

ONCOLOGY NURSE NAVIGATION

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Oncology Nurse Navigator
Hepatobiliary and Pancreas Program
And Radioembolization Program

Allina Health Cancer Institute

Dimensions in Oncology 2023



1

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

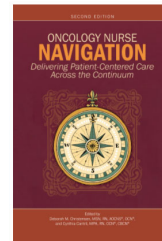
2

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

3

Oncology Nurse Navigation

Consistent point of contact early after diagnosis and throughout cancer journey

- Primary Care & Specialty Care Partnership
- Diagnostic work-up
- Patient and Family Education
- Shared Decision Making
- Assess and address barriers to care
- Attendance at initial consults and ad hoc
- Manage transitions in care
- Prevention of Readmission
- Prevention of unnecessary ED Visits

Whole Person Care and Addressing Barriers to Care

Referrals/connections to:

- Social Work
- Cancer Rehabilitation
- Oncology Dietitian
- Genetics
- Palliative Care
- Support Groups
- Cancer Mental Health
- Financial Assistance
- Spiritual Care
- Community Resources
- Disease specific cancer resources

4

A new cancer diagnosis can be like...



5

...without a safety belt! Navigators are just that!



6

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 and even end of life
- ❖ Focused on the effects of cancer on quality of life, whole person care approach

7

HPB (Liver, Pancreas and Bile Duct) Nurse Navigation

- Often initial point of contact at time of clinical concern for cancer ie incidental abnormal imaging findings, symptoms
- Collaborate and coordinate diagnostic evaluations to obtain cancer diagnosis supporting patients for timely care, education and resources
- Assist with connecting patients to correct specialists to facilitate completion of cancer diagnosis, staging and treatment planning
- Identifying barriers to access to care to support and facilitate referrals to oncology social worker, cancer care mental health, financial navigation and community resources.
- Use of Whole person approach to maximize providing individualized information within the setting of NCC guidelines to support informed decision making

8

An Oncology Navigator can be a bit like a pitbull or an angel




9

ONN Standard Work

- **Cross continuum Oncology Nurse Navigation 80% of role**
- **Project, Committees, Other 20% of role**
 - 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.
 - ONLC taskforce members – one NN will sit on each of the three taskforces
 - Serious Illness Conversation work (role in SIC follow-up call)

10

The Allina Health ONN team



Oncology nurse navigators

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 facets of oncology care. Their primary role is to ensure seamless, high quality, well-coordinated care delivery. This is done 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.

Allina Health Cancer Institute – Buffalo

Name	Specialty	Phone
Melinda Henningson, BSN, RN	General	763-854-7631

Allina Health Cancer Institute – Cambridge

Name	Specialty	Phone
Angie Brown, BSN, RN	General	763-855-7208

Allina Health Cancer Institute – Coon Rapids

Name	Specialty	Phone
Allina Anderson, BSN, RN	Breast	763-236-5623
Kristen Edman, BSN, RN, OCN	Breast	763-236-6774
Michelle Vance, BSN, RN, OCN	Esophageal, Gastric, Head & Neck, Hematology/Malignancy	763-236-6139
Jessica Millard, BSN, RN, OCN	Colorectal	763-236-6135
Lisa Ruddy, BSN, RN	Gastrointestinal, Hepatobiliary, Metastasis, Pancreas, Sarcoma	763-236-5624
Jill Wines, BSN, RN	Lung	763-236-7656

Allina Health Cancer Institute – Fairbault

Name	Specialty	Phone
Jared Schmidt, BSN, RN, OCN	General	507-487-3074

Allina Health Cancer Institute – Hastings

Name	Specialty	Phone
Ted	General	651-464-1007

Allina Health Cancer Institute – Minneapolis

Name	Specialty	Phone
Jessica Tanner, RN	Gastrointestinal	612-863-0209
Tricia Thues, RN, OCN	Hematology/Malignancy	612-863-1517

