



**BC Cancer Agency**

CARE + RESEARCH

*An agency of the Provincial Health Services Authority*

# Partnering with community to improve care: A Lay Navigation Pilot Project

Shaun Lorhan MA, Lead Navigation

Roxanne Mitchell BSc, Research Intern

Adrian Cox BSc, Research Intern

This program has been made possible through a financial contribution from Health Canada, through the Canadian Partnership Against Cancer and the BC Cancer Foundation. The views expressed herein represent the views of the authors.



**BC Cancer Agency**

CARE + RESEARCH

*An agency of the Provincial Health Services Authority*



**BC CANCER  
FOUNDATION**  
partners in discovery

**CANADIAN PARTNERSHIP  
AGAINST CANCER**



**PARTENARIAT CANADIEN  
CONTRE LE CANCER**

# Rationale

## Gaps in Care

- Ambulatory Care Survey, 2005/06
- Conversation on Health, 2007
- Experience

## Capital Expansion

- Interdisciplinary working group: physician, nurses, researchers, managers
  - Patient navigation
  - Education
  - Survivorship support



**BC Cancer Agency**

CARE + RESEARCH

*An agency of the Provincial Health Services Authority*

# Developing the Project

## Stakeholder consultations

- VIHA – Breast Health Program
- BCCA - Executive
- BCCA, Sociobehavioral Research Unit
- VIC: P&SM, Nursing, Chief Physician

## Environmental Scan

- Inspire Health, Vancouver
- Maggie's Centres, UK
- Memorial Sloan Kettering, New York
- MD Anderson, Texas
- Princess Margaret Hospital, Toronto



**BC Cancer Agency**

CARE + RESEARCH

*An agency of the Provincial Health Services Authority*

# Consultation Themes

- Navigator could be helpful to improve service accessibility, continuity and accountability.
- Patients and families often are overwhelmed with complex medical information and choices they do not fully comprehend when newly diagnosed
- Patient navigation programs need clear goals/objectives and defined activities.
- Input from VIC patients is strongly recommended as part of program planning and design.



**BC Cancer Agency**

CARE + RESEARCH

*An agency of the Provincial Health Services Authority*

# Engaging design team

- 14 member team achieved by
  - Circulating backgrounder to community partners
  - Targeted invitations
  - Staff and volunteer presentations
- Draft project proposal and timeline
- Monthly meetings
- National linkage
  - Canadian Partnership Against Cancer



**BC Cancer Agency**

CARE + RESEARCH

*An agency of the Provincial Health Services Authority*

# Lay Navigation Service

- Newly diagnosed lung cancer patients and colorectal cancer patients referred by community surgeons and respirologists
- 3-step, time-oriented intervention utilizing Lay Navigators (LN)
- Lay Navigators contact patients between diagnosis and 1<sup>st</sup> oncology consult with intent to:
  - Decrease anxiety and distress of patient and family
  - Address barriers to accessing care
  - Prepare patient/family for oncology consult and cancer journey



**BC Cancer Agency**

CARE + RESEARCH

*An agency of the Provincial Health Services Authority*

# Engaging Physicians and MOAs

## Recruitment methods

- One page backgrounder
- Lung rounds
- MOA team member

## Benefits

- Service to patients
- Reduced workload

## Role

- Determine eligibility
- Briefly introduce study/service
- Complete referral form
- Lay Navigation team conducts consenting

