

Nurse Navigation in AYA Cancer Care

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For optimal patient care,
who must communicate effectively?

- Healthcare professionals
 - Amongst themselves: Multidisciplinary Team (MDT)
 - With patients, bidirectionally

How to optimize function of an AYA MDT?

- Define the key members of the AYA MDT
 - Understand who should talk to whom...
 - What information should be communicated...
 - And how.
- } Tasks of a Nurse Navigator

AYA Nurse Navigators may enhance...

- **Effective team communication:**
 - Required for high value care
 - Has the potential to improve important metrics
(as defined by NCCN, IOM and ASCO), including:
 - Clinical trial participation
 - Fertility preservation
 - Utilization of psychosocial support services

Nurse navigation: promoting communication and collaboration in AYA cancer care

- Understand where communication breaks down in clinical practice
 - AYA patient experience → PCORI Patient Engagement Grant
- Understand how a nurse navigator can improve communication
 - AYA@USC Experience
- Would USC's process work at other centers?

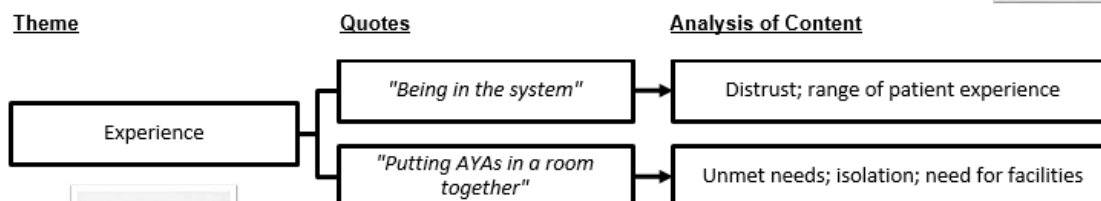
PCORI Patient Engagement Project

Explored the healthcare needs and preferences of AYAs treated at community cancer care facilities

- **Consulted with CanTeen to learn about engaging young people with cancer**
- **Established a stakeholder council**
- **Engaged stakeholders**
 - Focus groups
 - Social media outreach
 - Online surveys



- Open-ended discussion about unmet needs
- Themes identified
- Qualitative analysis



"We just really need change."

Patient, age 34 at diagnosis

Pflugeisen et al. (2019). JAYAO

Categorizing the cancer experience

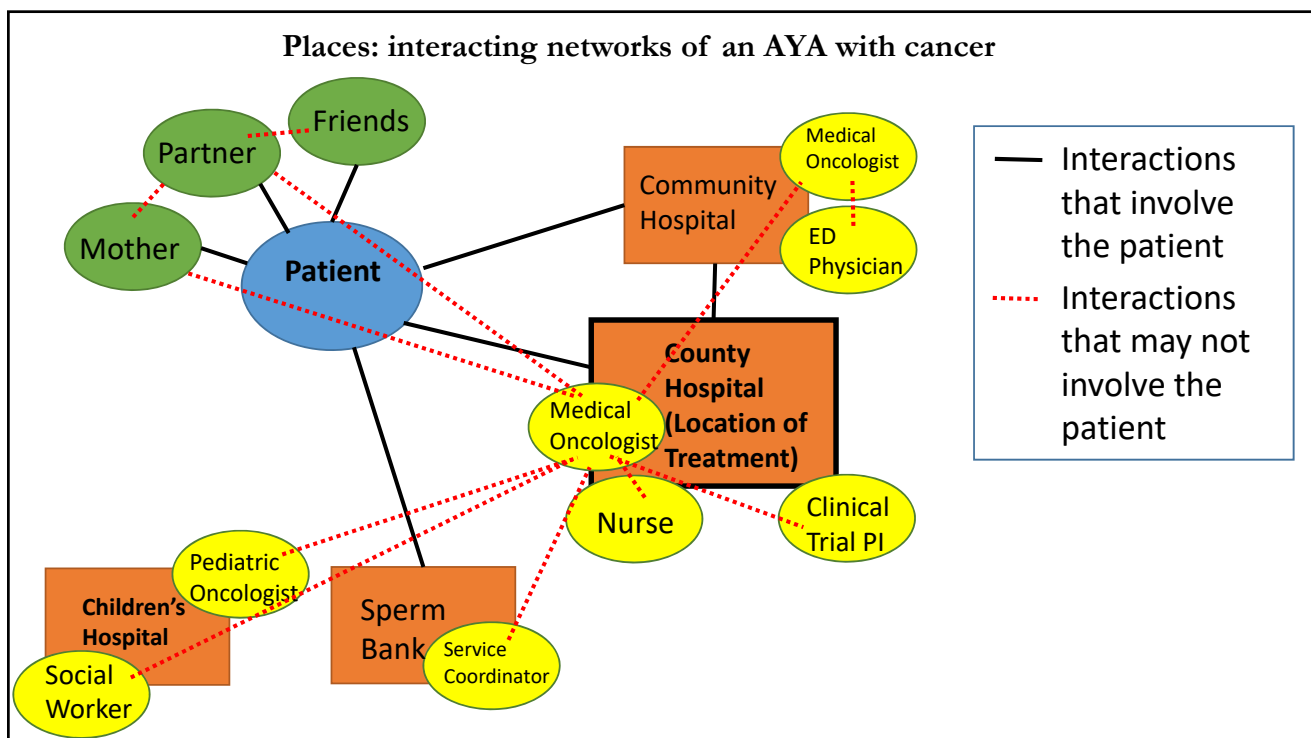
- Could we map out problems in order to explore mechanisms?
 - Person
 - Place
 - Problem



