

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

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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

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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

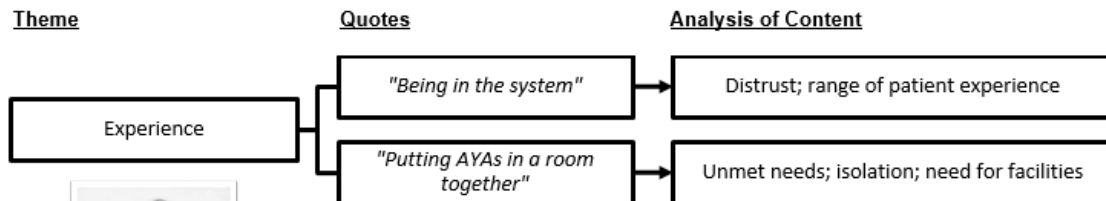
Explored the healthcare needs and preferences of AYAs treated at community cancer care facilities

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



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- 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

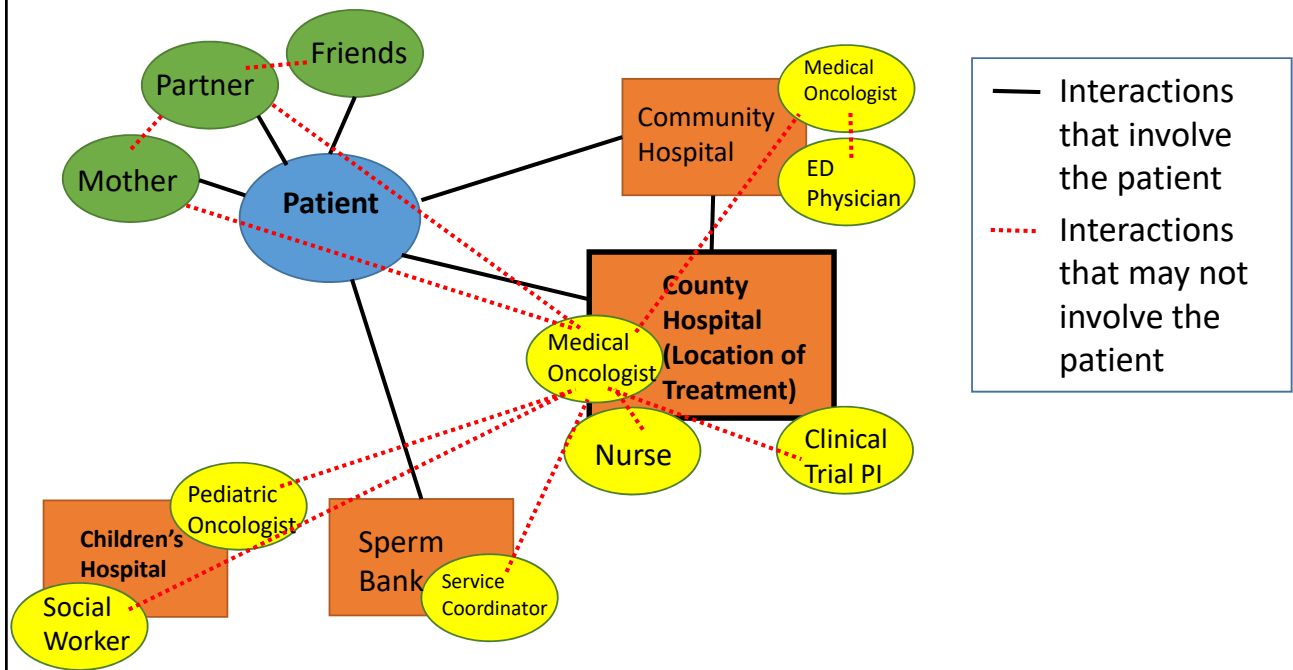


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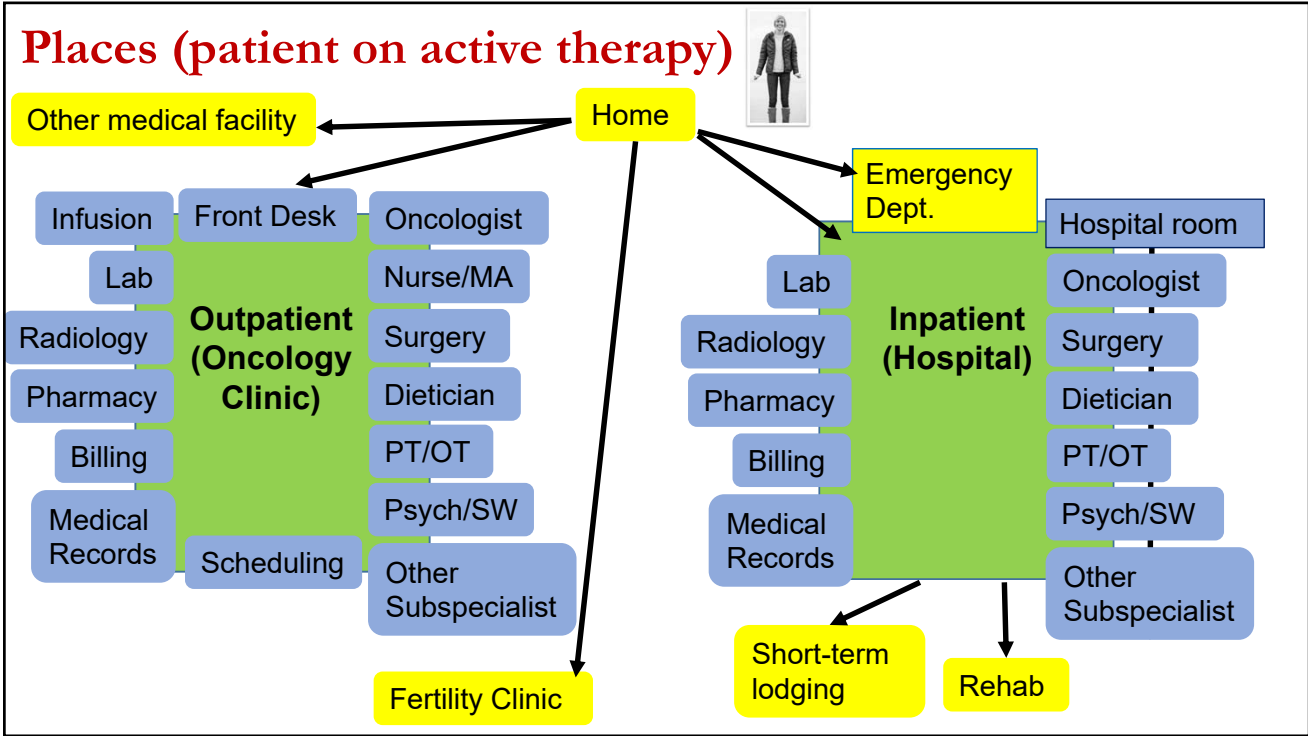
People

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

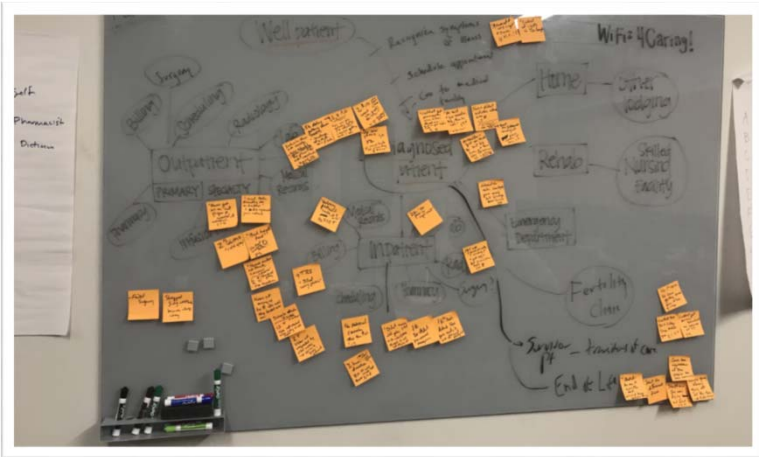
Places: interacting networks of an AYA with cancer



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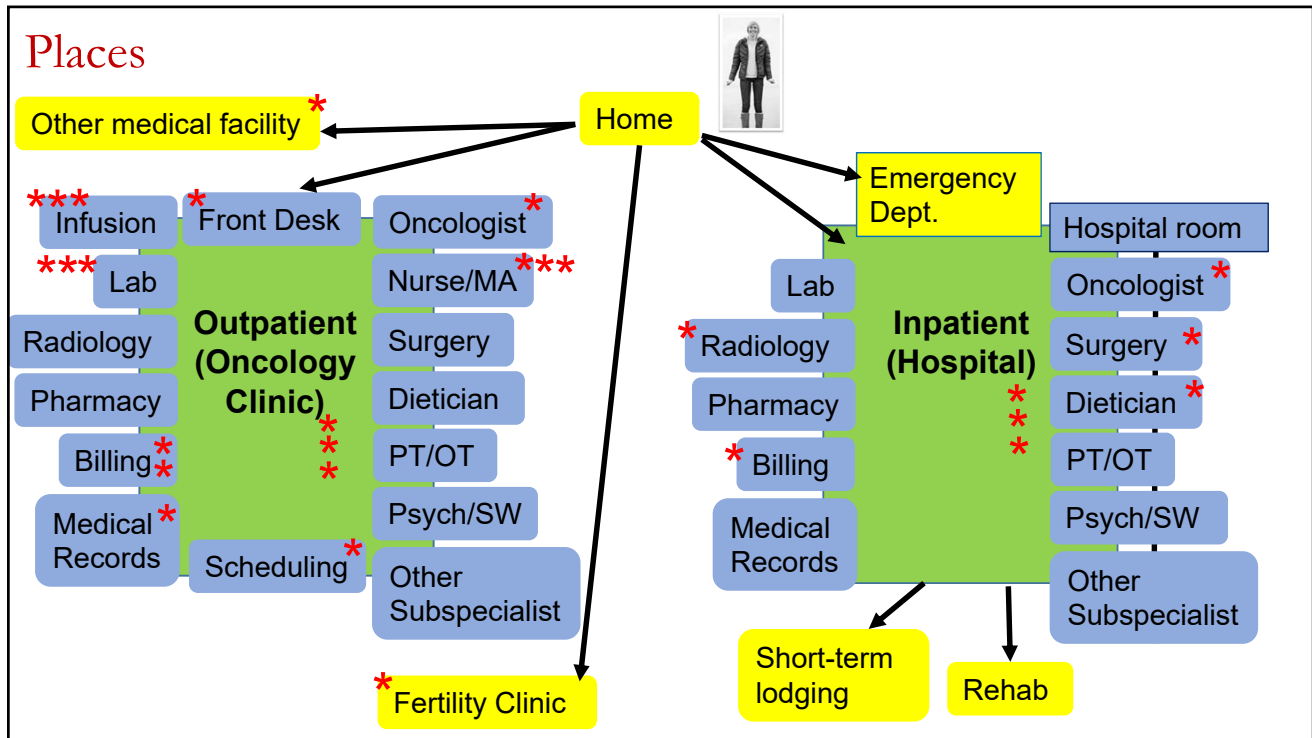


