

# Innovative Navigation Strategies

Karen Meneses PhD, RN, FAAN

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# Acknowledgment & Disclaimer

## Deep South Cancer Navigation Network

- Edward Partridge MD (PI)
- Innovation Challenge Grant from the Centers for Medicare & Medicaid Services (1C1CMS-331023)
- Triple Aim
  - Better health
  - Better healthcare
  - Lower costs of care



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# Presentation Objectives

- Discuss gero-oncology trends in the United States
- Describe the Patient Care Connect (PCCP) Program
- Report distress identified by older cancer survivors
- Discuss the evaluation of the PCCP
- Discuss future trends in values based health care for older cancer survivors

# The Silver Tsunami

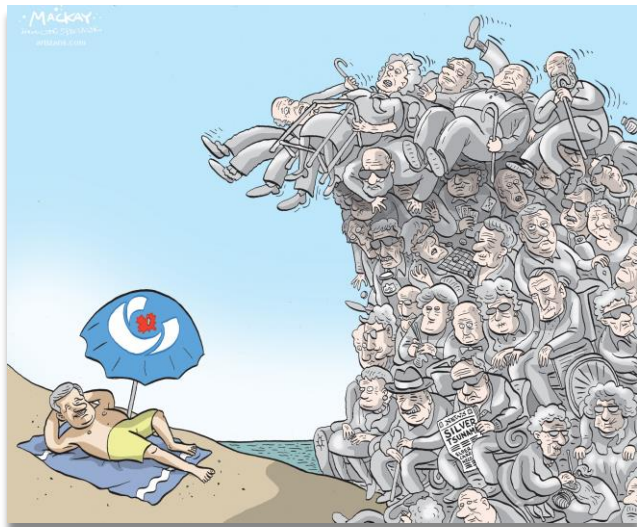
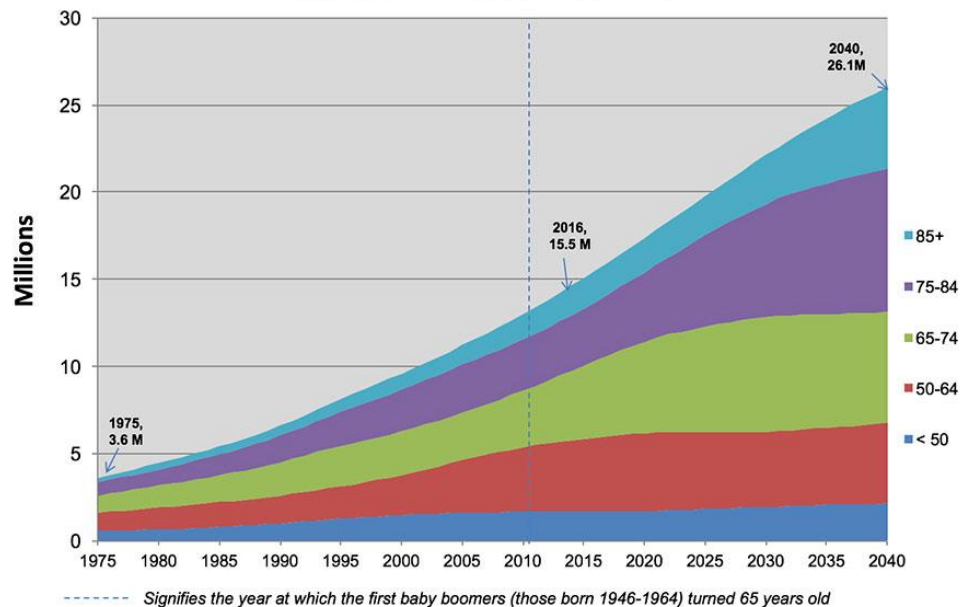