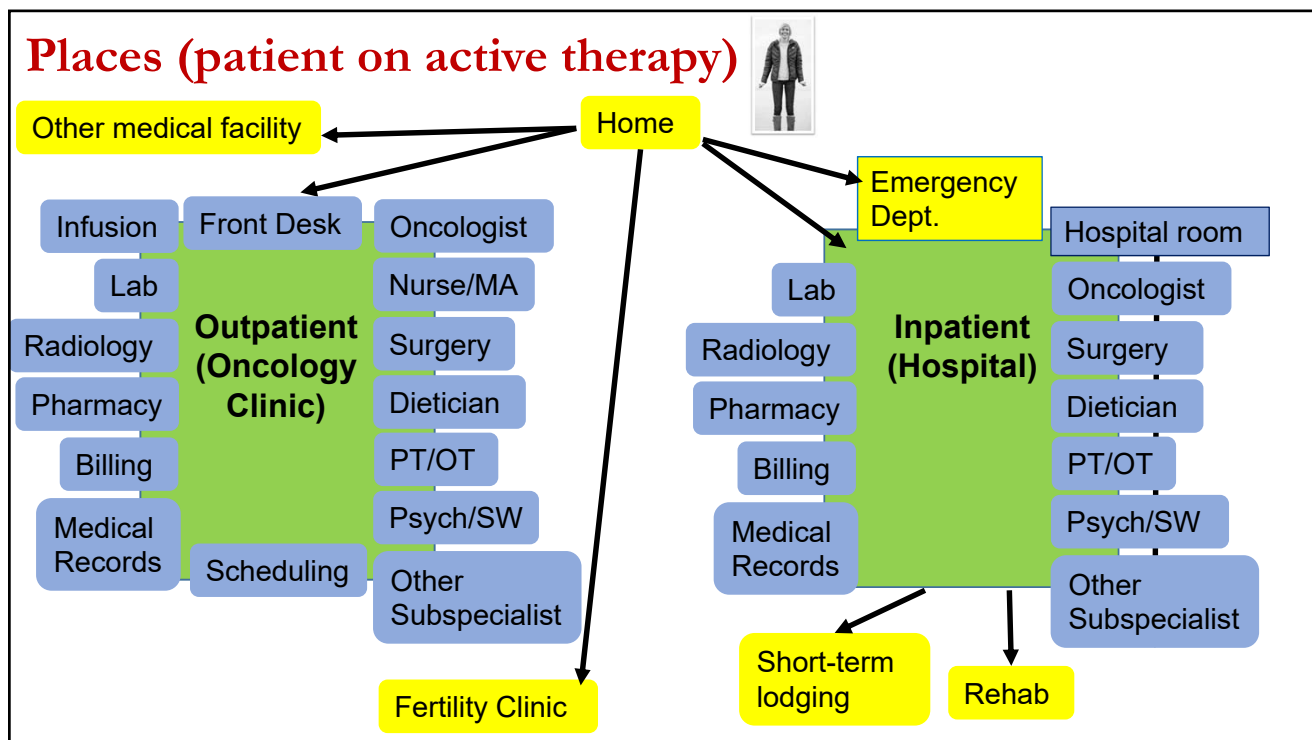
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People

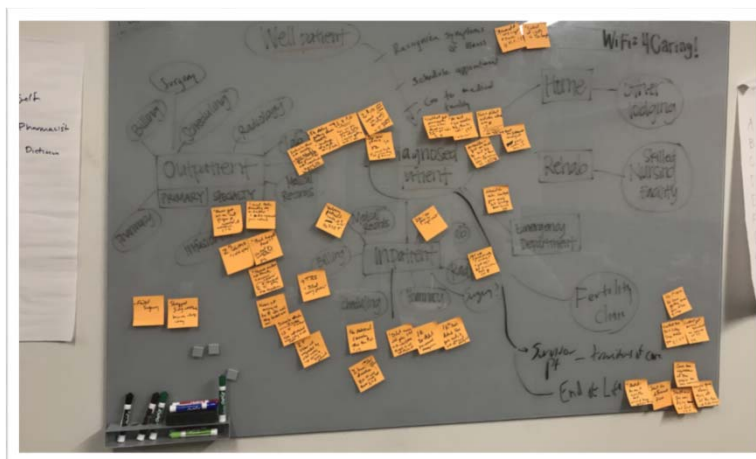
- Doctor
- Nurse
- Medical Assistant
- Receptionist
- Scheduler
- Other Hospital Staff (parking garage, cafeteria, medical transport)
- Navigator
- Lab
- Radiology Tech
- Billing
- Pharmacist
- Dietician
- Family
- Self



