

NMCC PATIENT NAVIGATION AND SUPPORT PROGRAM

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Chief Operating Officer

New Mexico Oncology Hematology Consultants, LTD



NEW MEXICO CANCER CENTER

New Mexico Oncology Hematology Consultants, Ltd.

- Locations: 2 in Albuquerque and Gallup, NM
- # Physicians: 15 comprising 8 Medical Oncologists, 2 Radiation Oncologists, 1 Radiologist, 1 Rheumatologist, 2 Internal Medicine, and 1 Palliative Care Services. We also have 3 APPs.
- OCM team: 8 including CEO, COO, and CFO as well as managers and leads from Nursing/Infusion, Patient Services, and Billing departments.
- Other relevant stat: Original “Come Home” practice.

NMCC: NAVIGATION AND SUPPORT PROGRAM

Background

OCM-5 required that we define a program for community outreach and distress screening to support patient navigation.

- NMCC hired Jess Quiring, CN-BA, OPN-CG, in July 2016 as a lay patient navigator.
 - Hybrid Navigator: Assists with social services, but does not provide counseling.
- Navigation Support Tool (NST): Our modified version of the National Comprehensive Cancer Network (NCCN) Psychosocial Distress Thermometer to meet the OCM distress/depression screening requirement.
 - Renamed NST so patients do not see the term “psychosocial distress” as a document heading within the patient portal.
 - Modified to include the CMS required PHQ-9 depression screening and score questionnaire; our NST includes the PHQ-2 questions followed by PHQ-9 screening if a patient scores 4 or more.
 - The NST is a self-directed form for patients to fill out on their own or with documented assistance.

NMCC: NAVIGATION AND SUPPORT PROGRAM

Challenges

- Anticipated Challenges
 - Integration of the NST process throughout the clinic.
 - Staff utilization and adherence to this new process.
- Unanticipated Challenges
 - Cultural barrier for the large patient population of Native Americans residing in New Mexico.
 - Clinic changes driving change to NST delivery.

Approach

- Patients are given distress screening at pivotal points of care: 2nd appointment with oncologist, first chemotherapy, radiation consents, and transition to survivorship.
 - Additionally, any clinical staff member may administer the NST when they think it would benefit the patient.
- When a patient identifies as 6 or higher on the distress thermometer, the Patient Navigator is called to meet with the patient in clinic.
 - If a patient registers 4 or higher on the PROMIS PHQ-2 questions, the PHQ-9 depression screening and score plan is given.
- A Patient Navigation note is created allowing Navigation to capture all related information in one place: NST results, notes describing the patient's specific challenges, resource referrals provided to the patient, and the PHQ-9 screening/score (when provided).

NMCC: NAVIGATION SUPPORT TOOL (NST)



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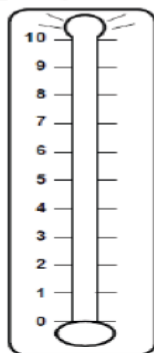
DATE: _____ MR#: _____

NAME: _____

Distress Scores help your treatment team know if you need supportive services. You may be referred to supportive services at your cancer center or in your community. Supportive services can include help from support groups navigators, counselors, and many other experts.

Instructions: First, please circle the number (0-10) that best describes how much stress you have been experiencing this past week, including today.

Extreme distress



No distress

Second, please indicate if any of the following have been a challenge for you in the past week, including today.

YES

Practical Challenges

- Navigating the health system
- Understanding your diagnosis and treatment
- Childcare
- Housing
- Food
- Housekeeping
- Transportation
- Work/School/Study
- Financial
- Insurance

Family/Social Challenges

- Concern about caregiver
- Stress dealing with Partner/Spouse/Children
- Stress dealing with Friends and Family

YES

Emotional Challenges

- Keeping emotions under control
- Memory
- Self-confidence
- Fear/Anxiety
- Depression
- Tension/Nervousness
- Loss of control
- Dependence on others
- Anger
- Feelings of guilt
- Concentration

1) Little interest or pleasure in doing things: 0 1 2 3

2) Feeling down, depressed or hopeless: 0 1 2 3

SCALE: 0 - Not at all 1 - Several Days

2 - More Than Half the Days 3 - Nearly Every Day

Religious/Spiritual Challenges

- Meaning of life
- Trust in God/Religion/Spirituality
- Traditional beliefs conflict with treatment and/or diagnosis

Physical Challenges

- Appearance
- Fatigue
- Sexual

Third, would you like to speak with someone about any of the above challenges? If yes, please check the provider(s) you would like to speak with:

 Nurse

 Oncology Dietician

 Patient Navigator

 Foundation Staff

 Physician/Mid-level

 Psychologist/Therapist

 Financial Counselor

 Other _____

Other challenges or questions/comments?