“Getting a Clue” Communication problems in AYA cancer care



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

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Communication problems

- **Provider/provider**
 - Not communicating
- **Providers with patients**
 - Not listening/misunderstanding
 - Not communicating effectively with patient/family
 - Did not explain
 - Did not provide emotional support
 - Did not pay attention to patient
 - Treating patient differently because of AYA age
 - Disrespect
 - Not taking patient seriously
 - Countertransference/Romantic attraction
 - Lack of comfort in dealing with AYAs

“I had to wait 5 hours for my chemo to be ordered and made up.”

“The nurse wouldn’t believe me.”

“I was in pain. They treated me like I was drug seeking.”

“The doctor said, ‘you need a biopsy.’ Then he left the room.”

“The staff kept saying to my sister, ‘oh, you’re so young.’ It was awkward. They communicated much more easily with older patients.”

“The doctor didn’t ask her to undress all the way, and...missed her tumor.”

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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

AYA @ USC

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

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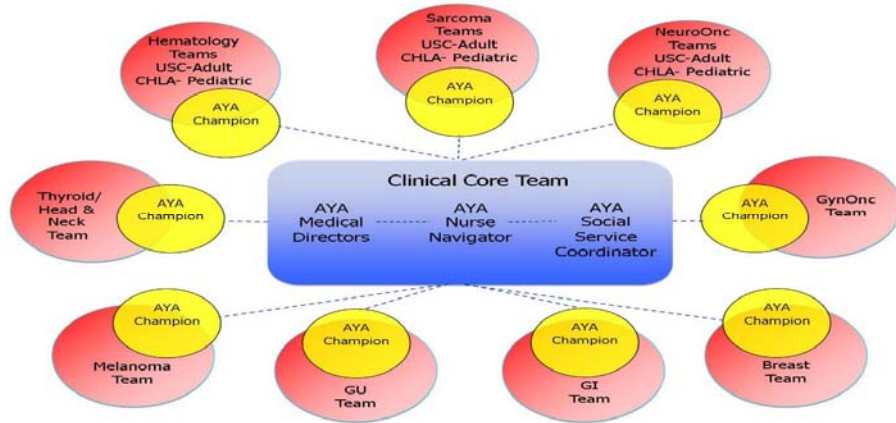
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AYA@USC Clinical Model



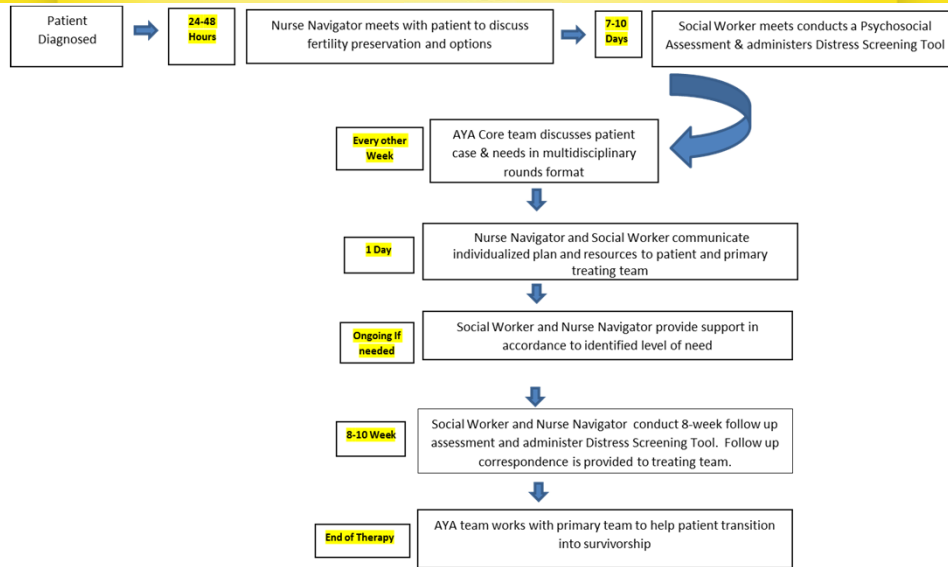
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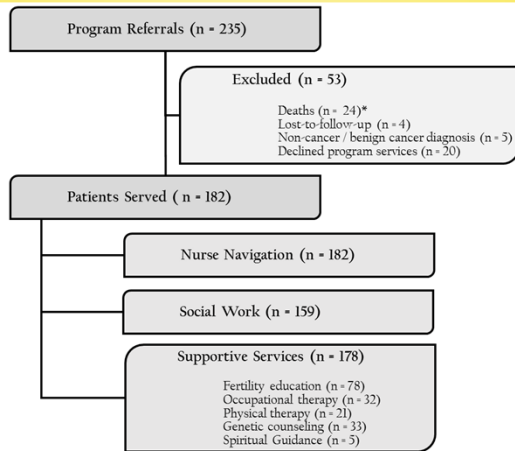
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AYA@USC – Clinical Care Model