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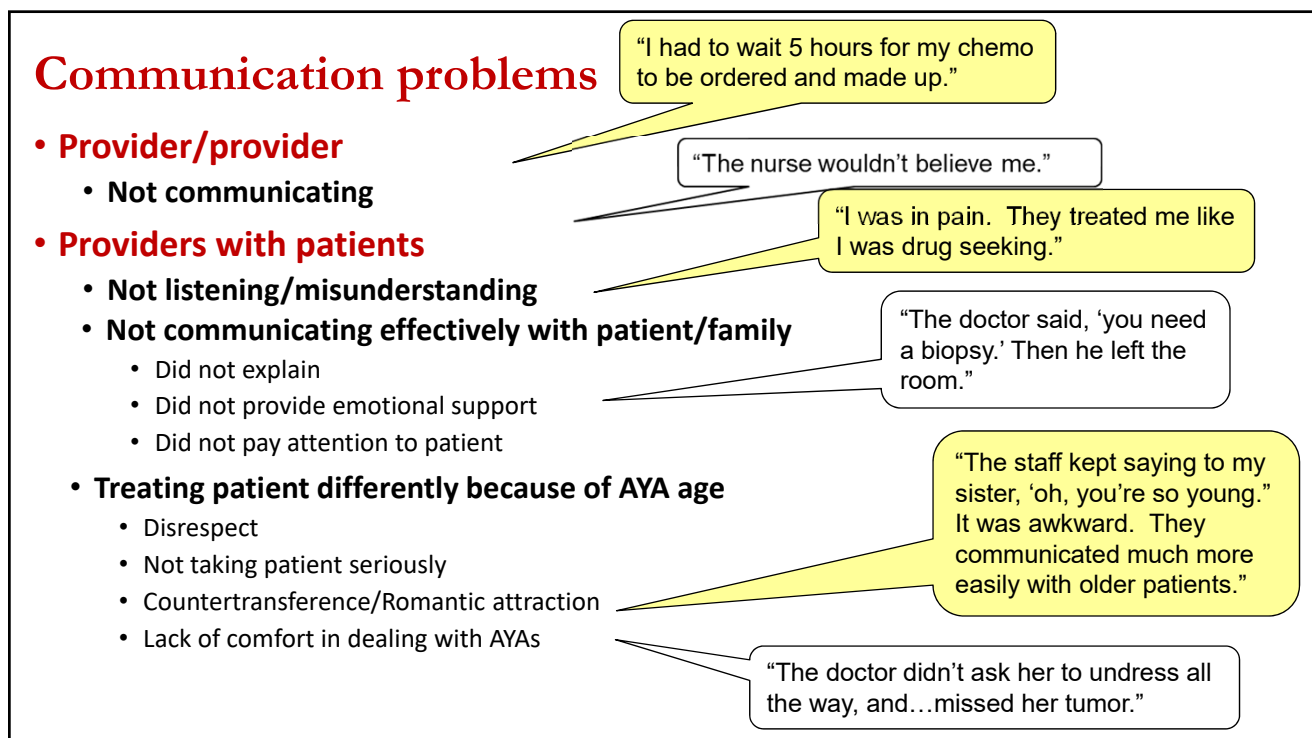
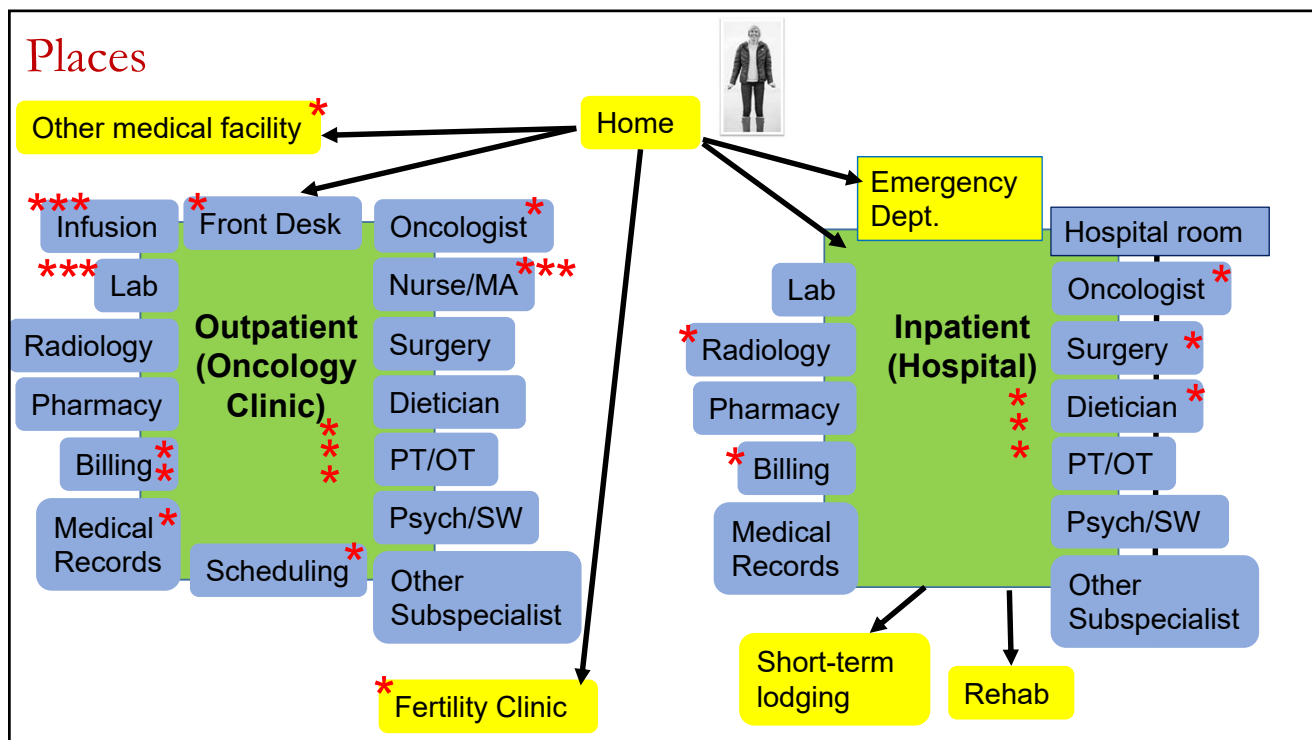


“Getting a Clue” Communication problems in AYA cancer care



1.5 hour discussion of PCORI AYA Council
“What went wrong?”