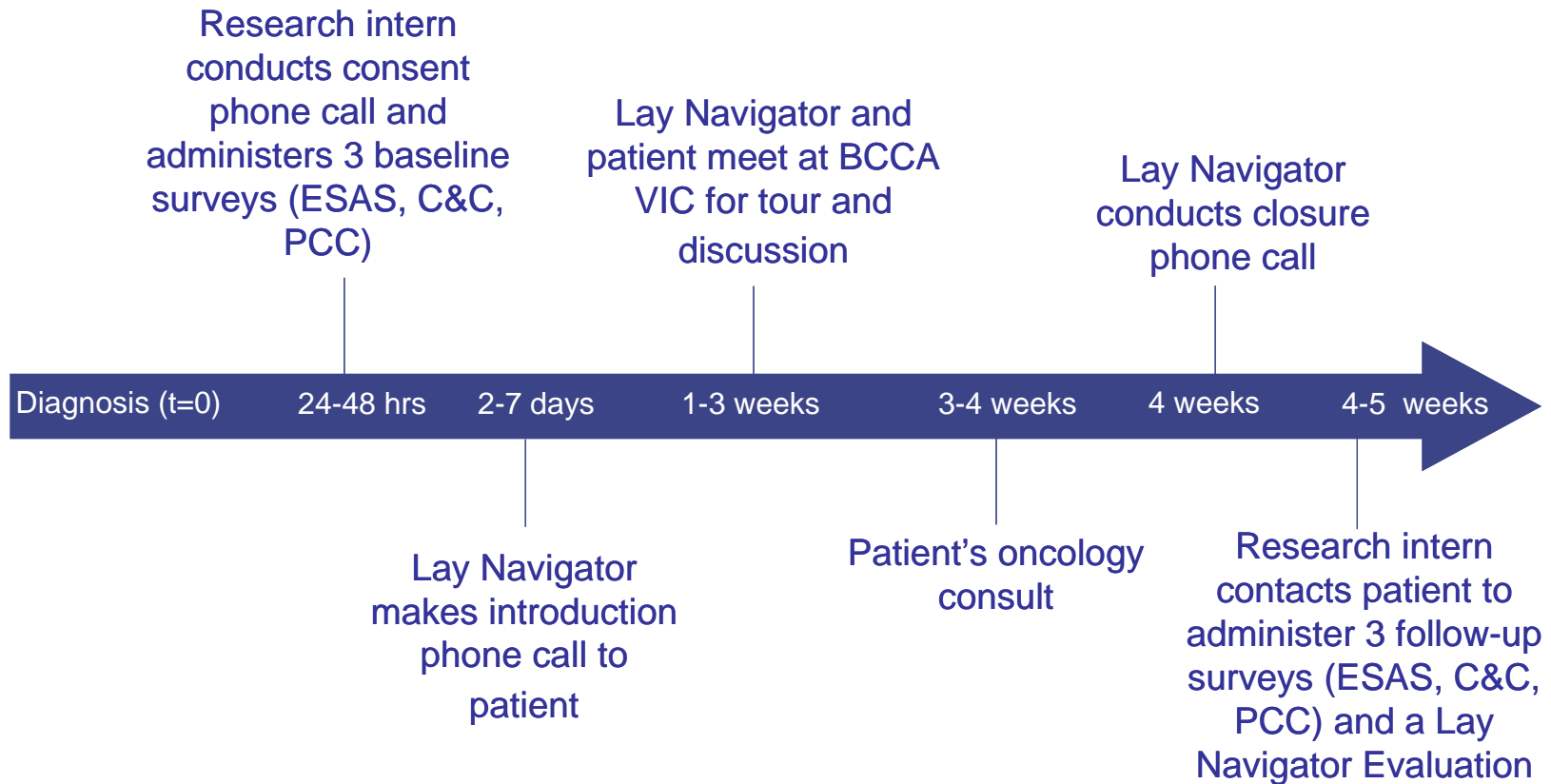


**BC Cancer Agency**

CARE + RESEARCH

*An agency of the Provincial Health Services Authority*

# The Lay Navigator Intervention



BC Cancer Agency

CARE + RESEARCH

An agency of the Provincial Health Services Authority

# Volunteer Recruitment

## Methods

- Promotional flyers posted at Vancouver Island Centre (VIC)
- Approach existing volunteers demonstrating relevant skills
- Recruitment limited to VIC to ensure baseline familiarity with centre layout and processes

## Process

- Interested applicants required to review position description, complete an application and attend interview



**BC Cancer Agency**

CARE + RESEARCH

*An agency of the Provincial Health Services Authority*

# Volunteer Training

## Novel LN Competency Framework

- Essential LN skills/attributes distributed to 3 competency domains

## Competency based screening

- Pre- and post-training screening assessing capacity to fulfill LN role
- Assessment based on demonstrated level of competency