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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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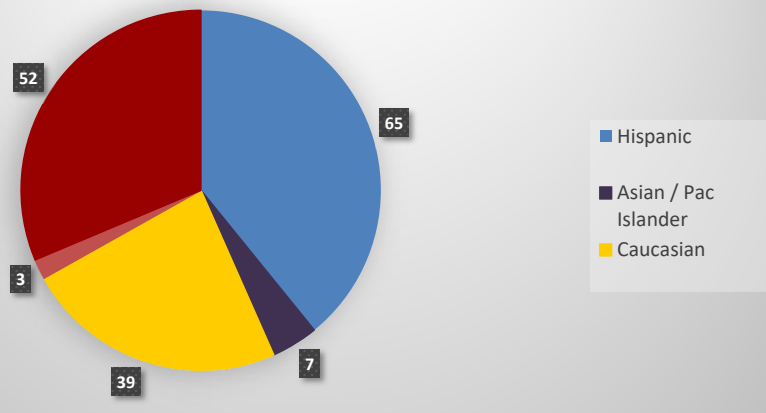
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AYA@USC - Ethnicity

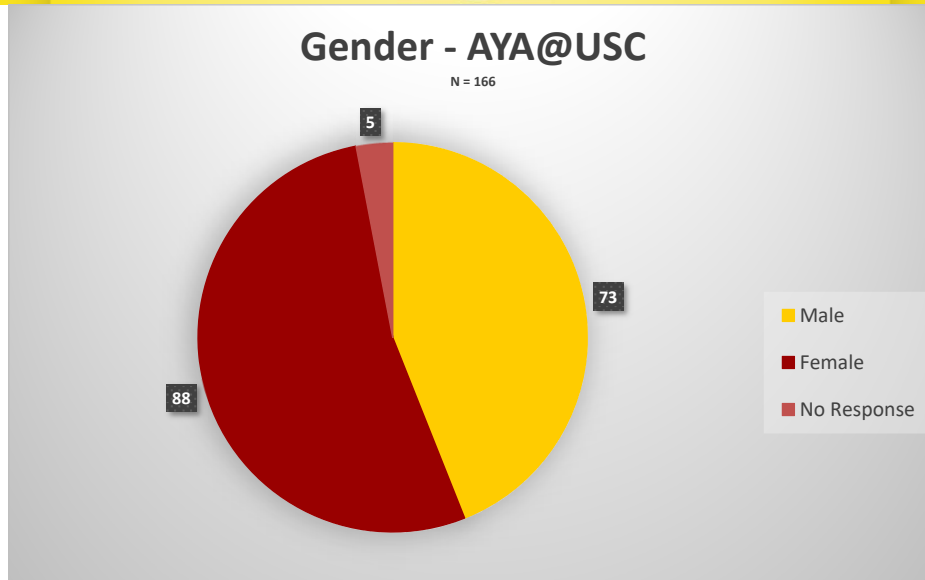
Ethnicity - AYA@USC

N = 166

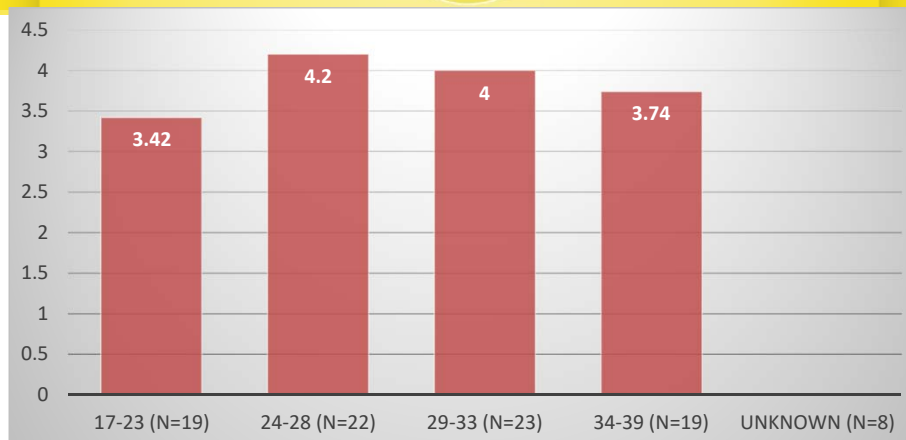


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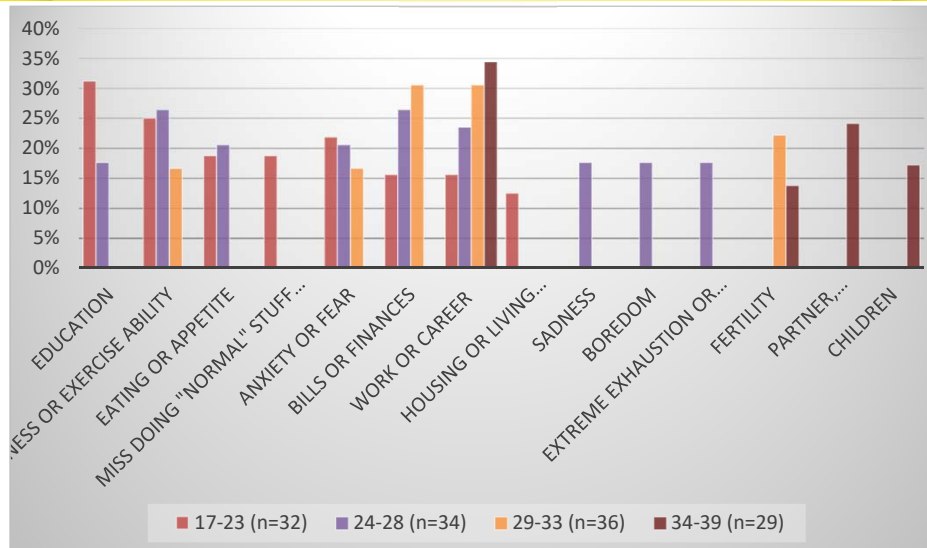