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Communication problems

- **Patients with providers**
 - **Lack of knowledge of healthcare system**→
 - Failure to:
 - Advocate for self
 - Report symptoms
 - Present for care when recommended
 - **“Busy, chaotic life”** leading to poor communication
 - **Fear of being labeled** as noncompliant/drug-seeking



Adolescent and Young Adult Cancer Program: *A New Model of Care for a Unique Patient Population*

Stuart E. Siegel, MD

Co-Medical Director, USC/Norris AYA Cancer Program

Professor of Pediatrics and Medicine, Keck School Of Medicine, USC

USC Norris
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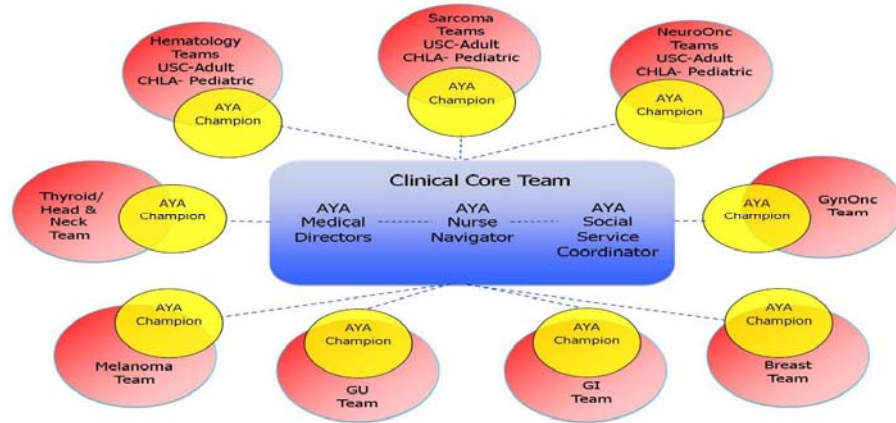
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AYA@USC Clinical Model



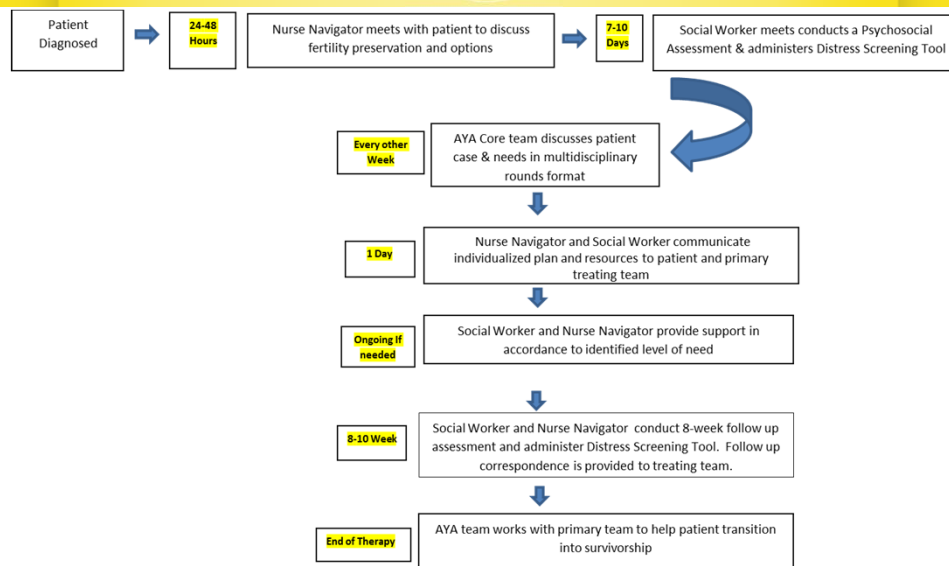
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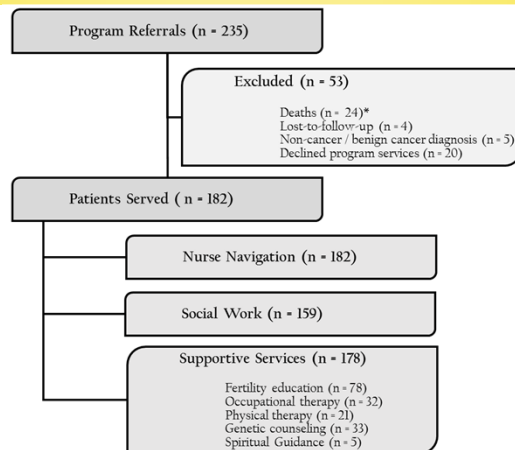
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AYA@USC – Clinical Care Model



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AYA Patients Provided Services (USC & CHLA)



* Deaths occurred prior to initial care assessments performed by Nurse Navigation and / or Social Work.

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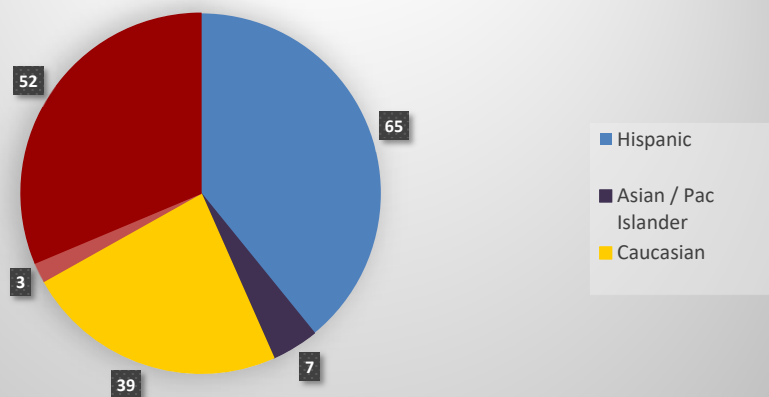
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AYA@USC - Ethnicity