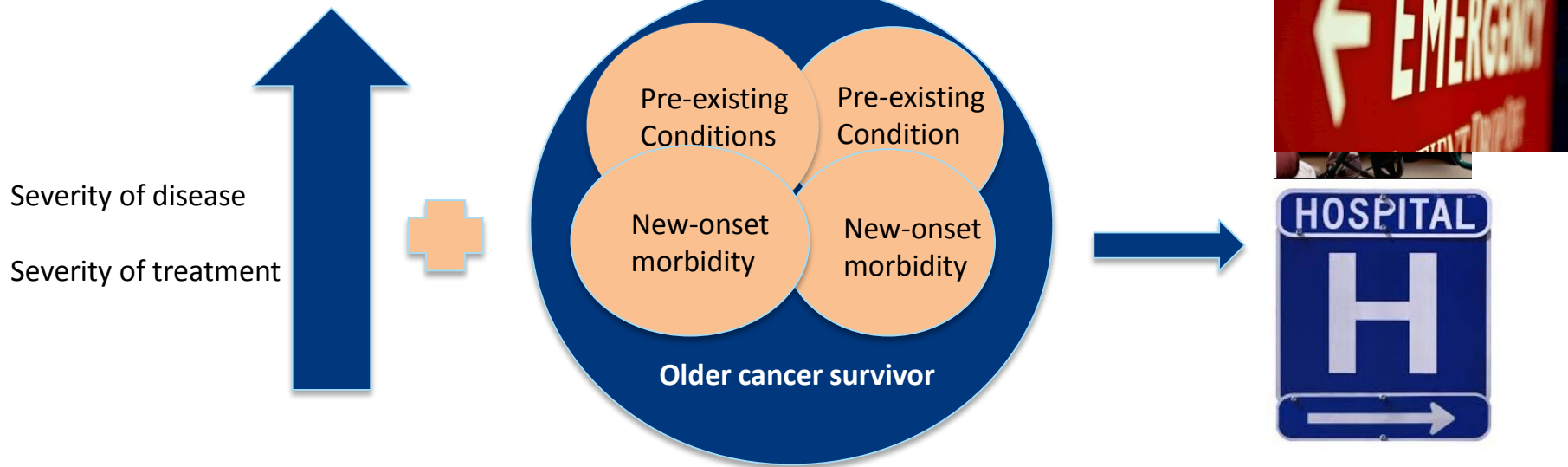
Figure 1: Estimated cancer prevalence by age in the US population from 1975 (216 M) to 2040 (380 M)



# Significance

*Older cancer survivors*

*Physiologic effects of aging*



McCabe, et al, JCO, 2013; Norris et al, J Am Geriatr Soc 2008; Yabroff et al, JNCI, 2004

