

ONCOLOGY NURSE NAVIGATION

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OBJECTIVES

Upon completion of this lecture, participants should be able to:

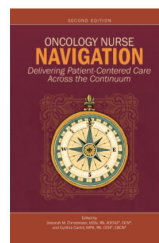
1. Describe the role of the Oncology Nurse Navigator
2. Understand how the Oncology Nurse Navigator impacts the care/experience of the patient across the care continuum

What is an Oncology Nurse Navigator?

- ONS definition of Oncology Nurse Navigator:

The Oncology Nursing Society defines an oncology nurse navigator (ONN) as “a professional RN with oncology-specific clinical knowledge who offers individualized assistance to patients, families, and caregivers to help overcome healthcare system barriers. Using the nursing process, an ONN provides education and resources to facilitate informed decision making and timely access to quality health and psychosocial care throughout all phases of the cancer continuum”. (1)

The first patient navigation program was created by Dr. Harold Freeman in New York City in 1990. The goal was to diminish the high breast cancer mortality rate in a population of poor African American women.



The ONS handbook on ONN, second version

The Allina Health ONN team

Allina Health® Oncology nurse navigators			
<p>An essential member of the cancer care team is the oncology nurse navigator. This individual is a registered nurse with oncology experience who works closely with the physicians involved in all phases of oncology care. The primary role is to ensure seamless, high quality, well-coordinated care delivery. This support in a complex environment that requires a multidisciplinary approach to ensure quality patient outcomes. Oncology nurse navigators are also focused on the effects of cancer on quality of life. They partner closely with patients and families throughout the cancer journey to provide support, education and assistance to efficiently navigate the medical system, from diagnosis through treatment to follow-up. We encourage physicians to reach out to the oncology nurse navigators early after a patient has been diagnosed with cancer. The following is a directory of Allina Health oncology nurse navigators.</p>			
Allina Health Cancer Institute – Buffalo			
Name	Specialty	Phone	Pager
Wendy Harmsen, BSN, RN	General	733-934-7521	dk
Allina Health Cancer Institute – Cambridge			
Name	Specialty	Phone	Pager
Jenny Stank, BSN, RN	General	763-458-7358	dk
Allina Health Cancer Institute – Coon Rapids			
Name	Specialty	Phone	Pager
Rose Anderson, BSN, RN	Breast, Hematology	763-238-9822	na
Kristen Eckman, BSN, RN, OCN	Breast	763-238-8774	na
Michelle Estrom, BSN, RN	Sarcoma	651-241-7143	na
Melissa Kruse, BSN, RN, OCN	Esophagus, Gastro, Head & Neck, Hematology, Melanoma	763-238-8138	na
Jessica Miller, BSN, RN, OCN	Colonial	763-238-8138	na
Lea Ruddy, BSN, RN	Dermatology, Melanoma	763-238-9824	na
Jill Hayes, BSN, RN	Lung	763-238-7888	na
Allina Health Cancer Institute – Fairbault			
Name	Specialty	Phone	Pager
Jared Schmitz, BSN, RN, OCN	General	952-487-3274	dk
Allina Health Cancer Institute – Hastings			
Name	Specialty	Phone	Pager
Holly Kinross, BSN, RN	General	651-464-1657	dk
Allina Health Cancer Institute – Minneapolis			
Name	Specialty	Phone	Pager
Heather Christie, RN, CURN	Dermatology	612-883-0209	612-884-8108
Melissa Carlson, BSN, RN, OCN	Hematology/Melanoma	612-883-1817	na
Jody Elbert, BSN, RN, OCN	Lung	612-883-8485	612-454-5811
Lauri Dean, BSN, RN, OCN	Breast	612-883-0209	na
Jill May, BSN, RN, OCN	Hepatobiliary, Pancreas	612-883-7397	na
Suzanne Morahan, BSN, RN	Head & Neck, Melanoma, Sarcoma	612-883-0847	na
David Powers, BSN, RN	Colonial	612-883-3888	na
Ambera Thijsen, MSN, RN	Esophageal, Gastro	612-883-4943	na
Jacqui Lindquist, BSN, RN, OCN	Breast	612-883-4455	na
Jany West, MSN, RN, OCN	Breast	612-883-8832	na
Allina Health Cancer Institute – New Ulm			
Name	Specialty	Phone	Pager
Susan Gerschl, BSN, RN	General	507-274-8130	507-251-4230
Allina Health Cancer Institute – Piper Breast Center - Plymouth			
Name	Specialty	Phone	Pager
Stephany Surly, MSN, RN, OCN	Breast	763-871-7890	na
Allina Health Cancer Institute – River Falls			
Name	Specialty	Phone	Pager
Amy Carabaus, BSN, RN, OCN	General	763-337-6443	dk
Allina Health Cancer Institute – Saint Paul			
Name	Specialty	Phone	Pager
Melissa Carlson, BSN, RN, OCN	Hematology/Melanoma	612-883-1817	na
Tara Crist, BSN, RN, OCN	Breast	651-241-8812	na
Michelle Estrom, BSN, RN	Dermatology, Head & Neck	651-241-7143	na
Brenda Korb, BSN, RN, OCN	Lung	651-241-7148	na
Lauren Schatz, BSN, RN, OCN	Breast	651-241-7143	na
Jessica Kruse, BSN, RN, OCN	GI/Melanoma, Melanoma, Sarcoma	651-241-7144	na
Courage Kenny Rehabilitation Institute (Minneapolis)			
Name	Specialty	Phone	Pager
Corina Brenna, BSN, RN	Cancer Rehabilitation	612-883-8215	612-454-9088
Givens Brain Tumor Center (Minneapolis)			
Name	Specialty	Phone	Pager
Heather Eick, BSN, RN	Neuro Oncology	612-883-1885	na
Loren Hornsby, BSN, RN	Neuro Oncology	612-883-8382	na
Emma Savon, BSN, RN, OCN	Neuro Oncology	612-883-5831	na
St. Francis Cancer Center (Shakopee)			
Name	Specialty	Phone	Pager
Kara Heisen, BSN, RN, OCN, CCRN	General	952-438-3338	dk