Ethnicity - AYA@USC

N = 166

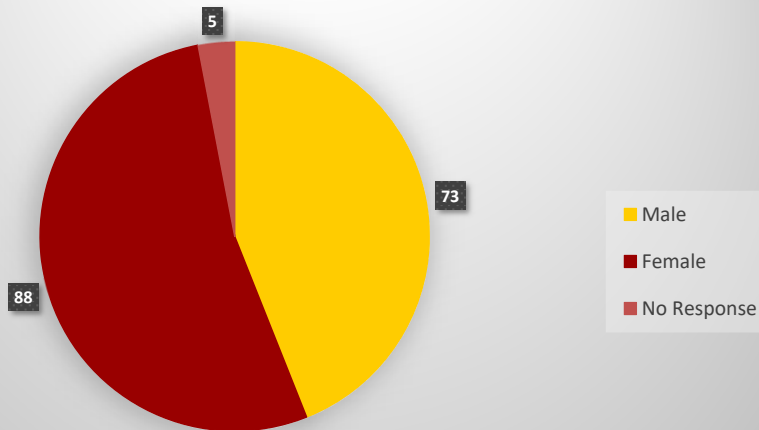


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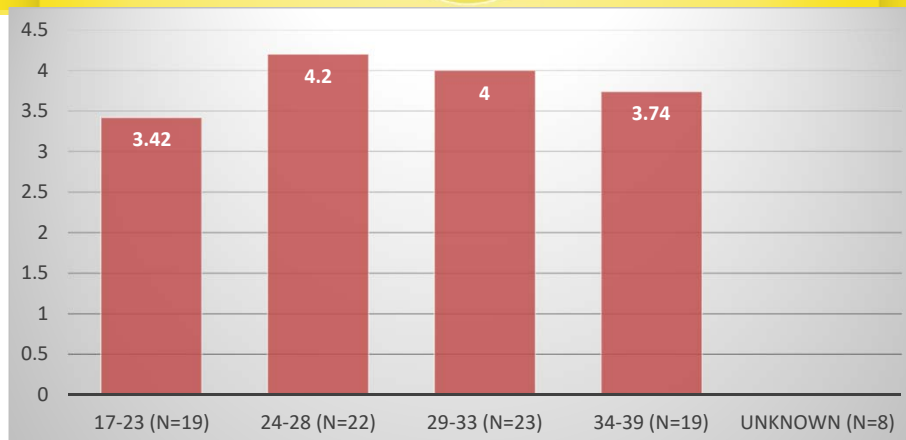
AYA@USC - Gender

Gender - AYA@USC

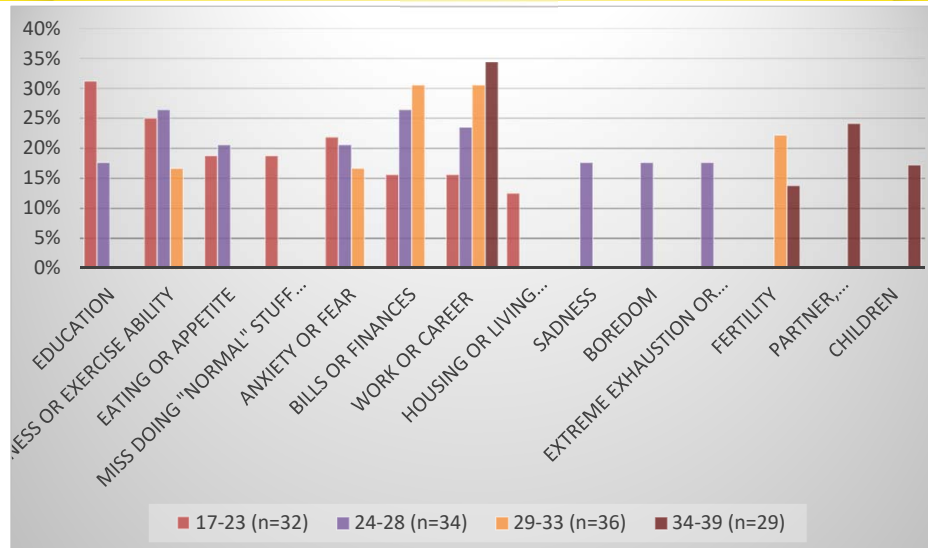
N = 166



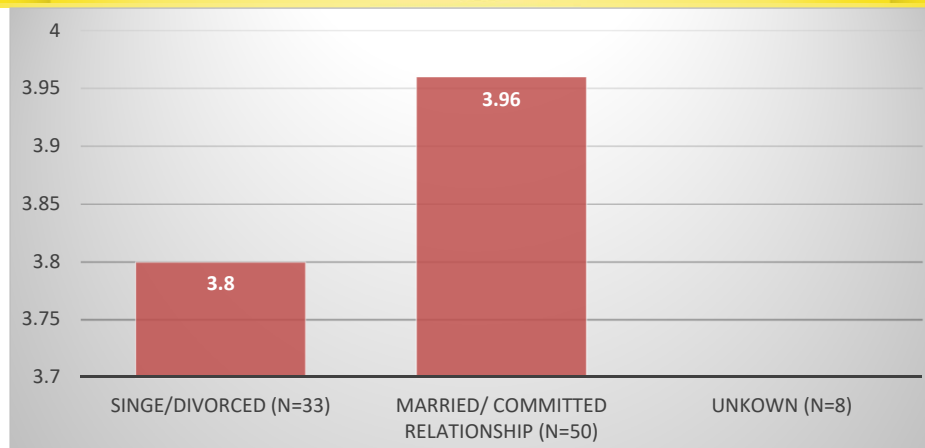
Average Distress by Age (T1)



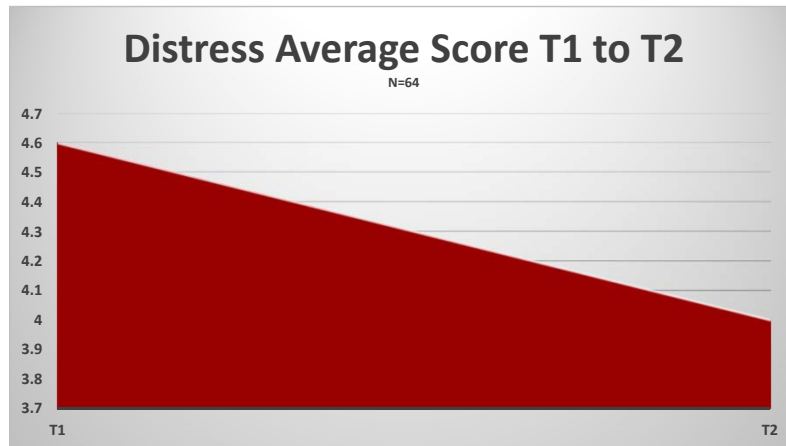
Top Concerns by Age (T1)