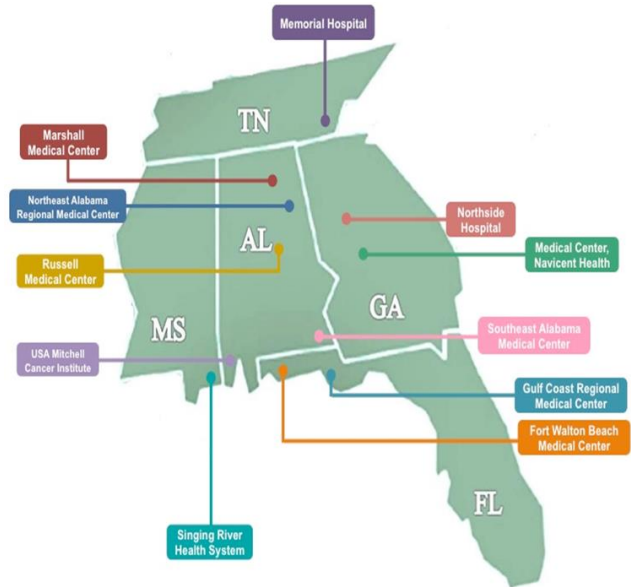
# PATIENT CARE CONNECT

A service of **UAB** Health System Cancer Community Network

OncologyNurseAdvisor  
**navigation**  
**SUMMIT**

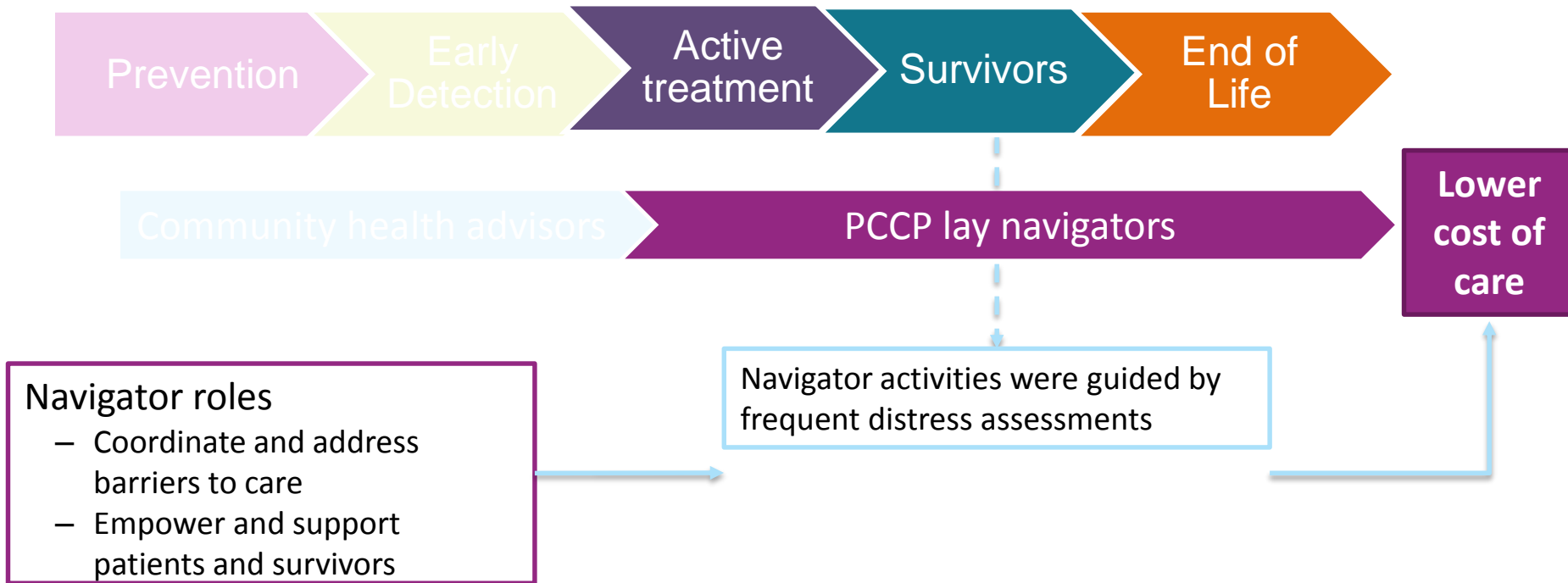
The Patient Care Connect Program (**PCCP**) is a lay navigation program integrated into the care system

- Older adults  $\geq 65$  years with cancer
  - Cancer treatment or follow up care
  - 12 cancer centers in 5 states in southern US
- 12 nurse site managers
  - ~40 lay (non-clinical) navigators





# Focus of the PCCP



# Essentials of the PCCP

## PCCP offered as service

- No random assignment to PCCP

## Enrollment by

- Referral from providers
- Census reports on hospitalizations and ER visits

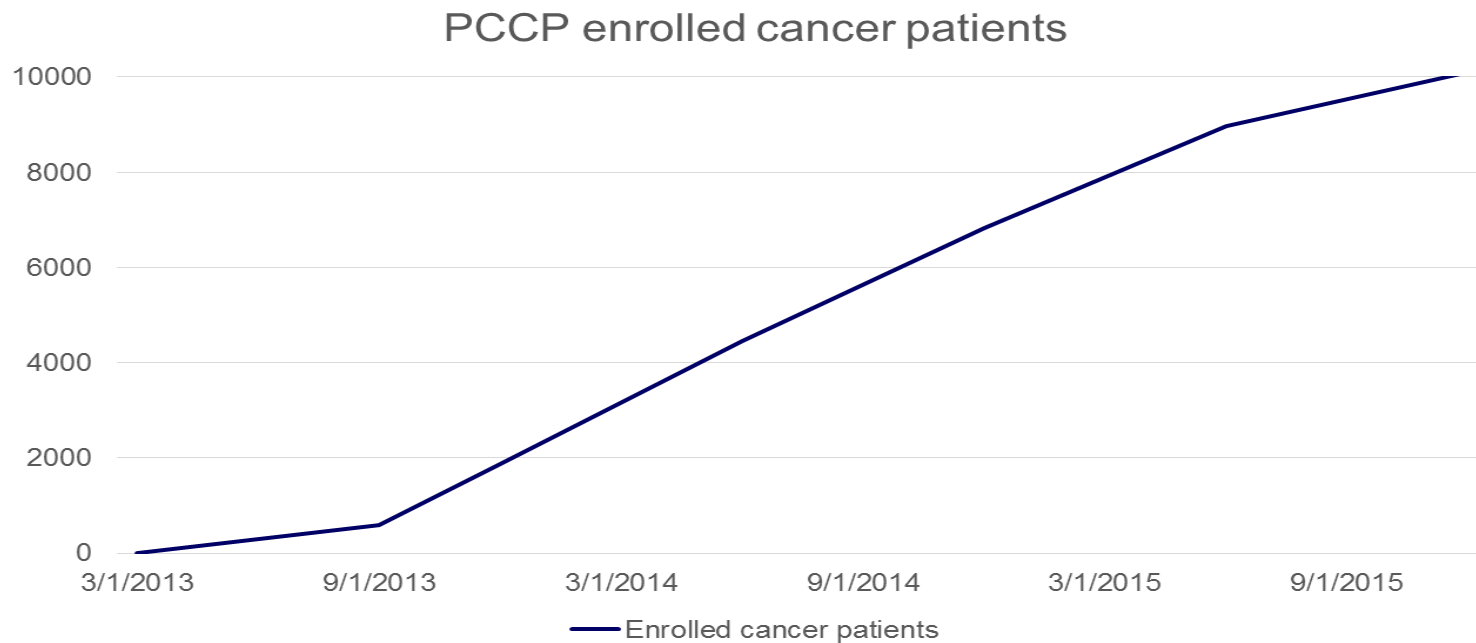
## Priority given to high acuity cancers and patients

