Patient Navigation: A Golden Opportunity to Improve Healthcare
WHAT IS PATIENT NAVIGATION?
Patient Navigators

- Guide patients through complex medical system
- Overcome barriers to care
- Increase satisfaction
- Reduce no-show rates
- Increase revenue
- Provide economic development opportunities
- Work in community, hospital, home, primary care and tertiary care settings
Duties of a Navigator

- Disease research
- Understanding treatment and care options
- Insurance options
- Finding doctors
- Accompanying patients to medical appointments
- Coordinating healthcare teams
- Working with family members and caregivers
- Managing paperwork
How is the Navigator Unique?

• Work can overlap with other team members
  – i.e., nurses, social workers, physicians
• Shift from task-oriented approach to caregiving
• Focus on eliminating barriers to care
  – Reactivity versus proactivity
  – Individual patient versus health system delivery
• React to barriers once identified
• Individualized patient attention
Navigators vs. Support Workers

Patient Navigators Compared with Other Support Workers

- Proactive: Deliver specific services
- Address individual patients only

- Reactive: Seek solutions to a variety of problems
- Address individual patients only

Social Workers and Case Managers

- Proactive: Deliver specific services
- Address individual patients and healthcare systems

Community Outreach Workers

Advocates

- Reactive: Seek solutions to a variety of problems
- Address individual patients and healthcare systems

Source: Dohrn and Schrag, Using Navigators to Improve Care of Underserved Patients, Cancer 104, no. 4 (2005): 8484-855.
HEALTH OUTCOMES
Health Outcomes

• Navigators increase access to care
• Dr. Freeman, pioneer of patient navigation
  – 1995 study: mammograms combined with culturally competent navigation systems increased five year survival rate from 39% to 70%
  – Patients with navigators early shows significant impact on successful treatment
• No-show rates dropped 57%
### Incomplete Appointments in Diabetes Care

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Pre Navigation</th>
<th>Navigation</th>
<th>Reduction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diabetes Podiatry</td>
<td>39%</td>
<td>18%</td>
<td>21%</td>
</tr>
<tr>
<td>Diabetes Ophthalmology</td>
<td>47%</td>
<td>27%</td>
<td>20%</td>
</tr>
</tbody>
</table>

THE AFFORDABLE CARE ACT
Navigators and the ACA

• Federal grants offered through the Patient Navigator and Chronic Disease Prevention Act
• Greater access to care, strengthens workforce capacity
• Value-based purchasing (VBP) requirements intended to provide higher quality care
• Cost-savings under Readmissions Reduction Program
Northeast Ohio

- The Center, CHAMPS and the Santalucia Group assessed the need for navigators in NEO
- Established Northeast Ohio Patient Navigation Pilot
- Results indicated increased revenue and greater efficiency at participating hospitals
- The Northeast Ohio Patient Navigation Collaborative
- The Navigator Network
## NEO Patient Navigation Pilot

<table>
<thead>
<tr>
<th>Data Point</th>
<th>Pre</th>
<th>Post</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of kept appointments</td>
<td>87.55%</td>
<td>90.32%</td>
</tr>
<tr>
<td>Percentage of cancelled appointments</td>
<td>7.92%</td>
<td>5.43%</td>
</tr>
<tr>
<td>Percentage of no-show appointments</td>
<td>4.54%</td>
<td>4.26%</td>
</tr>
<tr>
<td>Percentage of no-show for head/neck radiation appointments</td>
<td>12.45%</td>
<td>9.68%</td>
</tr>
</tbody>
</table>

*Source: The Center for Health Affairs & Accenture, Northeast Ohio Patient Navigation Pilot Results.*
Conclusion

• Navigator programs in Ohio will have significant impact on health systems
  – Improved outcomes
  – Economic development
  – Reduced no-show rates
  – Higher patient satisfaction
  – Increased revenue for hospitals