

# American Cancer Society Patient Resource Navigation Program



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# American Cancer Society Patient Resource Navigation Program



## **American Cancer Society Navigation Model**

- American Cancer Society (ACS) and Hospital share cost of Navigator
- Each get FTE for cost of PTE
- Two Supervisor Structure
- Benefits for ACS and hospital

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## University of MD Medical Center (UMMC) Structure

- Social Work Dept.
- Outpatient Centered
- Oncology Clinic
- Infusion Lab
- BMT Unit

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## ACS Navigation Structure

- Focus on cancer centers treating large numbers of patients
- Focus on underserved populations
- Pro-active approach
- Hospital-based Differences

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## **Administrative Support**

- Two supervisor structure
- Cancer Committee
- Administrative Director of Center
- Doctors, Nurses, Techs

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## **Gaining Administrative Support**

- Previous Navigator
- Success in navigating
- Managing expectations
- Organization
- Time management
- Experience

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## **Administrative Support: UMMC**

- Nuts and bolts
- Introductions/Meetings
- Coverage
- Check-Ins

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## **Administrative Support: ACS**

- Off Site Supervision
- Goal setting
- Monthly, Quarterly, Yearly Check ins
- Conference Calls
- Team Meetings/Conferences
- Weekly 1-on-1 calls
- Materials Ordering

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## **Benefits**

- ACS community presence
- Hospital financial benefits
- CoC Accreditation

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## Commission on Cancer Standard

### Continuum of Care Services Standard 3.1

Patient navigation in cancer care refers to individualized assistance offered to patients, families, and caregivers to help overcome health care system barriers and facilitate timely access to quality medical and psychosocial care and can occur from prior to a cancer diagnosis through all phases of the cancer experience. The navigation services implemented will depend upon the particular type, severity, and/or complexity of the identified barriers.

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## **Patient Benefits**

- Time
- Ability
- No clinical responsibilities
- Accountability
- Accessibility
- Comfort / Stress reduction