## Competency based trained

- 23 hours of interactive training focusing on developing LN competencies
- Role plays and feedback integral component of training



**BC Cancer Agency**

CARE + RESEARCH

*An agency of the Provincial Health Services Authority*

# Competency Framework

Domain	Dimension	Pre-training Screening Questions	Training Units	Post-training Screening Questions
<b>Self as Navigator</b>	Self awareness	1, 2, 4, 5, 6, 8	1, 5	6, 7, 8
	Responsibility	3, 9, 10, 11	1	1, overall interview
	Personal growth	1, 9	2, 4, 6	2, 3
	Character	5 – 8 + overall interview	2, 6	4, 6, 7
	Empowerment	1, 2, 5, 8	5, 6	3, 8
<b>Communication</b>	Calm and caring presence	5, 6, 7, 8	3, 5, 6	4, 6, 8
	Empathetic listening	5, 6, 7, 8	3, 5, 6	4, 6, 8
	Invites dialogue by use of silence, encouragers, non-verbal communication	5, 6, 7, 8	3, 5, 6	4, 6, 8
<b>Knowledge/ Information</b>	Ability to identify needs	5, 6, 9	2, 3	4, 5
	Ability to filter and select relevant information	5, 6, 9	4	3, 4, 5
	Ability to share information with pace, timing and quantity suited to listener.	5, 8 + overall interview	4	4, 5



# Volunteer Role

- 3-step intervention – in person and over phone
- Determine and address barriers to care
- Empathetic emotional support
- Referrals to non-medical resources and help service
- Empower patients in accessing care services
- Supported by VIC Volunteer Services
- Debrief with program staff and document contact