- High acuity cancers such as lung, ovarian, brain, hematologic, head and neck
- Stage 4 cancers and metastatic disease
- High acuity redefined to include comorbidities and higher risk drugs (e.g., warfarin)

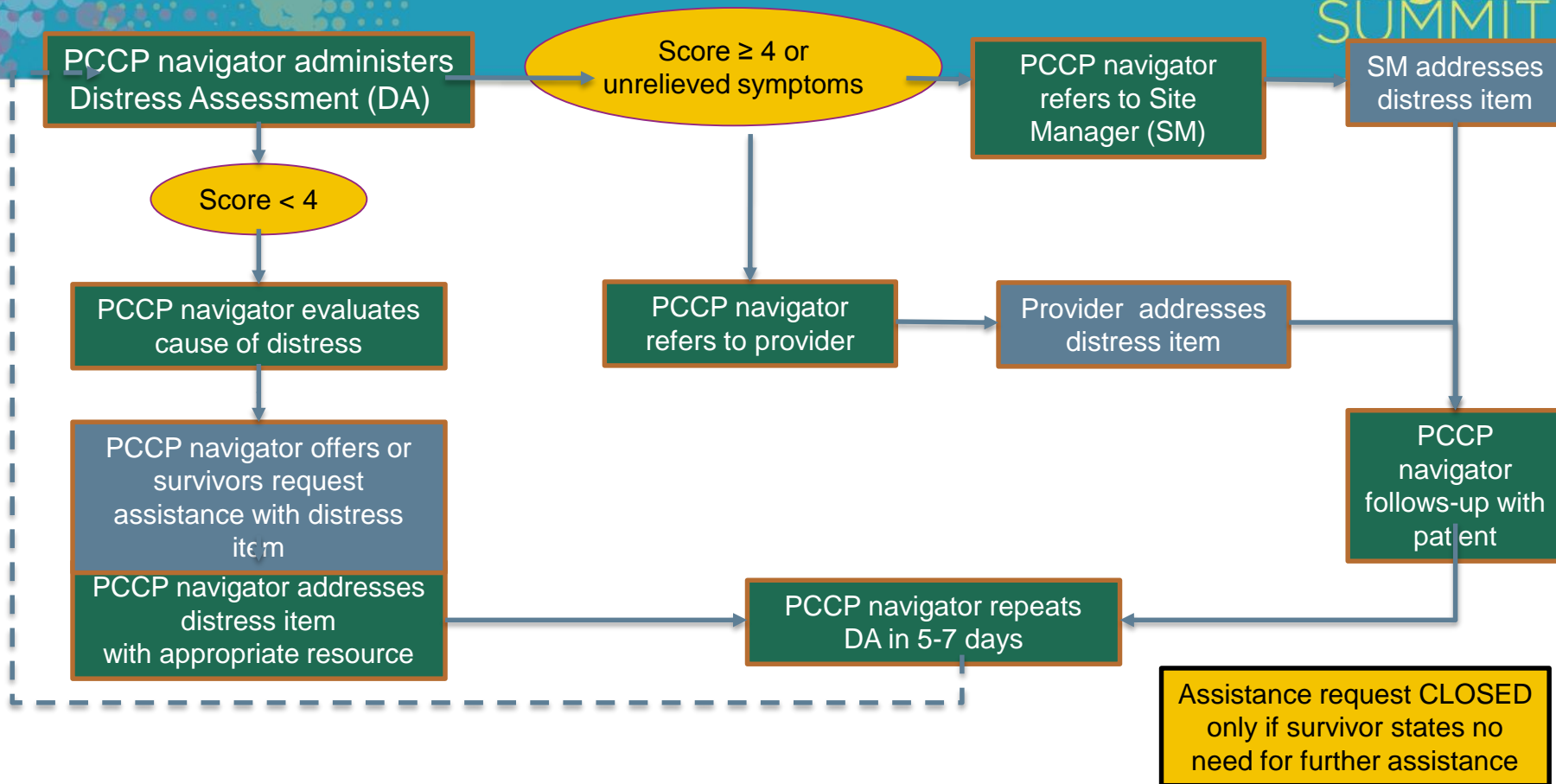
## Priority also to minority patients and survivors



