

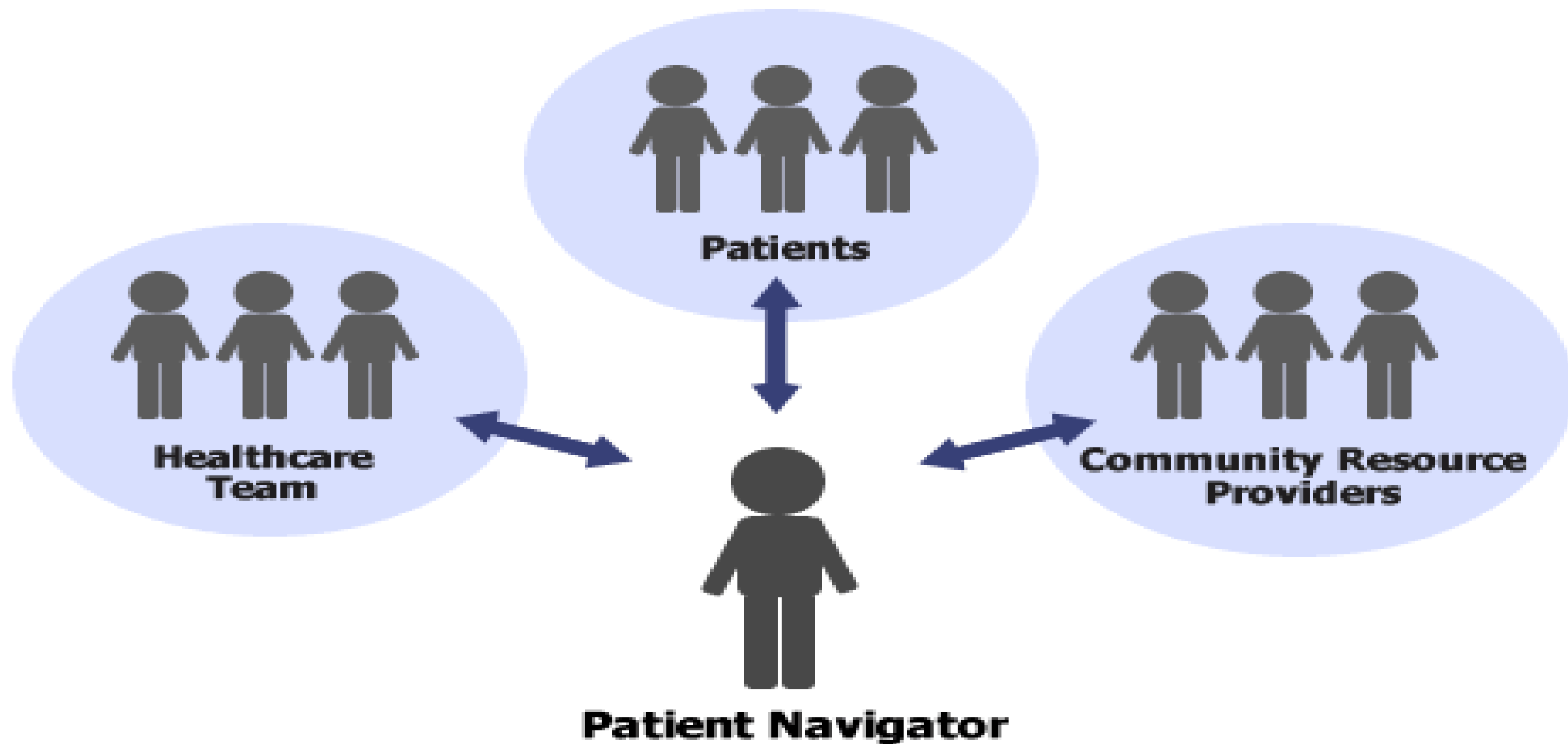
# Oncology navigation

Cyprian Thandokuhle Matsenjwa

# What is a Patient Navigator?

- A professional who provides individualized assistance to patients and families affected by cancer to improve access to health care.