AYA@USC - Gender



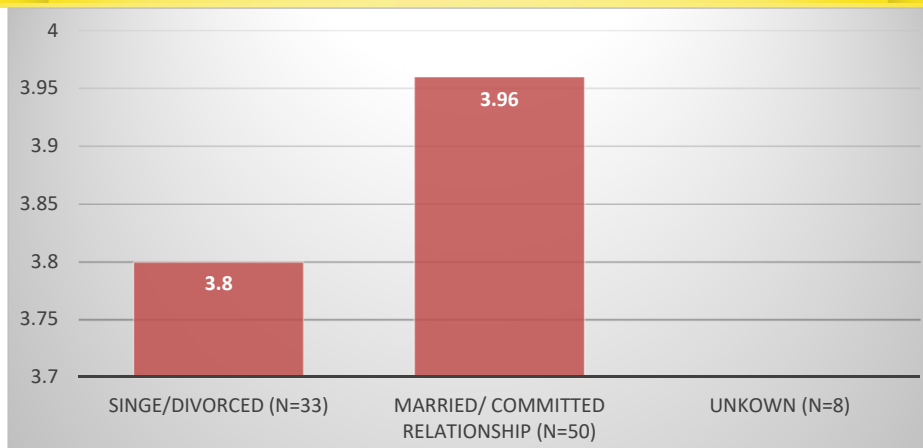
Average Distress by Age (T1)



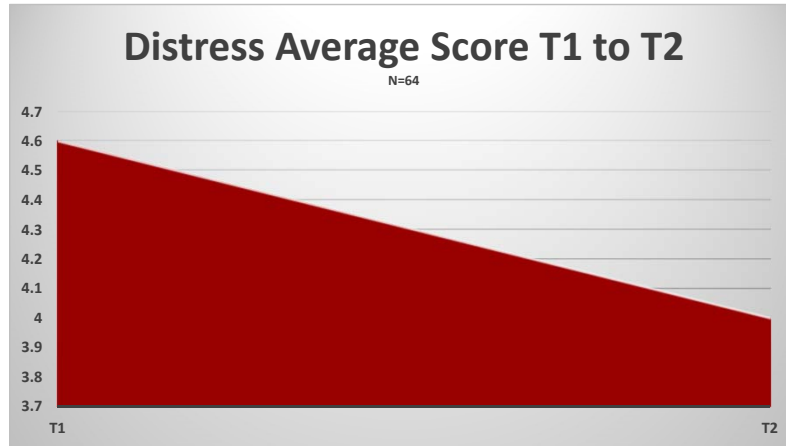
Top Concerns by Age (T1)



Average Distress by Marital Status (T1)



Change in Distress T1 to T2



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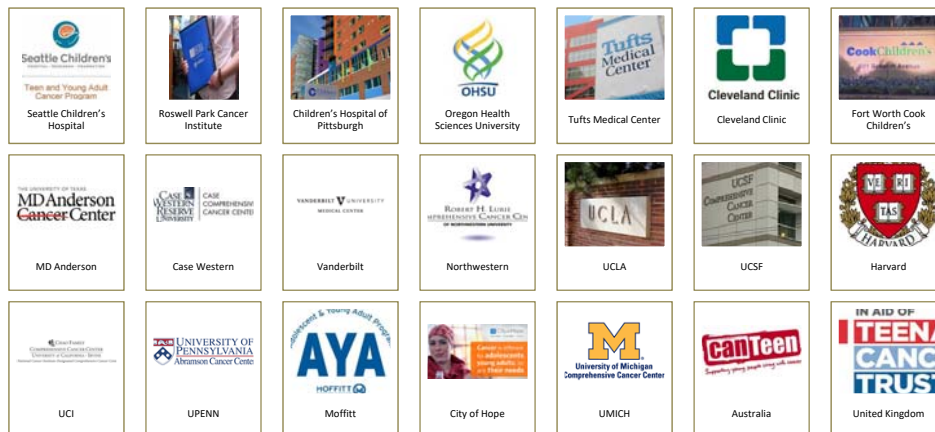


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Who has a similar AYA Program???