NMCC: PATIENT NAVIGATION NOTE IN ONCOEMR

Patient Name: Test Aardvark, Arnie A (1) DOB: 3/22/1952 Gender: Male

Patient Navigator Note v3 8/14/2017

Close Save Sign Print Fax/Print Options -- Select an Action --

Demographics Distress Thermometer Challenge List Referral Navigator Actions

[Edit](#) The NCCN (National Comprehensive Cancer Network) as well as CMS (Centers for Medicare and Medicaid Services), best practices for care, require that cancer patients be screened for psychosocial distress and barriers to treatment and services, at pivotal points of care. Pivotal points of care are identified as transitional moments such as at diagnosis, start of chemotherapy or radiation as well as treatment completion and transition to survivorship.
New Mexico Cancer Center screens all patients regardless of diagnosis. Should distress, challenges or barriers to care be identified by the patient or the patient's health care providers, every effort is made to provide referrals to services and support that addresses identified challenges.

Psychosocial distress screening was completed by: [Edit](#)
[Clear](#)

Patient Self Directed
 Patient Declined
 Patient Assisted [REDACTED]

Point of care the screening was given to the patient: [Edit](#)
[Clear](#)

2nd Visit
 Chemotherapy
 Sim Appt
 Clinical Referral
 Other [REDACTED]

Distress Thermometer (NCCN Distress Thermometer) [Edit](#) Please select the appropriate value from 1-10. 1= No distress and 10= Extreme Distress
[Clear](#)

0 1 2 3 4 5 6 7 8 9 10 >10

[Edit](#) The patient identifies experiencing challenges as indicated in the following areas:

No Challenges

Practical Challenges [Edit](#) -Transportation

NST – MEASURING SUCCESS

Progress to Date

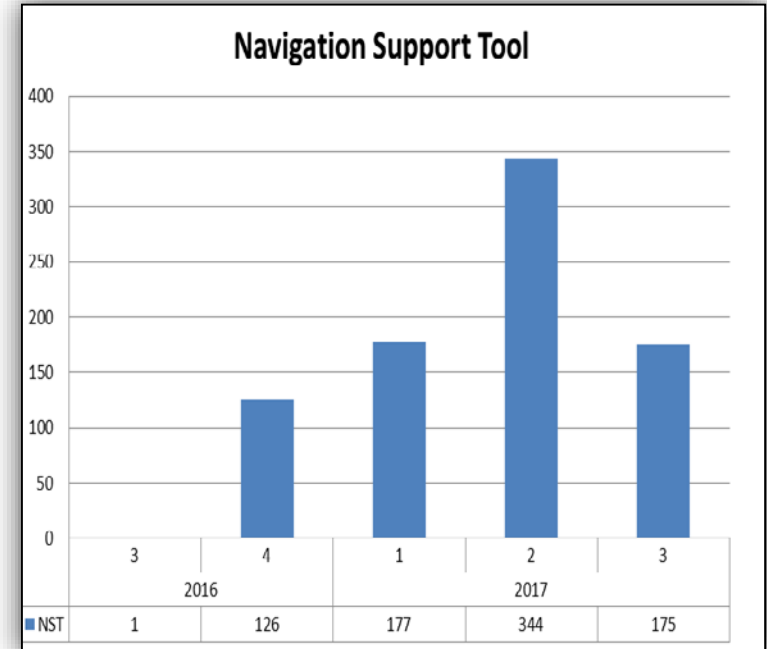
Successful Implementation of NST

Since successful implementation of the NST tool in 2016 Q4, **patients have been screened 823 times using the Navigation Support Tool**, with full results for 2017 Q3 to be updated.

NST Led to Successful Grants Given to Patients in Need

Usage of the NST led to 43 grant requests to NMCC Foundation for help with rent, utility bills, and car payments from 2016 Q4 through 2017 Q3.

63 emergency grant requests were provided for hotel, gas, and groceries from 2016 Q4 through 2017 Q2.



PATIENT NAVIGATION – MEASURING SUCCESS

Progress to Date

Successful Tracking of Patient Assistance

Our new Patient Navigator Note tracks assistance the Patient Navigator is providing including connections with community outreach/support groups, transportation, and lodging.

Patients have been assisted 909 times 2017 YTD, and 1269 since implementation in 2016 Q3.

New Patient Support Programming Available

Our Patient Navigator has created and continues to work on opening new patient support programming.

- *Nutrition Class (launched September 2016)*
- *Caring for Caregiver (launched September 2016)*
- *Head & Neck Cancer Support Group (monthly since March 2017)*
- *Art Therapy (1st session began 8/23/17)*
- *CLIMB Program (only program in NM supporting children of cancer patients; launched March 2017 with 6 families)*
- *New Patient Class (50 minute orientation launching 2017 Q4)*