# Patient Navigator Relationships



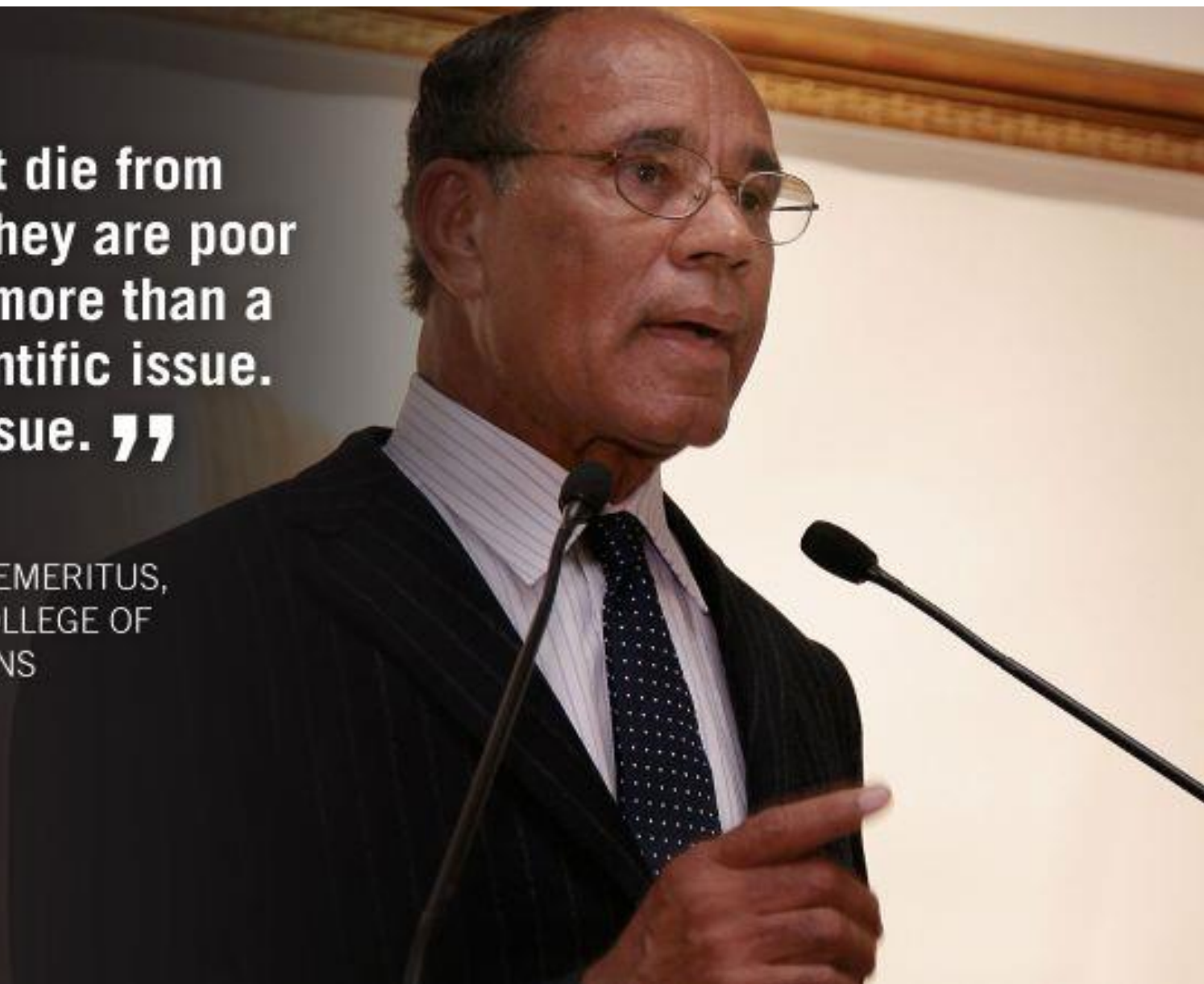
# History of Patient Navigation

- Launched by Dr. Harold Freeman at a public hospital in Harlem(New York) in 1990.
- Freeman noted that women presented to his practice with late-stage ulcerated masses on their breasts.
- Dr. Freeman presented these results to the United States Congress in 2005, when President (George W. Bush) signed the Patient Navigation Law.