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AYA@USC

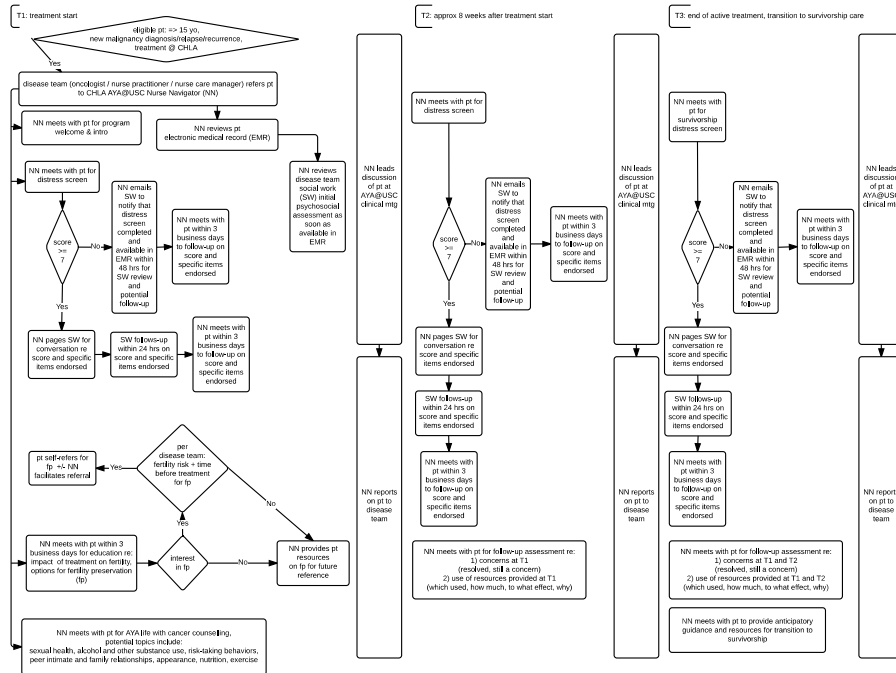


