BACKGROUND: Satisfaction with care is a reported outcome of patient navigation. Assessment methods vary, as do navigation programs, including the use of oncology nurse navigators (ONNs).

OBJECTIVES: The purpose of this study is to evaluate the effect of contact with an ONN on patient satisfaction.

METHODS: A retrospective review of oncology Press Ganey outpatient satisfaction surveys was conducted. Groups with and without ONN contact were compared on responses to survey items relevant to ONN roles. For those 15 items, mean scores, top box scores, and all-facility percentile rank were compared between those who did and did not report contact with an ONN.

FINDINGS: For all items, mean scores and percentile rank comparisons were higher for the group with ONN contact. In the group with ONN contact, top box scores were significantly higher for items pertaining to nurses’ concern for patients’ questions and worries and staff sensitivity to difficulties and inconvenience caused by the condition or treatment.

KEYWORDS
outcome measures; patient satisfaction; oncology nurse navigators

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