**“People should not die from cancer because they are poor or Black. This is more than a medical and scientific issue. This is a moral issue.”**

**DR. HAROLD FREEMAN**

PROFESSOR OF SURGERY EMERITUS,  
COLUMBIA UNIVERSITY COLLEGE OF  
PHYSICIANS AND SURGEONS



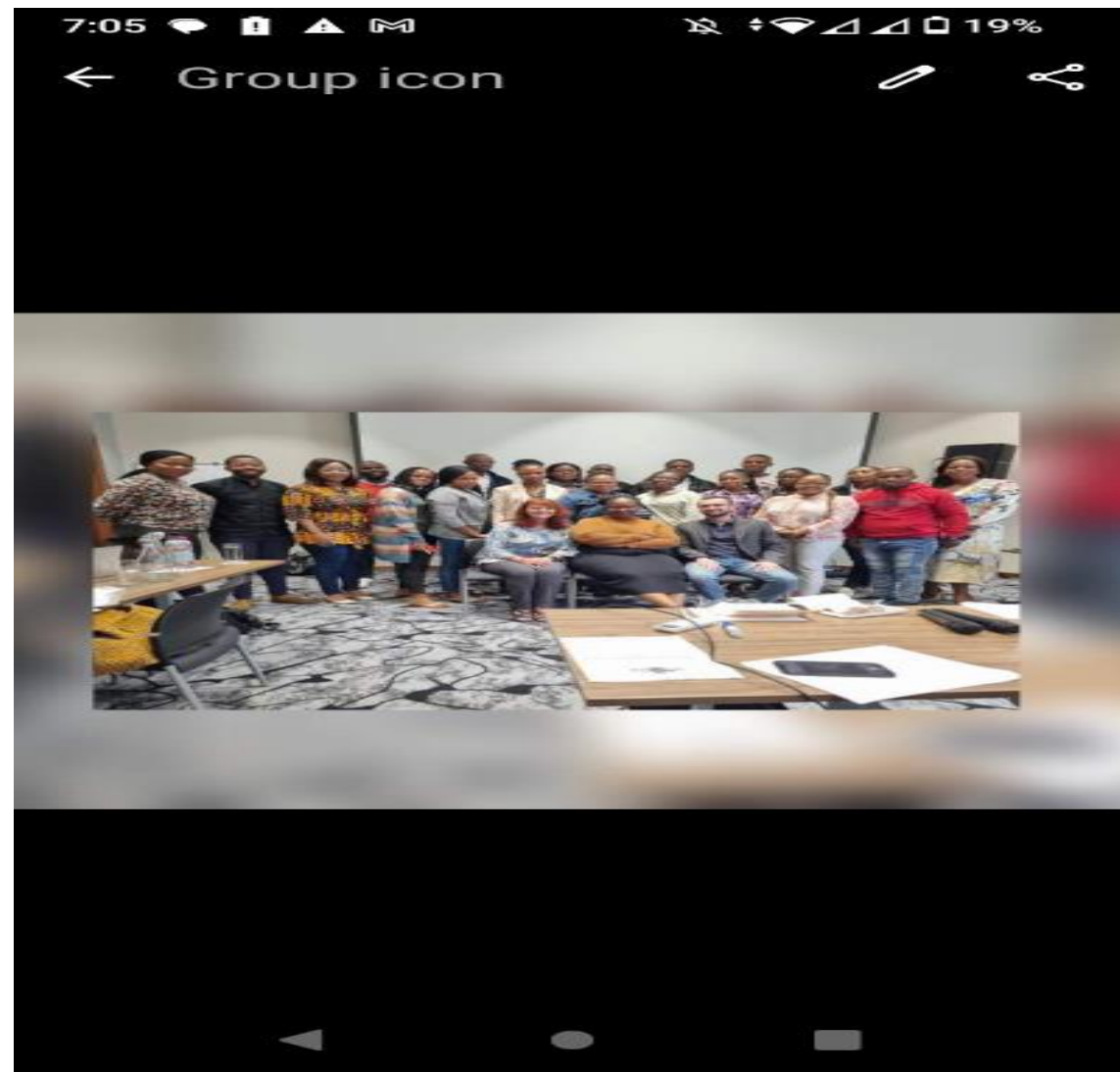
# Principles of Navigation

- PN is a **patient-centric** healthcare service delivery model.
- PN serves to **virtually integrate** a fragmented healthcare system for the patient.
- The core function is the **elimination of barriers** to timely care across all segments of the healthcare continuum.
- PN should be **defined** with a **clear scope of practice** that distinguishes the role and responsibilities of the navigator from that of all other providers.
- Delivery of PN services should be **cost-effective** and commensurate with the training and skills necessary to navigate an individual through a particular phase of the care continuum.
- The determination of **who should navigate** should be determined by the level of skills required at a given phase of navigation.
- PN systems require coordination.