Judy Ellen, BSN, RN, OCN	Lung	612-863-6465
Jill May, BSN, RN, OCN	Hepatobiliary, Pancreas	612-863-7397
Suzanne Morahan, BSN, RN	Head & Neck, Metastasis, Sarcoma	612-863-0947
Karla Nelson, BSN, RN, OCN, BCSC	Breast	612-863-0238
Erwin Powers, BSN, RN	Colorectal	612-863-3885
Arnette Thibault, RN, RN	Esophageal, Gastric	612-863-4448
Jackie Underhill, BSN, RN, OCN	Breast	612-863-4455
Amey West, MN, RN, OCN	Breast	612-863-6832

Allina Health Cancer Institute – New Ulm

Name	Specialty	Phone
Susan Gerlach, BSN, RN	General	507-217-5130

Allina Health Cancer Institute – Plymouth

Name	Specialty	Phone
Megan Turley, MN, RN, OCN	Breast	763-677-7060

Allina Health Cancer Institute – River Falls

Name	Specialty	Phone
Amey Carmichael, BSN, RN, OCN	General	715-307-6440

Allina Health Cancer Institute – Saint Paul

Name	Specialty	Phone
Carrie Carich, BSN, RN, OCN	Breast	651-241-6512
Michelle Edman, BSN, RN	Gastrointestinal, Head & Neck, Hematology/Malignancy	651-241-7145
Brenda Korth, BSN, RN, OCN	Lung	651-241-7166
Leanne Schultz, BSN, RN, OCN	Breast	651-241-7143
Jessica Shenke, BSN, RN, OCN	GI Malignancy, Metastasis, Sarcoma	651-241-7164

Courage Kenny Rehabilitation Institute (Minneapolis)

Name	Specialty	Phone
Conkie Brink, BSN, RN	Cancer Rehabilitation	612-863-0215

Givens Brain Tumor Center (Minneapolis)

Name	Specialty	Phone
Megan Eke, BSN, RN	Neuro Oncology	612-863-1880
Karen Hamerly, BSN, RN	Neuro Oncology	612-863-1562
Emma Sacco, BSN, RN, OCN	Neuro Oncology	612-863-5631

St. Francis Cancer Center (Shakopee)

Name	Specialty	Phone
Kelly Karlen, BSN, RN, OCN	General	952-429-2836

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11

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.”
- (ONN) is the oncology navigator nurse and extremely responsive. I’ve known (ONN) now for 10 years and they is absolutely the best

Allina P2P app > Specialty Providers > Oncology Nurse Navigators

12

What does Oncology Nurse Navigation mean to:

Multidisciplinary colleagues

- “Thank you for advocating for your patient. Those efforts lead to us further reviewing the prior pathology results and because of that the patient will not have to undergo another procedure and they will now be able to proceed with treatment without further delays
- “[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!!”
- Thank you, (care provider), for noticing and recognizing (ONN) role in coordinating seamless care and thank you for reaching out to the team to problem solve on the best way to support this patient. We truly value our partnership with community palliative care!

13

What does Oncology Nurse Navigation mean to:

Patients and their care circle members

- I can honestly say that you are not only limited to the medical support. You cared about my well-being and mental health and everything else I needed that wasn't necessarily related to only your job. That's why you'll continue to be my hero. Above and beyond just because your irreplaceable
- (ONN) is caring and compassionate, knowledgeable, extremely supportive and positive. (ONN) always takes time to listen to any concerns that we have, and to explain and communicate with us.
- John was diagnosed with cancer in December of 2021, which is when we met (ONN). As our world was falling apart, she was, and continues to be, an amazing contact. She continues to help us every step along the way.
- In follow up of our conversation yesterday, the following was my initial experience dealing with Allina after receiving diagnosis of possible cancer. I would like to say up front that I wish I could have been connected with you (ONN) weeks ago, you were a breath of fresh air during a very troubling time. Thank you!
- Thank you so, so much for your extra efforts and enthusiasm today to help me celebrate this special milestone. I am still smiling from the team's surprise gold star certificate and wonderful vibes! Thank you so, so much!!!

14

Oncology Nurse Navigation video on allinahealth.org

- [Oncology nurse navigation | Allina Health](#)

15

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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.

16

Please feel free to CONTACT ME

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- 612-863-7387



17

Parting thought to share~

**It's how we live now that impacts how we are thought
of later.**

Shine bright while you are here.

Kelly Grosklags ~
Oncology Psychotherapist

18