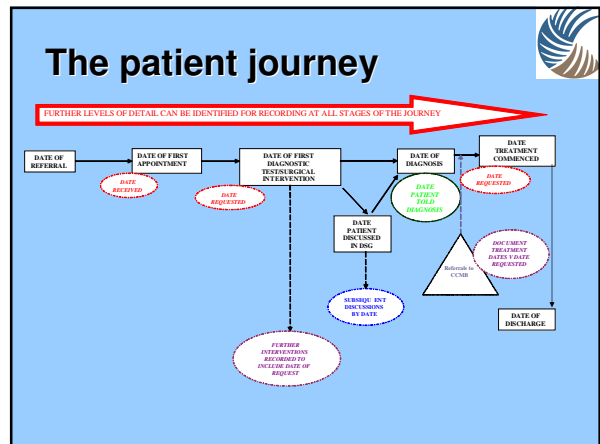
## They think I have cancer!

- Am I going to die?
- Loss of control
- Lack of understanding
- Raised expectations
- Isolation
- Fear
- The hospitals going to help me but I don't know how?
  - Who can I talk to, who do I contact, where do I go, how long will I be there etc.....?



## The patient journey

- Complex
- Multiple partners across multiple organizations
- Multiple departments – not just dealing with cancer
- 'Trust' in clinicians and hospital staff
- Don't want to bother them – busy people
- High 'idealistic' expectations



## The service now

- Fragmented
- Frustrating
- Poor communication?
- Some things we do well
- Is it really patient centered?
- What type of service would you want if your family member was suspected to have cancer?
- **THE BEST**
- Are we really achieving the best – could we do better?

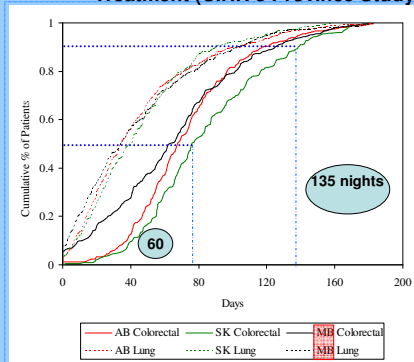


## Patient navigation now

- Multiple navigators
  - Poor/mis-communication
  - Duplication of effort
  - Detracts from patient care
- ‘Fire-fighting’
- Patient complaints
- Staff dissatisfaction



## Lung and Colorectal Cancer, 2004: Diagnosis to Treatment (CIHR 3 Province Study)



## Lessons from the UK

- Reduction in waiting time (Q4 06/07)
  - Referral to diagnosis (31 day target) 99%
  - Referral to treatment (62 day target) 96.6%
- Straight to test – reduction in waiting times from 20 weeks to 3 weeks
- Direct referrals from diagnostics – 12 weeks to 4 days
- Matching capacity to sustainable demand



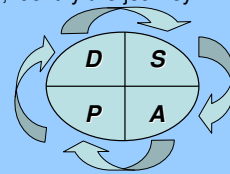
## Lessons from the UK (2)

- Pooling of lists/centralized referrals
- Agreed protocols for diagnosis and staging
- Results communication systems
- DSG coordinator/tracker (navigator)
- Centralized tracking system reduced time from referral to treatment 11 months to 7 weeks
- New/Extended roles/Role development
  - Nurse led follow up



## Making CCMB goals reality

- Pilot program with DSG to review:
  - Patient journey and its trajectory
  - Links with partners and stakeholders
  - Patient perspective
- Walk the journey, identify the journey – map it's process
- PDSA
  - Plan
  - Do
  - Study
  - Act
- Implement changes and review sustainability



## Redesigning the process

- To facilitate better patient care and experience
- To reduce staff frustrations
  - Who does what? Is there duplication? Are their omissions/what gets forgotten?
- ‘Not breaking what isn’t broken’

To align demand with capacity

## The patient navigator

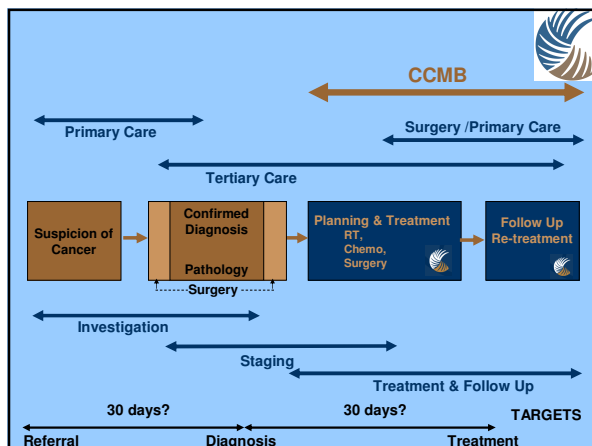
- To work with the entire DSG team and associated key players e.g. psychological support
- Facilitate seamless communication
- Central communication point for the patient, their family, CCMB partners
- Able to navigate the journey and identify failure to progress

## Goals of Patient Navigation at CCMB

- Improve the patient (and family) journey
  - Seamless
  - Well communicated
  - Right information at the right time
    - In the right format, given by the right person
  - Reduce staff stress/improve working lives
    - Increase retention and improve recruitment

## CCMB navigation success

- Offering all patients within Manitoba equity and equality of care (even if they don’t come to CCMB)
- Flag shipping a navigation process that will be envied and be the best nationally
- Providing patient centered care and staff focused
- An improved patient, family and staff experience



*‘Patient navigation is a system to assist patients and caregivers achieve the highest levels of efficiency in diagnostic and treatment processes’*