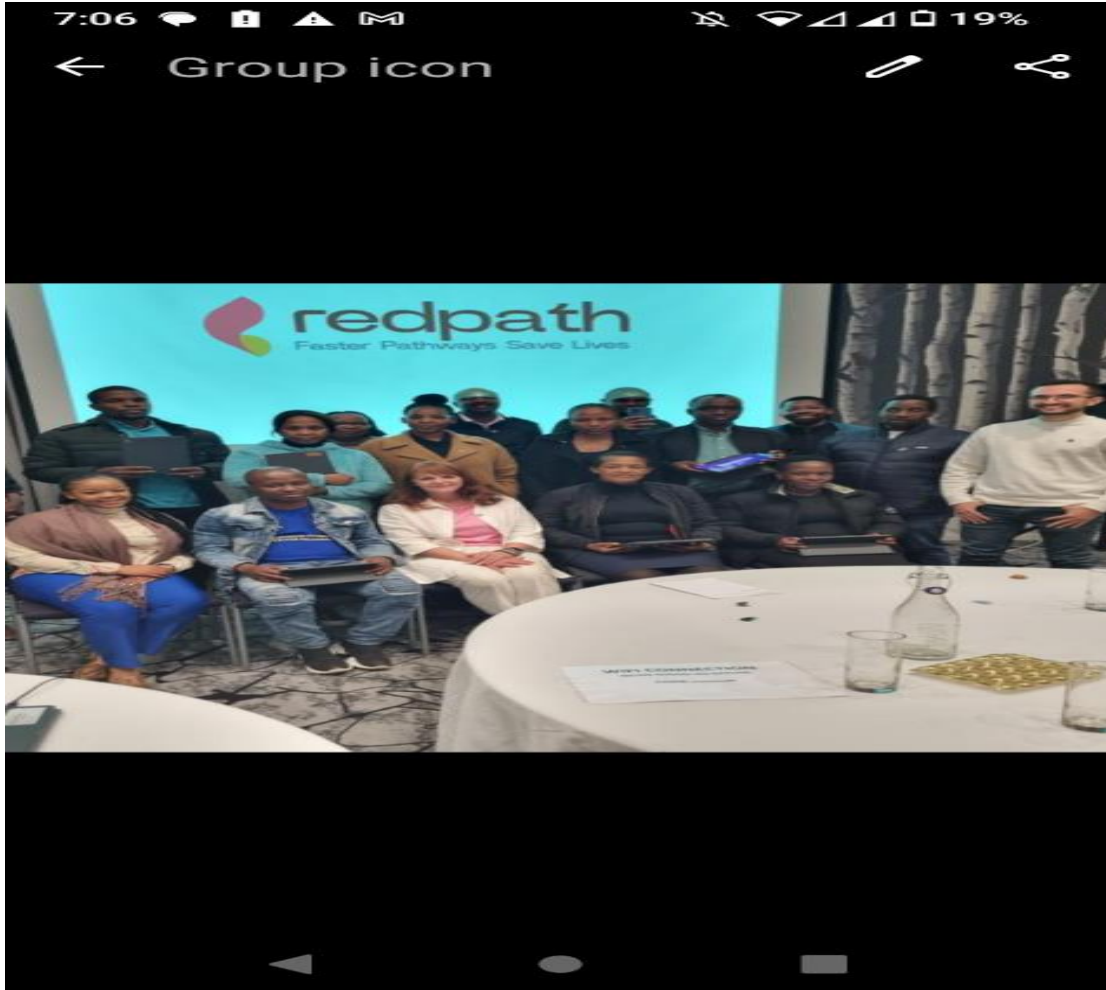
# Bench marking in Taiwan

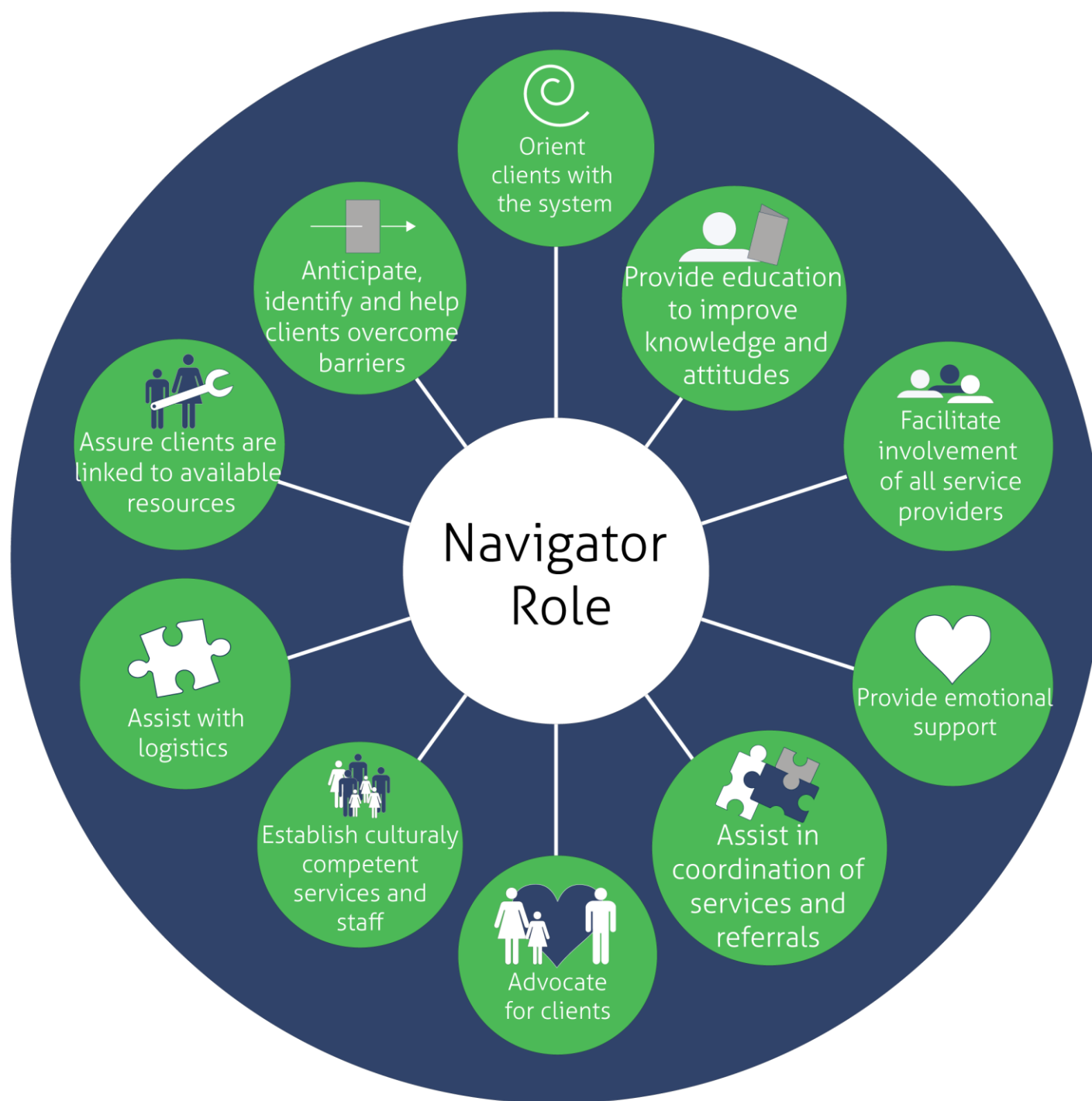
- IN 2018 some health care worker went to benchmark in Taiwan
- Eventually national cancer control unit established cancer focal person in different health centres.
- Focal personnel were trained in how best can interpret confirmed cases from non confirmed.
- Also trained on proper linkages and referrals of different cases.

# Cancer focal health care workers in training



# Patient navigators in training





# Duties of Patient Navigator

- The navigator's job was to make sure the patients understood the doctor's recommendations and to address any issues with insurance, transportation and the patient fears.
- Guide patients throughout various aspects of the health care system ensuring they are well-informed and receive adequate care.
- Educate patient about their rights as well as address any queries or complaints.

# Duties of patient navigator

- To be a successful patient navigator you should have extensive knowledge of the healthcare system, and an ability to communicate complex information effectively.
- Explain test results, diagnoses and available treatment to the patient and their loved ones.
- Communicate all the information patient needs to make informed decisions about their healthcare.

# Duties of patient navigator

- Perform tasks that help patients receive better care from the hospital.
- Responsible for guiding patients through the complexities of the health care system.
- Organizing schedules and managing appointments for patients to ensure they receive service in a timely manner.

# Duties of patient navigator

- Develop and implement strategies to drive patient engagement and improve adherence to treatment plans, lower barriers to care.
- Provide assistance with referrals to support groups and counselling services information on existing resources, and planning appointments.
- Perform tasks such as providing education and counselling, home visits, and outreach scheduling of patients.