ONN Standard Work

Provides cross continuum care management to patients identified through referral to oncology

- Connect with patient early after diagnosis
- Diagnostic work-up
- Psychosocial distress screening
- Assess and address barriers to care
- Referrals/connections to resources, support
- Attendance at initial consults and ad hoc
- Manage transitions in care
- Consistent point of contact across the entire continuum

ONN Standard Work

Projects, Committees, Other

- Facilitate support group/s
- Participate in the creation/updates to Patient Education Materials
- Participate in Allina Health Cancer Institute Program Committee Meetings
- Participate in Commission on Cancer Committee meetings, as appropriate by site
- Participate in community events, Allina Health events
- Special projects
- Advocate for quality. Highlight potential areas for quality improvement. Bring patient voice.
- Oncology Nursing Leadership Council taskforce members
- Serious Illness Conversation work (role in SIC follow-up call)

Breast Cancer Nurse Navigation

- Shared Decision Making for Early-Stage Breast Cancer
- Whole Person Care - Oncology Dietitian, Integrative Medicine
- Body image
- Connect patients to community resources like peer navigation
- Length of relationship
- Spectrum of patient ages

Benefits of Nurse Navigation

Navigation exists because it provides value to patients and their families. It has been documented in evidence-based literature that navigation (2,3):

- Facilitates timely access to care
- Helps overcome barriers to care
- Positively impacts patient care outcomes
- Supports coordination of the care for the patient through the entire cancer care continuum
- Improves patient outcomes through education, support, and performance-improvement monitoring
- Facilitates communication between patients, family/caregivers, and the healthcare team
- Helps lower patient distress
- Helps patients identify financial and other support resources
- Provides cancer program and community resources
- Coordinates care with the multidisciplinary team from the time of diagnosis throughout treatment
- Ensures education and access to clinical trials
- Enhances patient satisfaction

- ❖ Consistent point of contact
- ❖ There to educate, advocate, navigate and support (patients and their care circle)
- ❖ Follow across the entire cancer care continuum, from diagnosis through survivorship
- ❖ Focused on the effects of cancer on quality of life, whole person care approach

What does Oncology Nurse Navigation mean to:

Primary Care Providers

- "I had a patient recently with an abnormal CT finding, and I was not sure who was the appropriate referral. [ONN name] helped guide me to the correct referral, changed the order as needed, discussed the plan with the patient and the appropriate specialist and got the plan scheduled. I know this patient is in good hands, and this started with [ONN name]. Thank you!"
- "[ONN name] does an amazing job helping patients navigate a new cancer diagnosis and also helping primary care providers, such as me, get patients connected into oncology services quickly. I just saw a patient this morning overwhelmed by a new cancer diagnosis but so happy with how quickly she is getting needed appointments, imaging and more. She said to me, "I don't need to worry about anything because I have [ONN name]!" Thank you for showing so much care to each patient and for your professionalism."

Allina P2P app > Specialty Providers > Oncology Nurse Navigators

What does Oncology Nurse Navigation mean to:

Multidisciplinary colleagues

- "Applauding your follow through on an ER positive breast cancer patient that almost slipped through the cracks & missed getting a medical oncology referral. So appreciative of you following up with the surgeon & the patient & coordinating with our schedulers to get this patient seen. We're so happy you're here!"
- "[ONN name] showed an immense amount of compassion and KINDness by visiting her patient during a difficult and lonely hospital stay. Family visitors were not allowed, so he was alone. I am certain it was the bright spot in the patient's day to know that he matters so much to her. This is just one of the many acts that many acts that [ONN name] does often. She is a real tribute to the Nurse Navigation role!!"

What does Oncology Nurse Navigation mean to:

Patients and their care circle members

- "I felt cared for and comforted by everyone I interacted with. The surgeon and nurse navigator provided excellent education and instruction. They really took the time to make sure that I was well taken care of. Even though having a new cancer diagnosis is scary, this visit made me feel much less scared. Thank you!!"
- "She did a great job of making me feel at ease with everything going on and made the next appointments convenient for us because of the travel time. She is just a great person to have on my side."
- "Without the involvement of my excellent Nurse Navigator, I don't know how I would have gotten through the experience."
- "[ONN name] went the extra ten miles to be always available to answer my questions, coordinate appointments, and smooth out bumps in the road..."

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1. Oncology Nursing Society. (2022). 2017 oncology nurse navigator core competencies. Retrieved from <https://www.ons.org/sites/default/files/2017ONNcompetencies.pdf>
2. Wagner EH, Ludman EJ, Aiello Bowles EJ, et al. Nurse navigators in early cancer care: a randomized, controlled trial. *J Clin Oncol*. 2014;32(1):12-18. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3867643/pdf/zlj12.pdf>
3. Bellomo C. The effects of navigator intervention on the community of care and patient satisfaction of patients with cancer. *Journal of Oncology & Navigation Survivorship*. 2014;5(6):14-20.

Please feel free to CONTACT ME

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