Average Distress by Marital Status (T1)



Change in Distress T1 to T2



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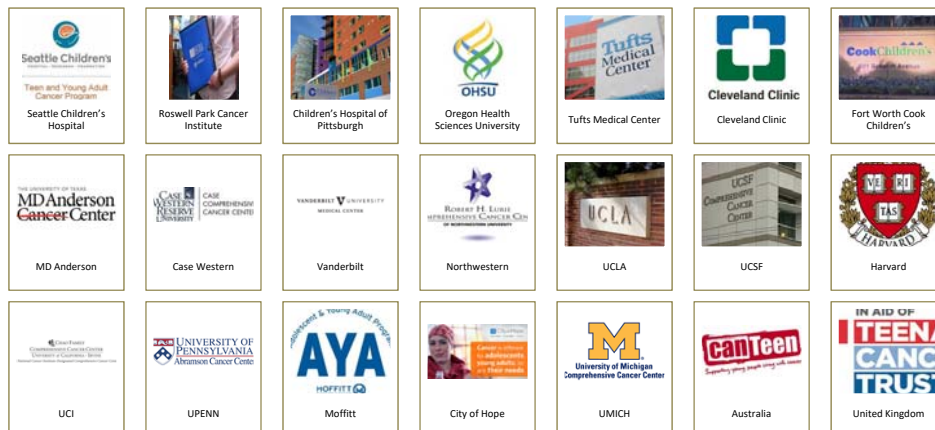


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Who has a similar AYA Program???