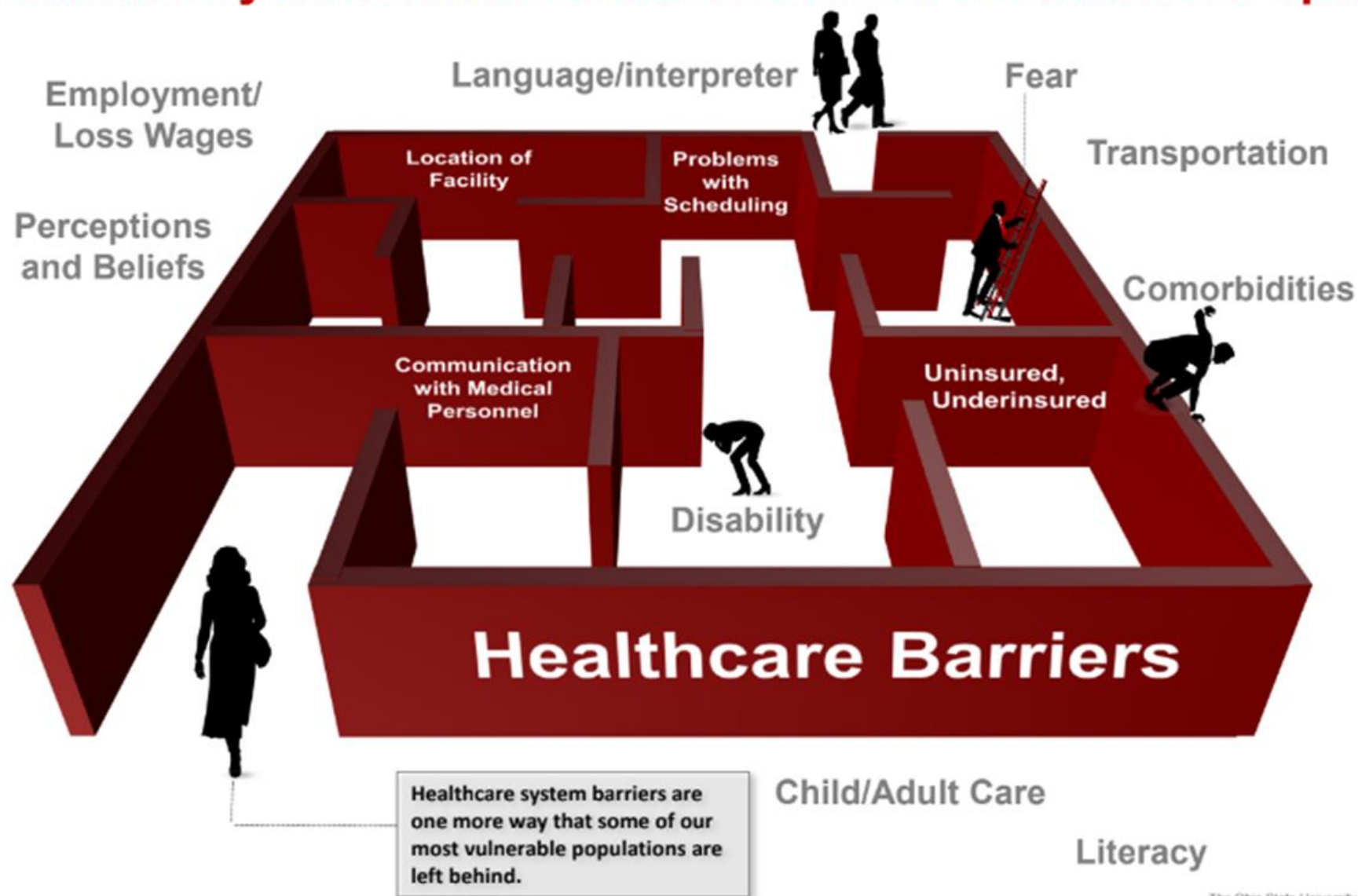
# Duties of patient navigator

- Removing barriers to care, improving patient outcomes and quality of health care.

# Patient navigation as a personalised GPS



# U.S. Healthcare System Maze Needs a GPS for Vulnerable Populations



## Patient navigator as a member of MDT.



# summary

## Patient navigation results in:

- Reduction in delays in care.
- Reduction in number of patients who never complete needed care.
- Most effective where the gaps and needs are the greatest.

Thank you