Oncology Nurse Navigation

Development and implementation of a program at a comprehensive cancer center

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BACKGROUND: Oncology nurse navigation programs enhance coordination of care and patient satisfaction.

OBJECTIVES: The objective was to evaluate the effect of oncology nurse navigation on access to care, patient and provider satisfaction, and clinical trial enrollment of patients with hematologic or gynecologic malignancies.

METHODS: A descriptive cohort study with a historic control was undertaken. Data were collected from electronic health records and patient and provider surveys in two disease-specific groups.

FINDINGS: A significant decrease in the mean days from first provider visit to first therapy was observed in the hematology population. In both groups, time from contact to first visit and from first visit to initiation of treatment decreased. Mean satisfaction survey scores for both groups were high regarding relationships with the navigator and care received. Providers were highly satisfied with the program, and the navigation program did not increase clinical trials enrollment.

KEYWORDS
nurse navigator; patient satisfaction; clinical trials; hematology; gynecology

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