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AYA@USC

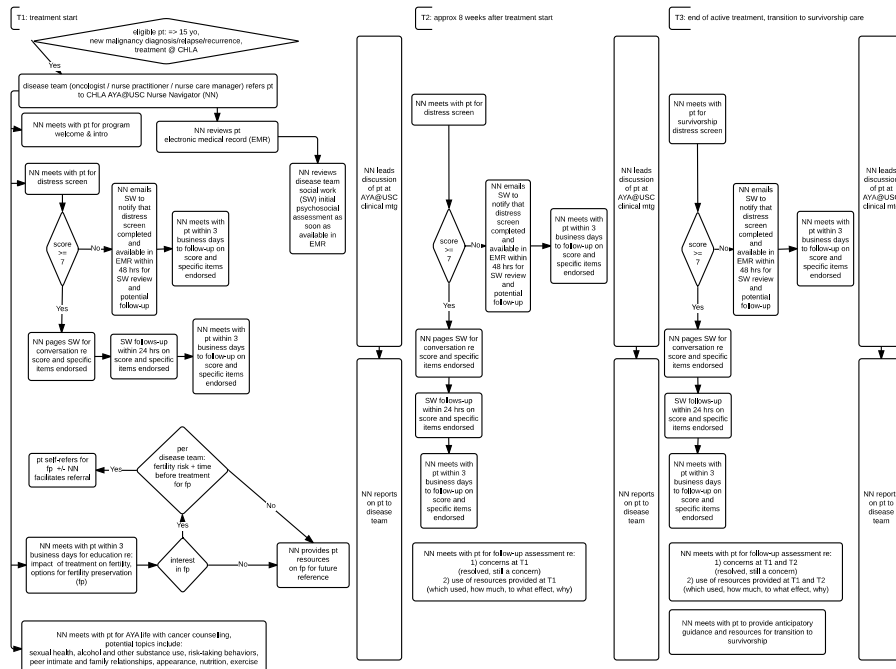


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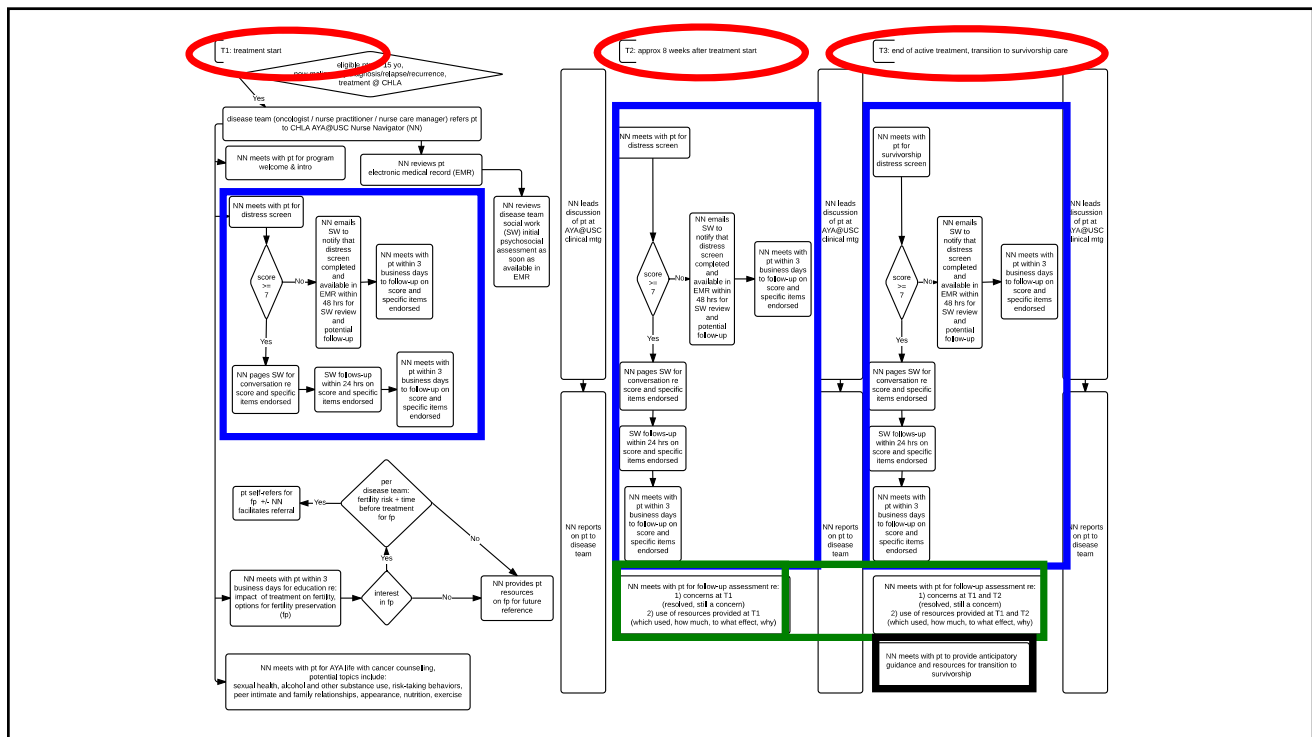
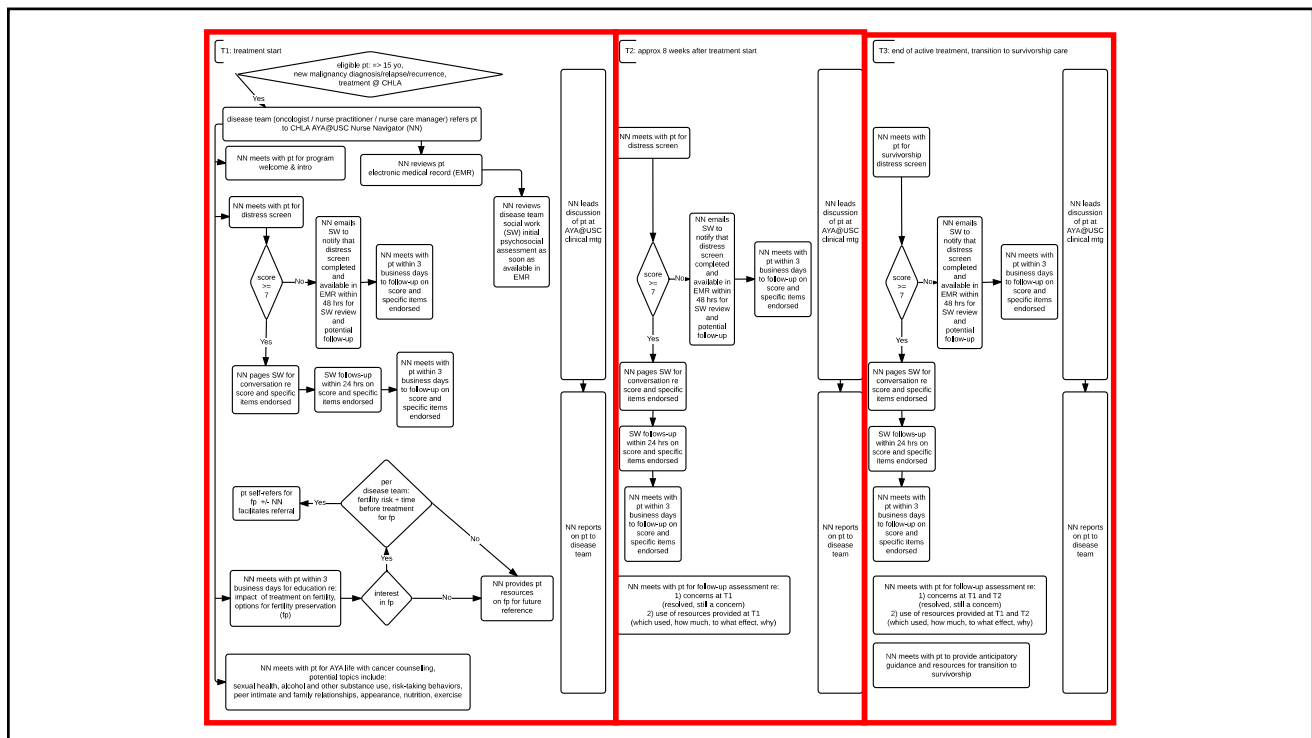


