

Broward Health's Breast Cancer Navigation Program

Meeting the needs of underserved patients

by Pia Delvaille, ARNP, MSN

Broward Health, a nonprofit community health system, is one of the ten largest public health systems in the United States. Broward Health has more than 30 healthcare facilities including Broward General Medical Center, North Broward Medical Center, Imperial Point Medical Center, Coral Springs Medical Center, Broward Health Weston, and Chris Evert Children's Hospital at Broward General. Broward Health is a medical safety net for Broward County residents. For more information, go to www.browardhealth.org.

Broward Health is a community healthcare system serving 1.7 million residents in the northern part of Broward County in southeastern Florida. Our healthcare system is responsible for the care and treatment of uninsured patients in this geographic area. According to 2007 data from the U.S. Census Bureau, approximately 340,000 residents within Broward County fall into this patient population. The Breast Cancer Navigation Program at Broward Health began in September 2006 when we realized that our healthcare system was becoming more and more difficult for patients to navigate. Multiple obstacles hampered our patients from diagnosis through treatment—ranging from uninsured patients without funds to pay for care to patients without transportation to come in to receive care. Accordingly, our Breast Cancer Navigation program was designed to serve this underserved population.

Reaching Out to the Underserved

We educate our community on the screening guidelines for good breast health through outreach programs conducted by our physicians, nurses, and outreach staff. Broward Health also offers several options for free mammograms and clinical breast exams through our healthcare system and affiliated community resources.

In 2008 Broward Health provided 29,380 mammograms, nearly 3,000 to women who were uninsured and could not afford to pay.¹

In 2006 Broward Health applied for a patient navigation grant through the American Cancer Society (ACS). We received a grant of nearly \$150,000 from the Florida Division of the American Cancer Society, allowing us to establish our Breast Navigation Program and to hire one full-time RN patient navigator.¹ This effort was spearheaded by Nicholas Tranakas, MD; Lori Kessler, manager, disease state, and the author. The grant was specifically used to fund the RN patient navigator position. The RN navigator is located in the Case Management Department, and she travels to the different Breast/Cancer Centers throughout the Broward Health System. Initially, the navigator was self-taught, using the Navigator Pathways and the Patient Navigator Training Manual from the HANYS Breast Cancer Demonstration Project and Pfizer Oncology. She later attended the Harold P. Freeman Patient Navigator Institute certification course in Harlem, N.Y.

Our Breast Cancer Patient Navigation program was designed to navigate medically underserved women of all ages, living below 200 percent of the Federal Poverty Level, who received an abnormal mammogram.²

Our Team At-a-Glance

Our first step was to establish a navigation planning team composed of Nicholas Tranakas, MD; Pia Delvaille, ARNP, MSN; and Paulet Reyes, RN, BSN. The team was responsible for establishing criteria and guidelines for referral to the Breast Navigation Program. The next step was to introduce the navigation program to all Broward Health departments, clinics, and community affiliates who would be involved in referral and care of the patient. To accomplish this, the planning team scheduled appointments to meet with these groups during their staff meetings.

Next, the navigation planning team developed forms for patient referrals, patient intake, program evaluation, patient progress notes, and a referral log (see pages S34–S38).

With tremendous growth in the first year, our navigation program soon outgrew the capabilities of our single nurse navigator. In 2007 we received a \$150,000 AVON Foundation grant, which allowed us to expand our navigation services by adding a bilingual social worker who is also a trained mental health professional.²

Today our breast cancer navigators are a part of the Comprehensive Cancer Center and Breast Center Team. The navigators' offices are located in the Disease State Management Department, and they report to the Manager of Disease State Management and the Breast/Cancer Center ARNP.

An abnormal finding on a mammogram triggers a patient referral to the breast cancer navigator who does a detailed intake to assess the patient's needs. The patient is then in the navigation program through completion of care. If the patient's work up is negative for cancer, the patient is put back on the schedule for follow-up as recommended by the physician, and the patient is educated and told to call for any changes or concerns. Once patients are diagnosed with cancer,

Services Offered by the Breast Navigation Program

- Assessment of patients and identification of barriers or possible barriers to care.
- Assistance with paperwork needed to access healthcare system for care.
- Help scheduling appointments in a timely manner.
- Identification and help accessing national and community resources.
- Weekly communication with patients while they are undergoing treatment.
- Ongoing communication with the multidisciplinary team to ensure seamless care of the patient.
- Assistance to establish a medical home (i.e., a facility where patients can receive healthcare).
- Continued support of patient on a quarterly basis once treatment is completed.