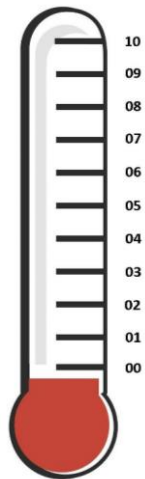
# PCCP Enrollment



# PCCP Survivor-Centered Care Map



# Distress Thermometer



## PRACTICAL PROBLEMS:

☐ Ability to use Phone    ☐ Child Care    ☐ Cooking  
☐ Getting Groceries/Shopping    ☐ Housekeeping    ☐ Housing  
☐ Insurance/Financial    ☐ Manage Finances    ☐ Transportation  
☐ Work

## FAMILY PROBLEMS:

Dealing with:    ☐ Children    ☐ Family Support  
☐ Friends    ☐ Partner

## INFORMATION CONCERNS:

Lack of Info About (my):

☐ Alternative Therapy Choices    ☐ Diagnosis/Disease    ☐ Diagnostic Results  
☐ Diet/Nutrition    ☐ End of Life Issues    ☐ Hospice  
☐ Home Health    ☐ Legal Issues  
☐ Maintaining Fitness/Exercise    ☐ Performing Medical Procedures  
☐ Prognosis    ☐ Scheduling    ☐ Survivorship  
☐ Side-Effects/Treatment(s)    ☐ Side-Effects/Medication(s)  
☐ Supportive Care    ☐ Treatment(s)    ☐ Treatment Decisions

## COGNITIVE PROBLEMS:

☐ Feeling Confused    ☐ Forgetfulness    ☐ Poor Thinking  
☐ Memory/Concentration    ☐ Seeing Things/Hearing Things  
☐ Understanding Verbal or Written Words

## OTHER:

☐ Ability to Read/Write    ☐ Cultural/Religious Needs  
☐ Citizenship    ☐ Lack of Social Support  
☐ Language Barrier    ☐ Post-op Care

## PHYSICAL PROBLEMS:

☐ Balance/Walking & Mobility Difficulty    ☐ Bathing/Dressing  
☐ Body Sores    ☐ Breathing  
☐ Changes in Urination    ☐ Constipation  
☐ Controlling Bowel Movement    ☐ Controlling Urination  
☐ Diarrhea    ☐ Dizziness    ☐ Eating  
☐ Fatigue    ☐ Feeding Self    ☐ Fever  
☐ Getting Around- Inside Home    ☐ Getting Around- Outside Home  
☐ Hearing    ☐ Indigestion    ☐ Mouth Sores  
☐ Loss of Appetite    ☐ Moving In/Out of Chair or Bed  
☐ Nausea/Vomiting    ☐ Nose Dry/Congested  
☐ Opening Medication Bottles    ☐ Pain    ☐ Sexual Problems  
☐ Skin Dry/Itchy    ☐ Sleep/Insomnia    ☐ Substance Abuse  
☐ Swallowing    ☐ Swollen Arms/Legs    ☐ Talking  
☐ Tingling Hands/Feet    ☐ Toileting    ☐ Vision  
☐ Weight Change    ☐ Writing

## EMOTIONAL PROBLEMS:

☐ Adjusting to Changes in Appearance    ☐ Adjusting to my Illness  
☐ Boredom    ☐ Concentration  
☐ Coping with Grief & Loss    ☐ Emotional Control    ☐ Fear(s)  
☐ Feeling Depressed or "Blue"    ☐ Feeling Hopeless    ☐ Guilt  
☐ Intrusions (thoughts that appear suddenly and repeatedly that are not welcome)  
☐ Isolation/Feeling Alone    ☐ Loss of Interest in Usual Activities  
☐ Managing Stress    ☐ Nervous/Anxiety  
☐ Role Changes ("Caring for Family")    ☐ Sadness  
☐ Self-esteem    ☐ Worry