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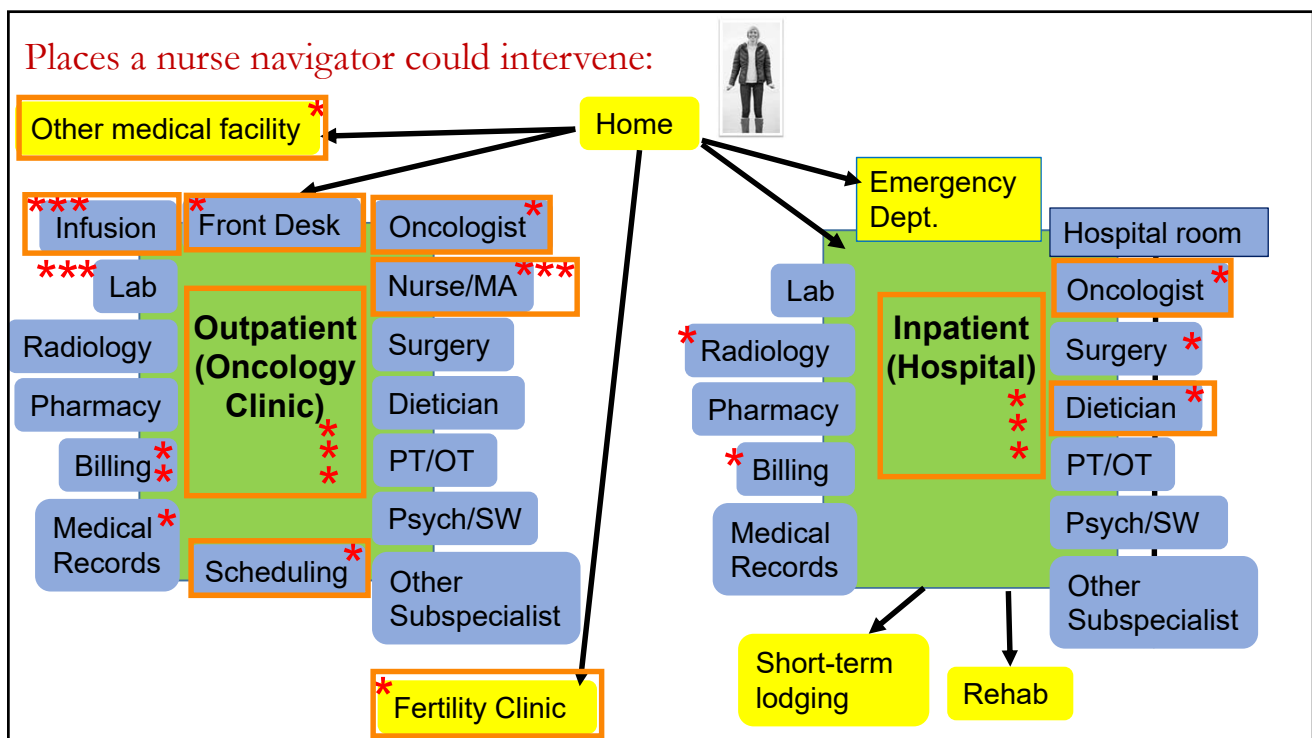
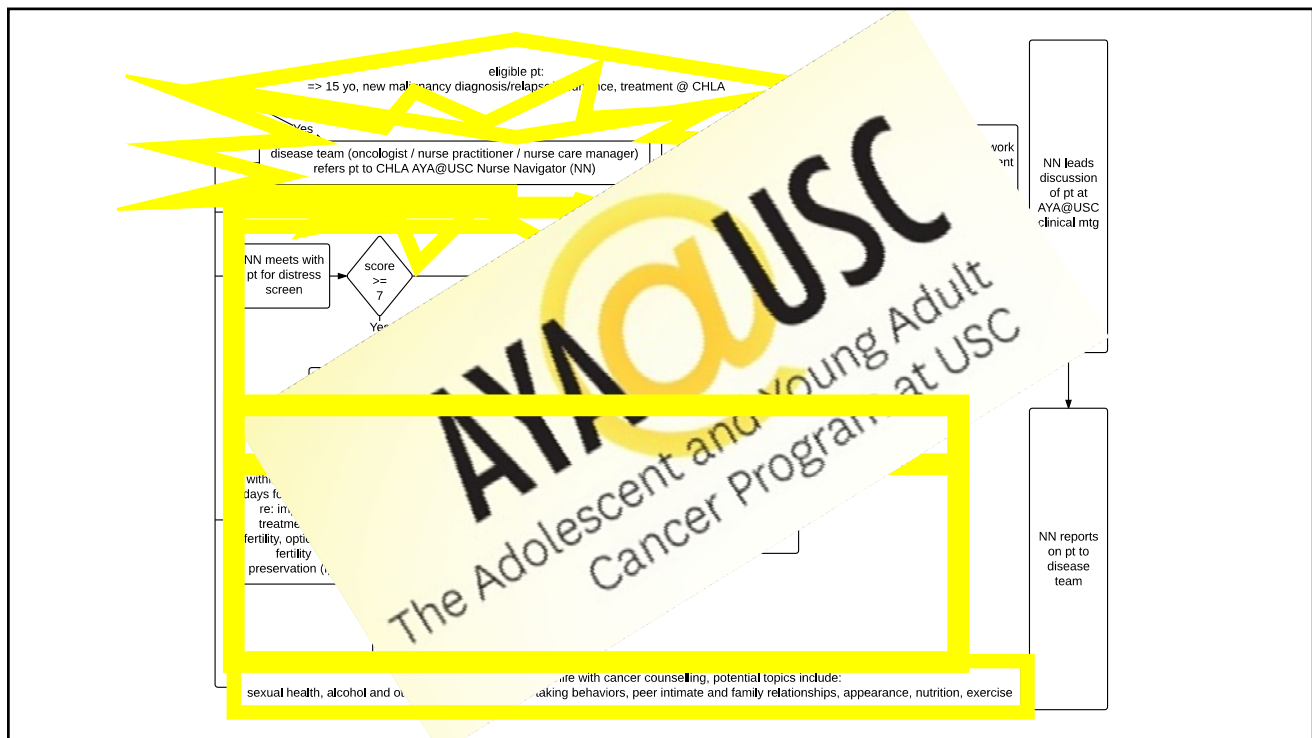
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Nurse navigator's role in improving team interactions:

- **Streamlines provider/provider communication**
 - Acts as liaison between AYA service providers
 - Coordinates regular AYA team meetings that bring providers into physical proximity
- **Represents the medical team for the patient, and vice versa**
 - Translates provider's meaning for the patient, if needed
 - Provides emotional support for patient
 - Advocates for patient who feels that team is not listening/misunderstanding
- **Models/suggests communication strategies for provider→AYA communication:**
 - Respecting/taking patient seriously
 - Avoiding countertransference
- **Supports patients' interactions with providers**
 - Teaches AYAs to navigate the healthcare system
 - Coaches AYAs to:
 - Advocate for self
 - Report symptoms accurately and promptly to providers
 - Present for care when recommended



Future Directions

- Explore whether nurse navigation can...
 - Improve teamwork?
 - Influence:
 - AYA-relevant outcomes (Clinical trial accrual/rates of fertility preservation)?
 - Hospital-related outcomes (Efficiency, errors, patient/provider satisfaction)?
- Generate **evidence-based standards** for interactions of AYA MDTs

Johnson RH et al. J Oncol Pract. 2016

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