**BC Cancer Agency**

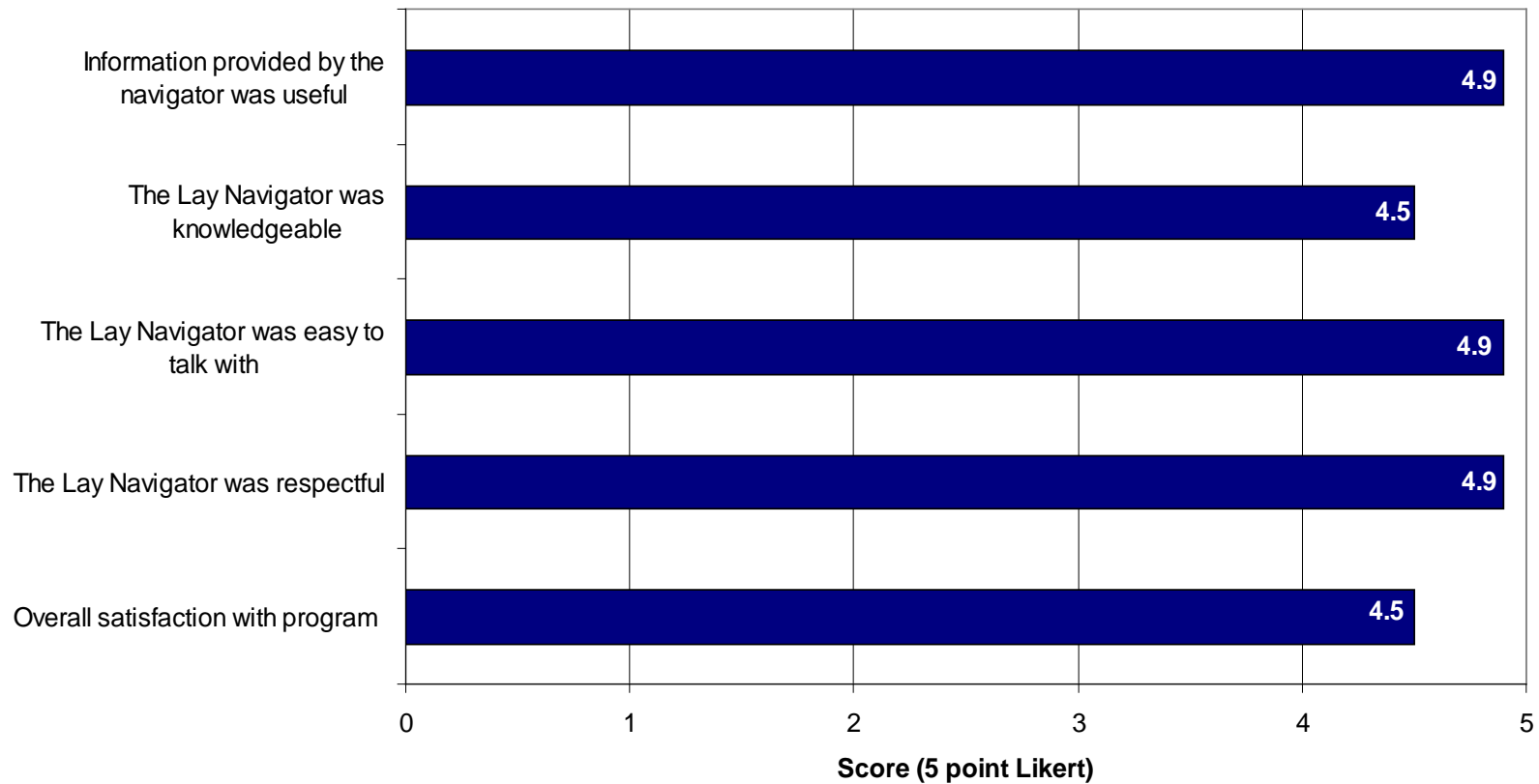
CARE + RESEARCH

*An agency of the Provincial Health Services Authority*

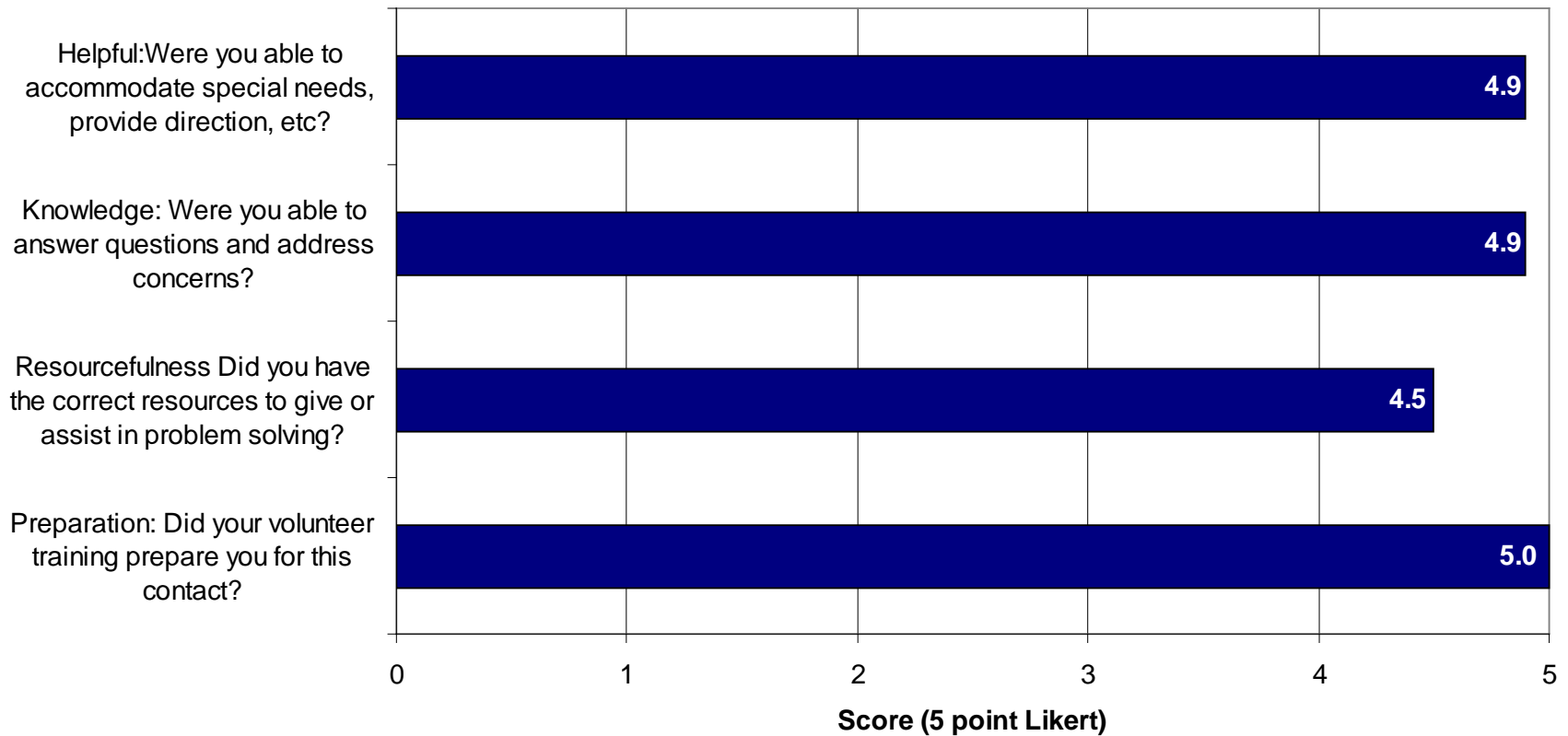
# Results from Patient Surveys

Survey	Results
Edmonton Symptom Assessment System (ESAS)	Questions related to emotional well-being showed trends toward improvement but analysis* indicated that these trends were not statistically significant ( $p$ value $> 0.05$ ).
Coordination & Continuity (C&C)	Significant improvements on questions that asked “do you know who to go to with questions?” ( $n = 7$ , $p \leq 0.016$ ) and “do you know who is in charge of your care?” ( $n = 8$ , $p \leq 0.008$ ).
Perceived Competence for Cancer (PCC)	Significant improvements on question relating to the perceived ability to seek out and access community resources ( $n = 7$ , $p \leq 0.016$ ).
*Analyzed using the Wilcoxon Matched-Pairs Signed-Ranks Test	

# Follow-up Evaluations: Patient Evaluation of Lay Navigator Service



# Follow-up Evaluations: Lay Navigator Self Evaluation



**BC Cancer Agency**

CARE + RESEARCH

*An agency of the Provincial Health Services Authority*

# Barriers to Care

Barriers to care for patients as reported by Lay Navigators in Follow-Up Evaluation

Barrier	Number of patients experiencing barrier
Depression/Distress	4
Family Concerns	3
Legal Issues	3
Fatigue	3
Pain	2
Nutrition	2
Accommodation	2
End of Life Concerns (Euthanasia)	1
Finances	1
Symptoms of chemo/radiation	1



**BC Cancer Agency**

CARE + RESEARCH

An agency of the Provincial Health Services Authority