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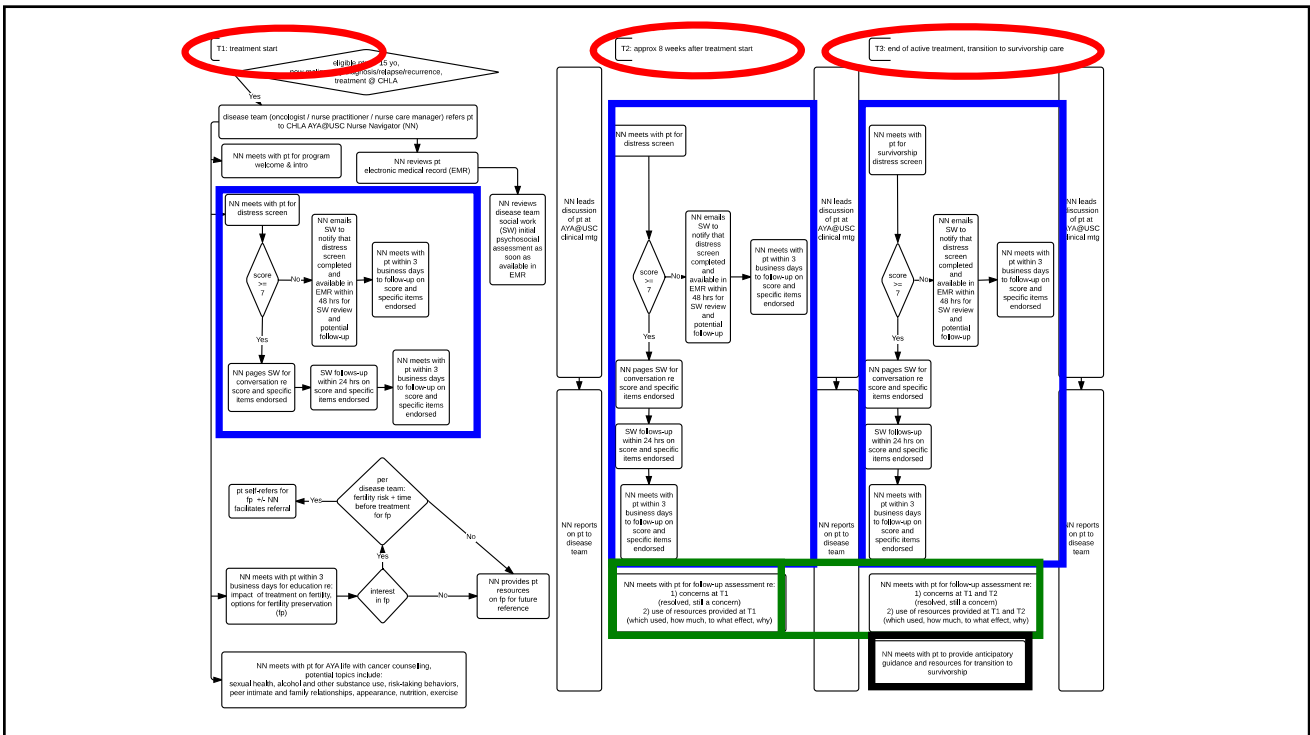
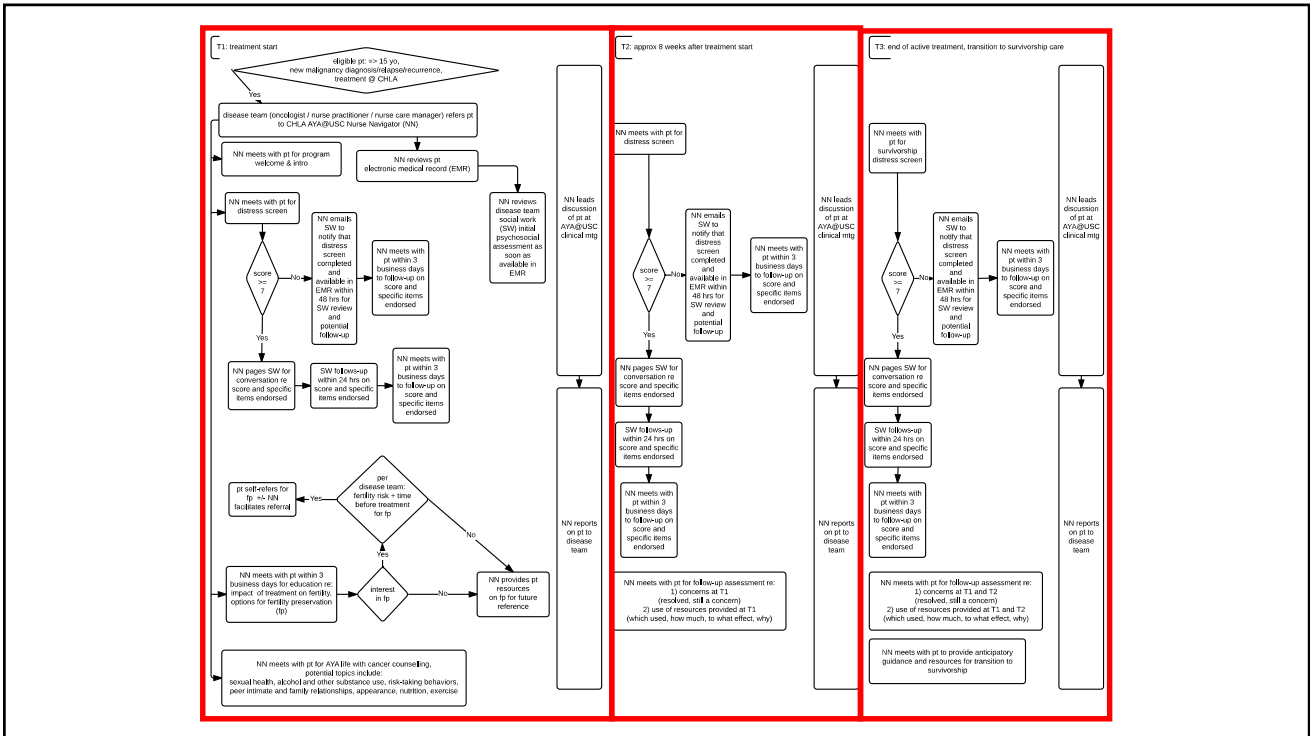


