

Navigation Metrics

Kerri Medeiros RN, BSN, OCN, ONN-CG, ONN- CG(T)
Harold Alfond Center for Cancer Care

Objectives

- Define Navigation and Metrics
- Review the need for standardized metrics for patient experience, clinical outcome and return on investment
- Working session on implementing navigations metrics

Definition of Navigation

“ Navigation is individualized assistance offered to patients , their families, and caregivers to help overcome barriers to care, whether through the healthcare system or environment, and facilitate timely access to quality medical care and psychosocial care from before... diagnosis..... through all phases of the cancer experience.”

-Commission on Cancer

Navigation Continuum of Care



What is Metrics?

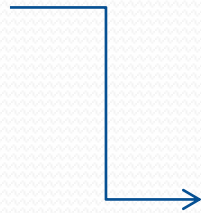
Metrics:

Definition –standard for measuring or evaluating something, especially one that uses figures or statistics

- ❖ Metrics for evaluating navigation programs must include measures that assess reductions in barriers to care, and improvements in the delivery of timely and effective cancer care.

Metrics for Navigation

- Metrics



Can be used to demonstrate the value of navigation in our institutions, no matter the size of our institution, our role along the care continuum, or tumor type



Standardized Metrics

- AONN+ developed a set of 35 standard metrics in the areas of **Patient Experience (PE)**, **Clinical Outcomes(CO)**, and **Return on Investment (ROI)**
- It is essential for navigators to identify core metrics and standardize data collection to clearly demonstrate our value as navigators

Navigation Metrics



- *Patient Experience(PE)* looks at measuring navigation success with regard to patient expectations, and satisfaction of the patient and their family in regard to their care, communication, and involvement in treatment discussions (plan and education).

Navigation Metrics

- *Clinical Outcomes (CO)* metrics are much more familiar to healthcare providers, as clinicians have always measured success through patient CO and the provision of quality patient care. Some of these metrics include distress screening, pathway compliance, and timeliness of care.



Navigation Metrics

- Return on Investment (**ROI**) - metrics look to measure the success of a navigation program in supporting the infrastructure of the cancer program to ensure financial strength.



AONN+ Standardized Metrics

- Academy of Oncology Nurse & Patient Navigators recommends that Navigation Programs Need Standardized Metrics to:
- Measure the same metrics regardless of the model of navigation
- Define the metrics in the same manner
- Utilize national guidelines and evidence-based quality sources

Where to Start

- Do not need to pick all 35 navigation metrics
- Start slow, pick a few metrics... “Choose the low-hanging fruit”
- Start with metrics that support Commission on Cancer, QOPI or other national standards for your cancer program

Where to Start

- When metric goals are reached, move on to new metrics and complete an intermittent re-audit to ensure your metric is staying on track
- Choose metrics that you want to improve; “raise the bar”
- Share your reports and metrics with EVERYONE...staff, administration, physicians, cancer committee, performance improvement department, etc.
- Incorporate into cancer committee goals and quality measures
- Build discreet reportable fields in your EMR, limit narrative

Lets Get to Work!

AONN+ 's 35 standard Metrics are at each table.

Brainstorm:

1. What metrics should you begin to collect at your institution? (Please pick top 5-10 metrics include a raise the bar metric)
2. Where will you find data & who are your experts?
3. When will you look collect it? (monthly, quarterly, yearly?)
4. Thoughts on how you will collect and track.....(excel sheet or a software program)