Nurse Navigation Program

Outcomes from a breast cancer center in Brazil

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BACKGROUND: Nurse navigators play a major role in the care provided to patients with cancer within the healthcare system.

OBJECTIVES: This study aims to describe the outcomes of a pioneering nurse navigation program established in a breast cancer center in a private, nonprofit hospital in Porto Alegre, Brazil.

METHODS: This is a cross-sectional, retrospective, descriptive study based on electronic health records. Descriptive statistics were used for data analysis.

FINDINGS: Data from 263 patients participating in the navigation program and hospital quality indicators showed a reduction in the time elapsed from diagnosis to the start of treatment from 24 days in 2014 to 18 days in 2017. Of 153 patients who responded to a patient satisfaction survey, 97% were satisfied or very satisfied with the care provided by the nurse navigator.

KEYWORDS
nurse navigator; integrated care; continuity; oncology; care coordination; transition

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