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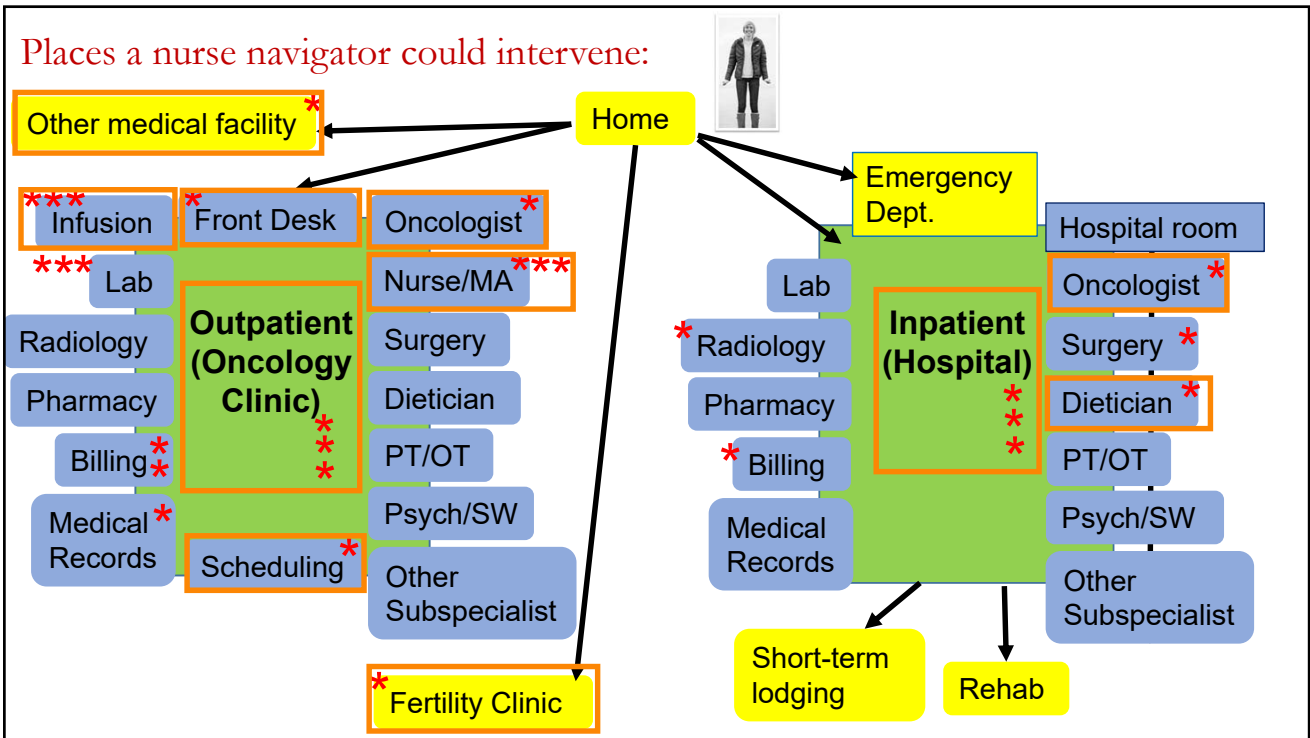
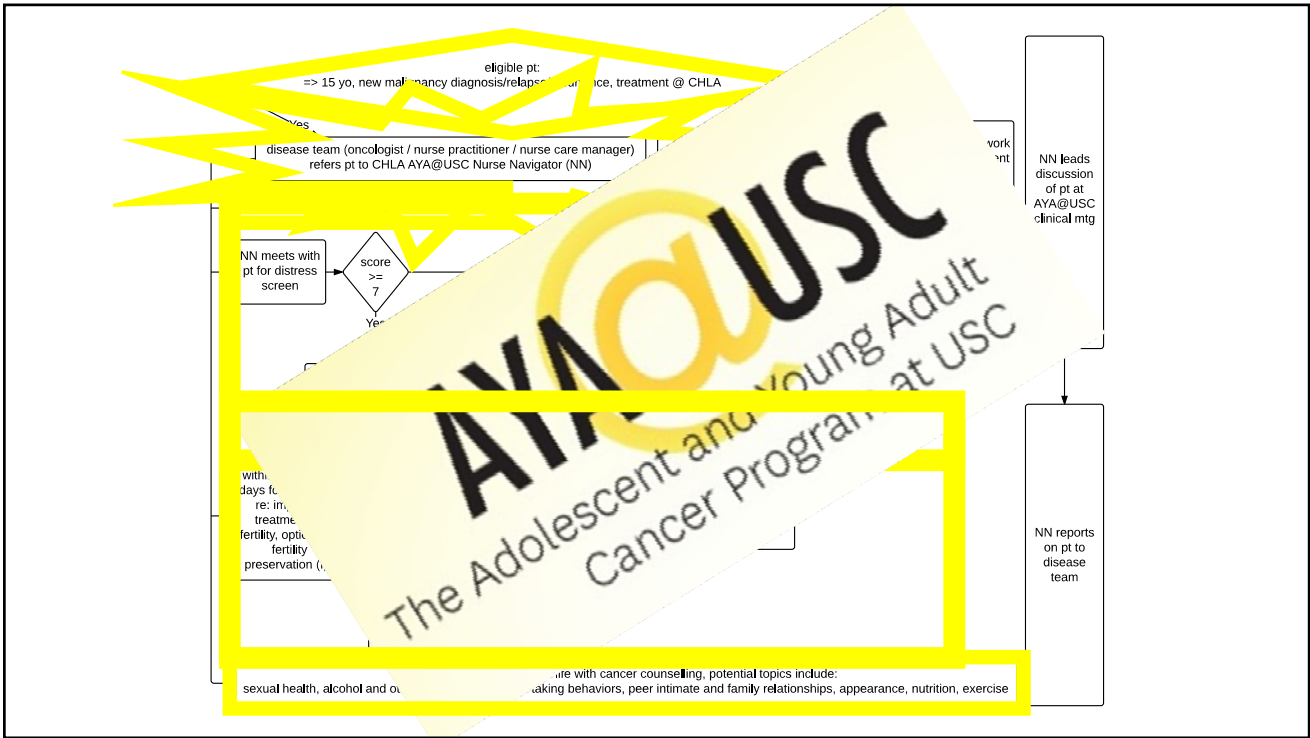
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Nurse navigator's role in improving team interactions:

- **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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Thank you!



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