## SPIRITUAL/RELIGIOUS CONCERNS:

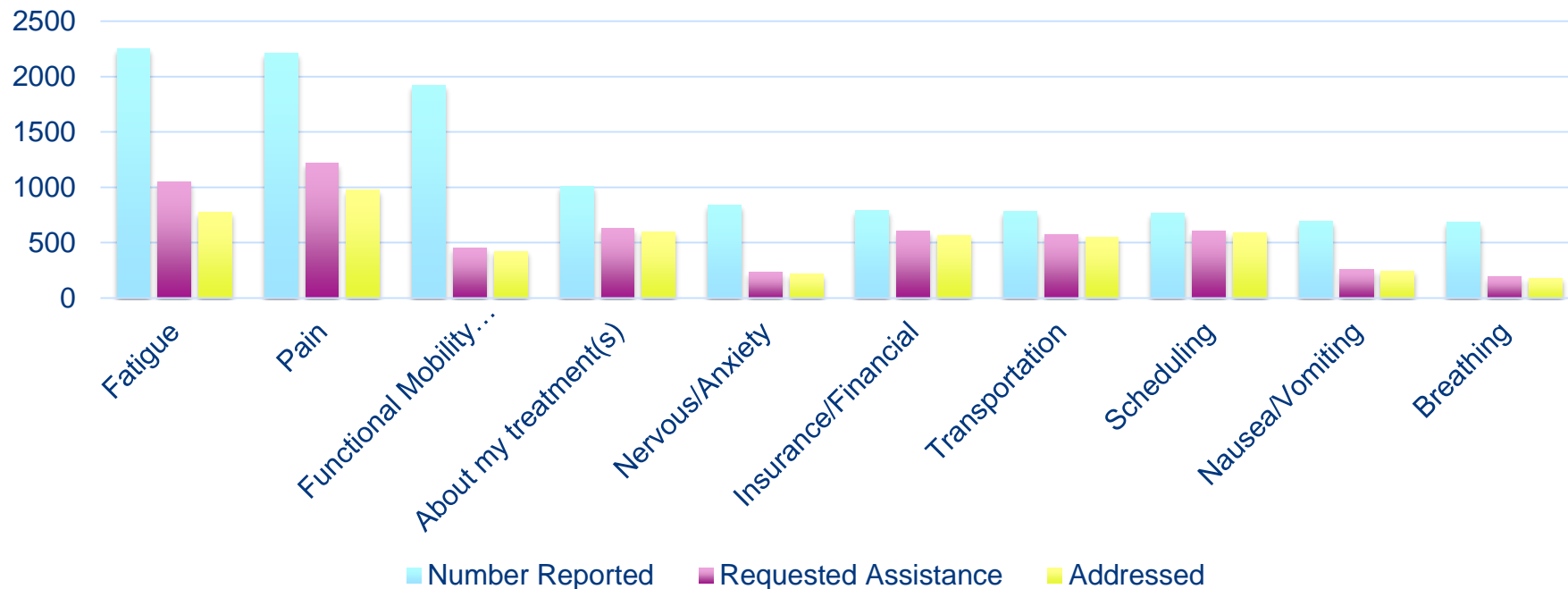
☐ Lack of Comfort, Strength or Hope from Spiritual Beliefs  
☐ Facing my Mortality    ☐ Lack of Support from Spiritual/Religious Group  
☐ Loss of Faith    ☐ Trust in God    ☐ Loss of Sense of Purpose  
☐ Meaning of Life    ☐ Relating to God

