Making Room at the Table

As an oncology nurse practitioner with a busy breast cancer practice, I would spend more than my share of time coordinating patient care. You know the drill: referrals to specialists, insurance pre-authorizations for diagnostic tests, assisting patients in completing pharmaceutical benefit programs, and a host of other services to provide high-quality cancer care. The patients represented a wide spectrum of ethnocultural, social, financial, and educational backgrounds, yet all had the same basic goal: healthcare choices that would ensure the best possible outcome. Often, after spending hours on the phone each week, I wondered why my hospital system didn’t designate or hire someone to help patients move through the trajectory of cancer care.

The original goal of patient navigation programs was to decrease or remove financial and social barriers to cancer screening and follow-up in underserved populations (Freeman, Muth, & Kerner, 1995). The patient navigator model included social workers and trained patient counselors rather than nurses or trained medical providers.

Interest in patient navigation is growing, but what constitutes patient navigation or to whom we should assign the title “patient navigator” is unclear. Dohan and Schrag (2005) defined a patient navigator as one who helps patients overcome barriers to care. Oncology nurse navigators (ONNs) are an evolving group of RNs with a specialization in oncology who perform the tasks of patient navigation. The Academy of Oncology Nurse Navigators and the National Coalition of Oncology Nurse Navigators are still in the early stages of organization, with goals to promote the role of nurse navigators, establish navigator-specific certification examinations, and share resources among members. Several ONN-related educational sessions and symposia were presented at the Oncology Nursing Society (ONS) Annual Congress in April 2009 and the Institutes of Learning in November 2009. A search of ONS conference abstracts from 2004–2009 yielded 11 abstracts related to the search term “navigator.” The American Cancer Society and the Commission on Cancer of the American College of Surgeons have identified care coordination and patient navigation as focus items for 2009. ONS and the Association of Oncology Social Work held a joint patient navigation think tank in June 2009 to address the specific needs of oncology nurses and social workers in support of the patient navigation role. It looks to me like everyone is trying to gather at the same table and, believe me, there are plenty of chairs and patients to go around.

Providing patient navigation services has generated a groundswell of activity as many hospital systems strive to provide efficient, streamlined care for all people with cancer, not just the medically underserved. Cancer treatment has become increasingly complex, and cancer centers are competing for patients by providing services known to increase patient satisfaction. Even well-educated, medically savvy patients occasionally find themselves at odds with their health insurance decision makers and run into roadblocks trying to make appointments for a second opinion or with multiple specialists in different practices. Often, patients must depend on their own resources, family, and friends to coordinate referrals and appointments during a time when they’re already stressed by hearing the words, “You have cancer.”

This issue of the Oncology Nursing Forum (ONF) contains three articles and a feature, Leadership and Professional Development, on various aspects of patient navigation. The increase in manuscript submissions on patient navigation to ONF and other nursing journals has been exponential. It’s as if everyone is jumping on the navigator bandwagon, but the myriad approaches to the role that are appearing in professional journals seem to be reinventing the wheel. That can’t be good.

Should the navigator be a nurse, an oncology certified nurse, a social worker, or a layperson? Who should navigate? Who is important to the role and to patient outcomes. A lay navigator might be fine for medically underserved patients: Current practices and approaches. Cancer, 104, 848–855. doi: 10.1002/cncr.21214


References
