



**Medical  
Blueprints**

## ***NURSE NAVIGATORS WITH YOU STEP-BY-STEP REPORT #2708***

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**BACKGROUND:** Nurse navigators are becoming extremely important in helping patients “navigate” their way through quality care. They also help in overcoming any barriers to care. According to the Academy of Oncology Nurse & Patient Navigators, “The heart of navigation is personalized care,” which applies to patients, families, and caregivers. Nurse navigators focus on the clinical aspects of care. They are often involved from the point of a suspicious finding through diagnostic testing, treatment, and follow-up or end-of-life care. They respond to questions in a timely manner, explain the rationale behind the planned treatment, and coordinate care. All this goes a long way in reducing a patient’s anxiety and enhancing his or her ability to follow through with appointments and prescribed treatment. There is no one-size-fits-all approach. Providing information specific to the patient’s diagnosis and plan of care not only informs the patient but also helps relieve uncertainty. This allows patients to focus on achieving the best health outcome possible, and on living their lives.

(Source: <https://nurse.org/articles/nurse-navigator-career-path-salary-job-description/>)

**THE LAUNCH OF NAVIGATION PROGRAMS:** Wesley Medical Center in Kansas announced it was expanding perinatal nurse navigation services by adding maternity navigation. The program’s services are free and available to any woman. They include providing tours of the hospital, reviewing available hospital amenities, helping create birth plans, and discussing risk or health factors that could affect delivery. University of Alabama at Birmingham (UAB) and Children’s of Alabama announced that an interdisciplinary team was awarded a grant to create the “Family Care Connect Program”. This program uses non-clinical navigators to provide support and services to children diagnosed with cancer and sickle cell disease as well as to their families. And, Providence Health & Services in Washington launched a program that placed patient navigators at three of its San Fernando Valley, Calif., hospitals. These navigators, who come from behavioral healthcare provider Tarzana Treatment Centers, are tasked with helping to screen and enroll homeless individuals experiencing substance abuse and mental health issues into one of Tarzana’s centers.

(Source: <http://nursenavigation.com/7-nurse-navigation-patient-navigation-programs-launched-2018/>)

**NAVIGATORS CONFIRMED ESSENTIAL TEAM MEMBERS:** Healthcare barriers such as dollars spent on the management of chronic diseases and disparities among the underserved and low socioeconomic individuals including transportation needs, finances, health literacy, cultural beliefs, and lack of education can be eradicated with the use of a patient navigator. Patient navigators are health professionals such as a nurse, social worker, or lay person trained to help patients navigate the complex healthcare systems of today. Patient navigators assist patients with managing follow-up appointments, medications, transportation needs, and coordination of care. The improvement in access to healthcare for the poor and underserved has improved patient outcomes which have contributed to lower healthcare costs. The positive outcomes of patient satisfaction and lower healthcare costs are an advantage to healthcare systems. These benefits support the need for patient navigators.

(Source: [https://www.scitechnol.com/peer-review/patient-navigators-as-essential-members-of-the-healthcare-team-a-review-of-the-literature-hk8x.php?article\\_id=7457](https://www.scitechnol.com/peer-review/patient-navigators-as-essential-members-of-the-healthcare-team-a-review-of-the-literature-hk8x.php?article_id=7457))

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