# Supporting Comments

- *“Personally I think the lay navigation program is unique, viable and potent. It’s one of the missing links”* Lay Navigator
- *“It was nice to feel comforted before the heavy stuff. This was a breakthrough prior to everything.”* Patient
- *“The patient was more prepared as a navigated patient”* Physician
- *“The patient described the Lay Navigator to be grounding during a very turbulent time”* BCCA counsellor



BC Cancer Agency

CARE + RESEARCH

An agency of the Provincial Health Services Authority

# In Summary

- ✓ Volunteer training received very positive evaluations.
- ✓ Lay Navigators reported positively on the service they provided and felt that the training effectively prepared them for their role.
- ✓ From the patient perspective, survey results, evaluation feedback, and anecdotal evidence all indicated that the Lay Navigation program was both useful and appreciated.
- ✓ Despite small sample sizes, significant improvements were seen on survey questions relating to target areas of the navigation service.



# Pilot Findings

- ✓ Volunteers who do not have personal cancer experience but are equipped with core competencies can provide effective intervention for the newly diagnosed cancer patient.
- ✓ The competency based framework for volunteer screening & training was effective at selecting and preparing navigators for their scope of practice.
- ✓ A navigation intervention at time of diagnosis has promise for addressing the barriers to accessing care and improving coordination and continuity.
- ✓ Community partners and the health care team can be effectively engaged to support navigation services at diagnosis.