10.13

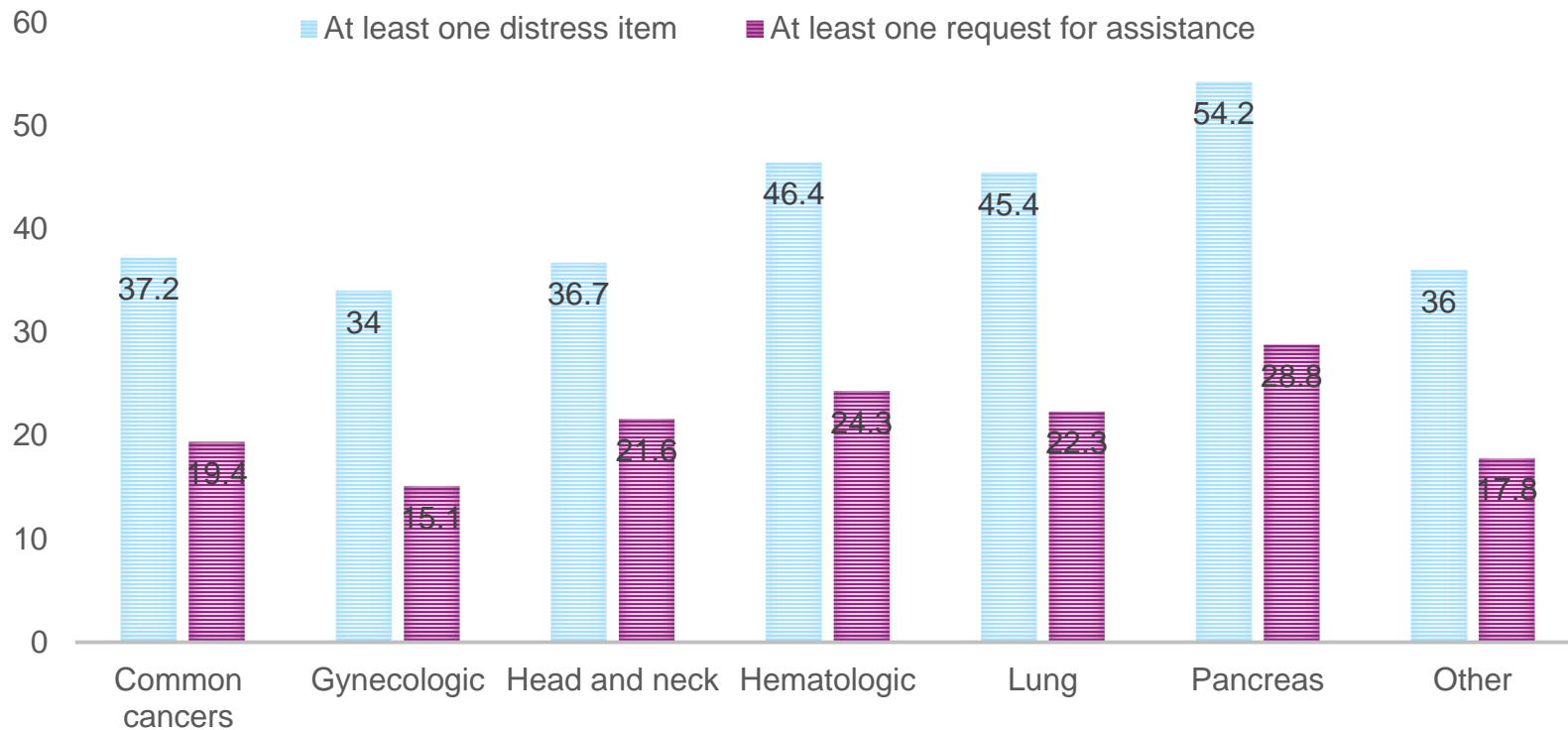
# Distress Assessment

- Distress thermometer used for assessment
  - (0 = none; 10 = extreme distress) and item list
- Survivor-centered interventions triggered by distress scores >4 (higher distress)
- And/or by survivors' request for assistance for specific distress items

# 10 Most Reported Distress Items



# Report of at Least 1 Distress item & Request for Assistance



- 90.7% requests for assistance were resolved to the patient satisfaction
  - ◆ Required 1.1 interventions
  - ◆ Resolved in ~ 11 days
    - ◆ Decline in requests over time
      - 18.6 in Q3 2013
      - ~9 in Q2 2015



# Navigator Workload

- Mean n=138 beneficiaries per quarter
  - 72 actively navigated
  - 83 high acuity
  - 30 newly enrolled
- Active 57 days per quarter
- Contacts: 3.3 face to face or phone
- Average one contact every 18 days

# PCCP Evaluation: Satisfaction

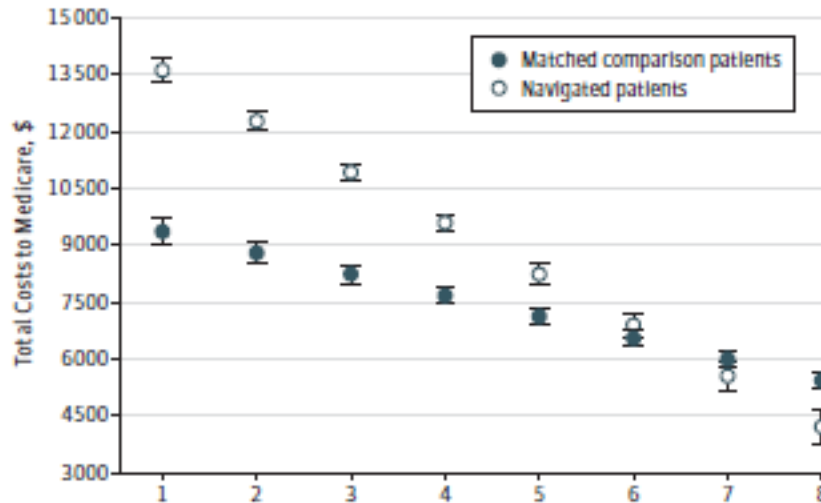
- Surveys of 360 navigated patients
- Random group of beneficiaries identified as potential users of the PCCP
- 82% were very satisfied or satisfied
- 88.3% would recommend PCCP to other cancer patients