Table 1: ACS Benchmarks/Broward Health Outcomes

	ACS	Broward Health
American Cancer Society estimated benchmark for navigation from abnormal mammogram to care	53 days	51 days
Time from abnormal findings to diagnosis	13 days	13 days
Time from positive diagnosis to initiation of treatment	37 days	25 days
Contacted by navigator case manager	within 3 days	1 day
Follow-up procedure scheduled	within 4 days	1 or less
Receive follow-up procedure	within 5-10 days	8 days
Woman notified of procedure results	within 3 days	3 days
Biopsy scheduled	within 4 days	less than 4 days
Biopsy procedure	within 7 days	7 days
Pathology results	within 3 days	3 days
Referred to Cancer Center	within 7 days	13 days*
Receive first cancer treatment	within 14 days	12 days

* Challenges and barriers affecting outcomes: Co-morbid conditions that needed to be resolved prior to referral to cancer center and start of cancer treatment.

they are followed by the breast navigators from diagnosis through treatment and for five years after the completion of treatment.

Outcome Measures

Starting in 2007, we began evaluating our navigation program using outcome measures developed by the American

Cancer Society (see Table 1 on this page). At Broward Health, we developed the following outcome measures for our navigation program:

- Patient will be contacted by a navigator within 72 hours of referral (after an abnormal finding)
- Follow-up procedure will be scheduled within 48 hours of patient being

contacted by the navigator

- Patient will receive follow-up procedure (biopsy, ultrasound, etc.) within 5–10 days (after initial call from navigator)
- Patient will be notified of procedure results within 72 hours (after the procedure has been carried out)
- All biopsies will be scheduled within 48 hours (after abnormal finding)
- All biopsy procedures will be completed within 7 days (after the patient is notified of an abnormal result of the diagnostic mammogram or ultrasound)
- Pathology results will be communicated to patient within 72 hours (after biopsy has been performed)
- Patients with a positive cancer finding will be referred to Broward's Comprehensive Cancer Center within 7 days
- Patients will receive first cancer treatment within 14 days after referral to the patient navigator.

Outcomes from the breast navigation program are excellent (see Table 1), and the program helped keep the cost of care down for patients who qualify for navigation services. Broward Health's Administration is currently reviewing the Breast Navigation Program with the goal of continuing the program and expanding navigation services to all cancer patients. ✓

Pia Delvalle is an Advanced Practice Registered Nurse in the Comprehensive Breast/Cancer Center at Broward Health-Broward General Medical Center. Pia has worked in oncology for 25 years.

References

- ¹Broward Health. Breast Cancer Navigator Program. Available online at: <http://www.browardhealth.org/?id=196&sid=2>. Last accessed 03.04.09.
- ²Broward Health. Avon Foundation Awards Grant to Broward Health Breast Cancer Patient Navigator Program. Available online at: <http://www.browardhealth.org/news/?sid=1&nid=119>. Last accessed 03.04.09.

BREAST CANCER PATIENT NAVIGATION PROGRAM INDICATORS^{1,2}

PATIENT NAME _____ MEDICAID/SOCIAL SECURITY NUMBER _____

DATE OF BIRTH ____/____/____ AGE ____ RACE/ETHNICITY _____

PRIMARY LANGUAGE _____ EMERGENCY CONTACT _____

BREAST CANCER PROVIDER: BCC CCC NBMC CC PCP _____ CM _____

DATE CASE OPENED ____/____/____ DATE CASE CLOSED ____/____/____

PREVENTATIVE CARE MONITORS: Continuity, Patient Participation, Efficacy and Appropriateness of Care				
01. FIRST VISIT				
Date of last mammogram:	Date of biopsy:	Date of last ultrasound:		
1 st visit date:	<Within 2 weeks: Yes	No		
Negative/positive biopsy:		Breast cancer stage:		
		Provider seen at 1 st visit:		
02. BREAST CANCER CARE/SURGEON				
Visits:		Date:		
03. PROVIDER OF TREATMENT				
Hospital:		Admit date:		
Name:		Discharge date:		
04. TREATMENT DATA				
Surgery:	Yes	No	Date:	Procedure:
Type of treatment:	Chemo:	Radiation:	Other:	Date of treatment:
05. FOLLOW-UP DATE FOR NEXT PRIMARY CARE PROVIDER				
Name:				
Date of appointment:				
06. FOLLOW-UP DUE DATE FOR NEXT MAMMOGRAM				
Provider:	Results:	Date:	Seen: Yes	No
07. PSYCHOSOCIAL STATUS				
Certification date:		Approval date:		
Federal poverty level:		Date:	Seen: Yes	No
Type of transportation:	Private car: _____	Public Transportation: _____	Friend/Family: _____	
Distance to treatment center:		Family support:		
08. COMMENTS:				
09. CHECKLIST: (Case manager to initial or mark N/A)				
	Gilda's Club		Educational materials	
	American Cancer Society		Medicaid transportation	
	Childcare		Smoke cessation classes	
	Social Worker		Counseling:	Smoking Genetic Nutrition
	Educate on breast self exam			
	Substance abuse/Mental health			
	Physical therapy		Case closed letter	

¹Breast Cancer Patient Navigator Program Indicators worksheet/tool to be placed in internal DSM case file upon opening of each case. Tool to be retained in the patient's internal DSM case file. This tool should not be placed in enrollee's medical record.²Completion of Breast Cancer Patient Navigation Program Indicator's worksheet done from the following data sources: documents faxed from provider's office, information obtained telephonically from provider's office, PCP provider office or primary care center, and Breast Cancer Center medical record.



**BREAST CANCER PATIENT NAVIGATOR PROGRAM
REFERRAL FORM/INTAKE SUMMARY**

FAX TO: _____

DATE: _____

TO: Breast Cancer RN Nurse Manager: _____

Breast Cancer Social Worker: _____

REFERRED BY: _____ PHONE: _____

FAX: _____

CRITERIA FOR REFERRAL:

- Uncompensated care patient with a minimum of a positive mammogram or newly diagnosed with breast cancer
- Patient must be aware of her most current diagnostic results and/or mammogram status

CHECK BOX IF PATIENT IS AWARE OR HER POSITIVE (+) MAMMOGRAM, BIOPSY, DIAGNOSIS, ETC.

Patient Name: _____

Primary Care Provider: _____

Social Security Number: _____

Phone Number: _____

Address: _____

Site of appointment: _____

Next appointment: _____

Date of Breast Cancer Diagnosis: _____ Intake Form Attached: Yes _____ No _____

Other Pertinent Information:

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TRACKING TOOL – BREAST CANCER NAVIGATION

PATIENT NAME: _____ ID NUMBER: _____

DATE ENROLLED: ____/____/____ DATE DISENROLLED: ____/____/____

MR# _____

Positive Mammogram	Date								
Enrollee contacted									
Positive mammogram/provide educational materials									
Schedule follow-up appointment									
Attend appointment with patient (per patient request)									
Medical records reviewed (results within 72 hours)									
Resolution									

Positive Breast Cancer

Positive breast cancer diagnosis/ provide educational materials									
Schedule breast cancer treatment									
Nutritional education/referral									
Monitor lab results									
Family education and support									
Refer to support groups									
Cultural/language preferences in educational materials									
Interventions: Forms (F), Childcare (C), Transportation (T)									
Interventions: Eligibility (E), Financial (F), Caregiver (CG)									
Communicate with other disciplines									
Case manage chronic health conditions									
Resolution									

BREAST CANCER NAVIGATOR PROGRAM PATIENT SATISFACTION SURVEY

You are enrolled in the Breast Cancer Navigation Program at Broward Health. With your participation, we can help you to manage your breast cancer diagnosis and treatment and help you to live a healthy lifestyle.

Please answer these questions for us. The results of the survey will be used to improve our services to you.

	 Excellent	 Very Good	 Good	 Fair	 Poor	Does Not Apply
1. How well did the Breast Cancer RN Navigator and/or Social Worker explain the purpose of the Breast Cancer Program to you?						
2. Did the program help you understand your breast cancer diagnosis and treatment better?						
3. Were the educational materials and/or community resources provided to you helpful?						
4. How well did the Breast Cancer RN Navigator and/or Social Worker Program help you to better understand Broward Health's healthcare system?						
5. How would you rate the care and concern provided you by the Breast Cancer RN Navigator?						
6. How would you rate the care and concern provided you by the Breast Cancer Social Worker?						
7. How would you rate the Breast Cancer Navigation Program overall?						

COMMENTS

What did you like best about the program?

Other comments:



BREAST CANCER NAVIGATION PROGRESS NOTES

Date of Initial Mammogram: _____

Results: _____

Identified Barriers/Concerns: _____

Plan of Care: _____

Resolution and Date: _____

Notes: _____

Breast Cancer Navigator Case Manager: _____

Date: _____

ADDRESSOGRAPH

Patient Name: _____

MR# _____

Date of Birth _____



BREAST CANCER NAVIGATOR CONTACT LOG

Date	Patient Name	Type of Contact	Action	Follow-up