# Very Important/Important Aspects of PCCP

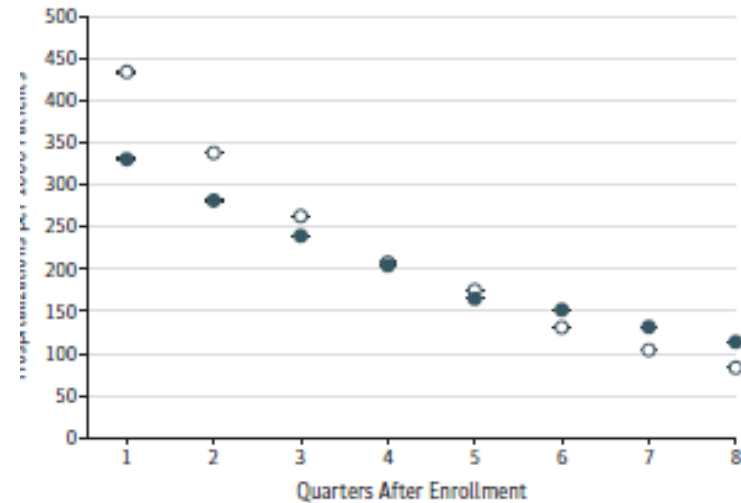
	%
Help with finding the information I needed	72.2
Help with learning about disease treatment or side effects	69.4
Having the navigator to rely on	67.2
Having someone to check on me	66.7
Help with sorting out what I wanted and preferred for my medical care	56.3
Help with understanding doctors' orders	53.9
Help with getting in touch with my doctor	53.6
Help with preparing for doctor visits	50.9

# Differences in Costs

**A** Medicare costs



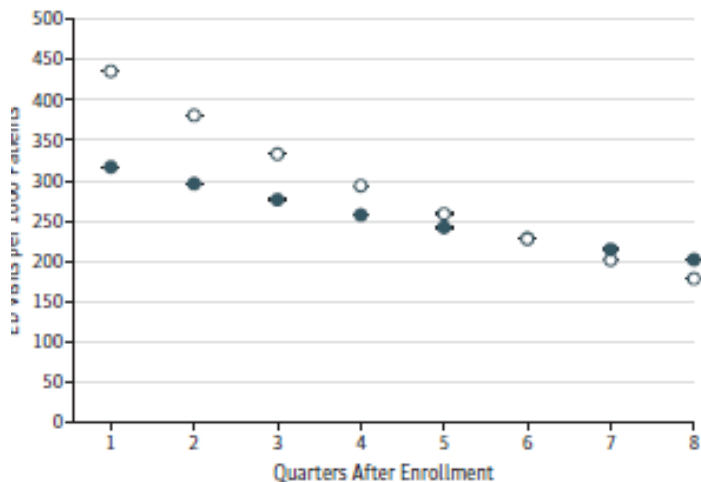
**B** Hospitalizations



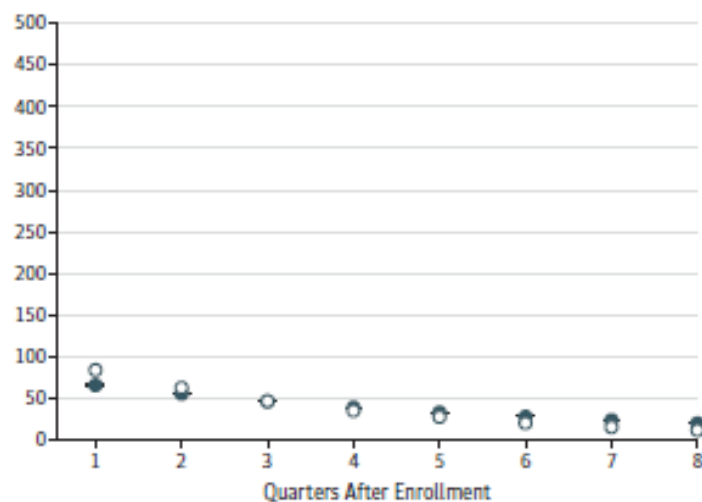
Data from: Rocque et al. AMA Oncol. Published online January 26, 2017. doi:10.1001/jamaoncol.2016.6307

# Differences in Costs

ED VISITS



ICU admissions



Data from: Rocque et al. AMA Oncol. Published online January 26, 2017. doi:10.1001/jamaoncol.2016.6307

# Conclusions

The number of older cancer survivors will increase in coming years.

In the PCCP, older cancer survivors

In the PCCP, health care costs and health care use declined for navigated patients compared with matched group of comparison patients.

Lay navigation programs can be expanded as health systems transition to values-based health care.

# Acknowledgment

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