

2015 Oncology Roundtable Cancer Support Services Survey

Excerpt: Cancer Patient Navigation

The 2015 Oncology Roundtable Cancer Support Services Survey was an online survey distributed to Oncology Roundtable members during October and November of 2015.

The survey asked detailed questions about navigation, survivorship, clinical research, palliative care, and genetic counseling. This excerpt focuses exclusively on the questions related to navigation.

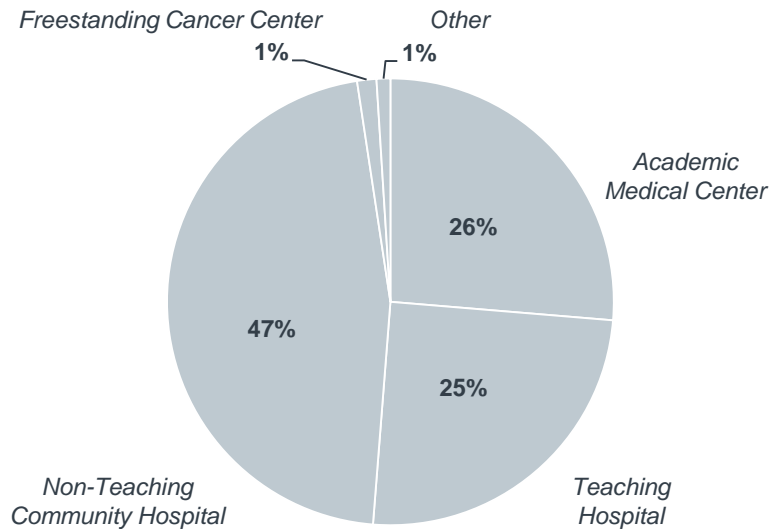
Road Map

-  Respondent Profile
-  Non-Clinical (Lay) Navigators
-  Clinical Navigators
-  General Navigation

Cancer Program Characteristics

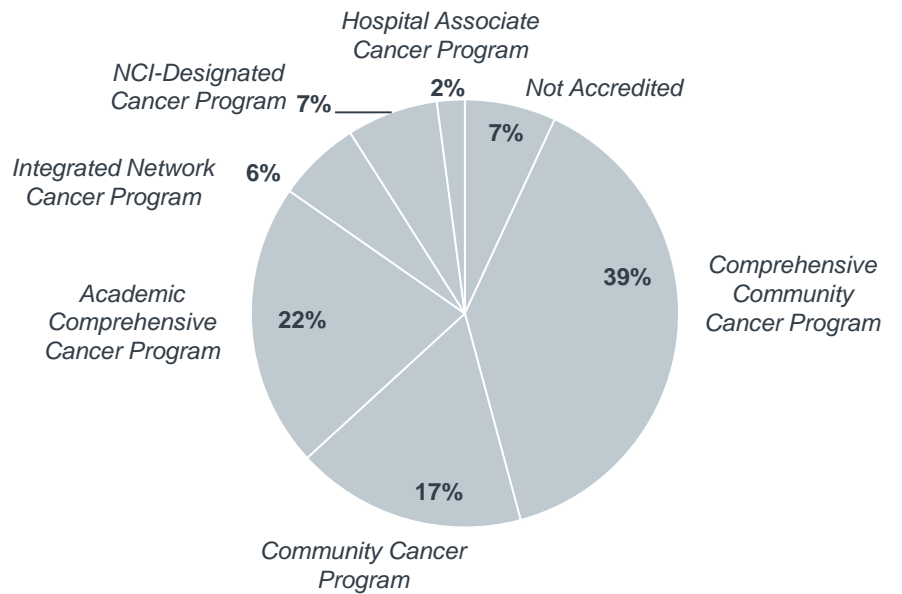
Which of the Following Best Describes Your Organization?

Percentage of Respondents¹
n=144



Commission on Cancer Accreditation Category

Percentage of Respondents¹
n=144



1) Percentages may not add up to 100% due to rounding.

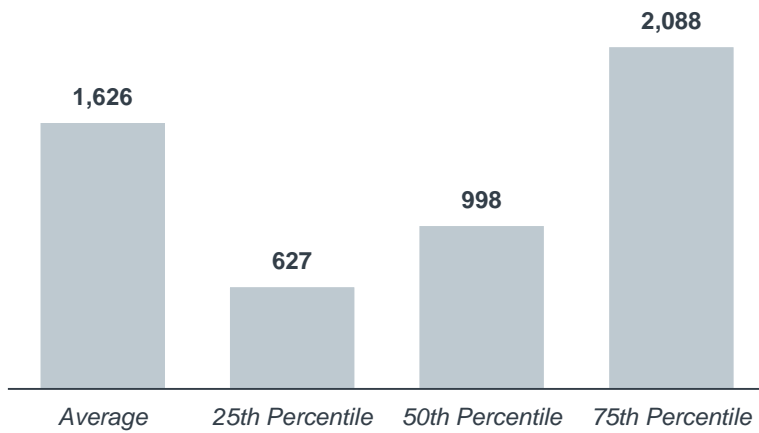
Source: 2015 Oncology Roundtable Cancer Support Services Survey.

Analytic and Non-Analytic Caseload

Analytic Cases

2014

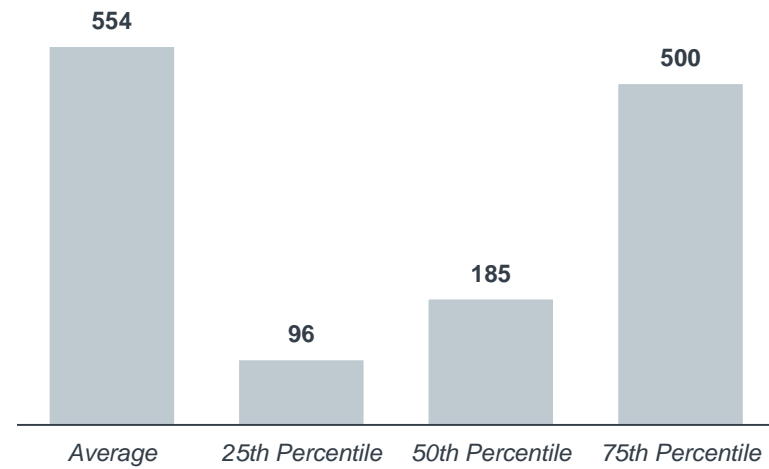
n=147



Non-Analytic Cases

2014

n=147



Source: 2015 Oncology Roundtable Cancer Support Services Survey.

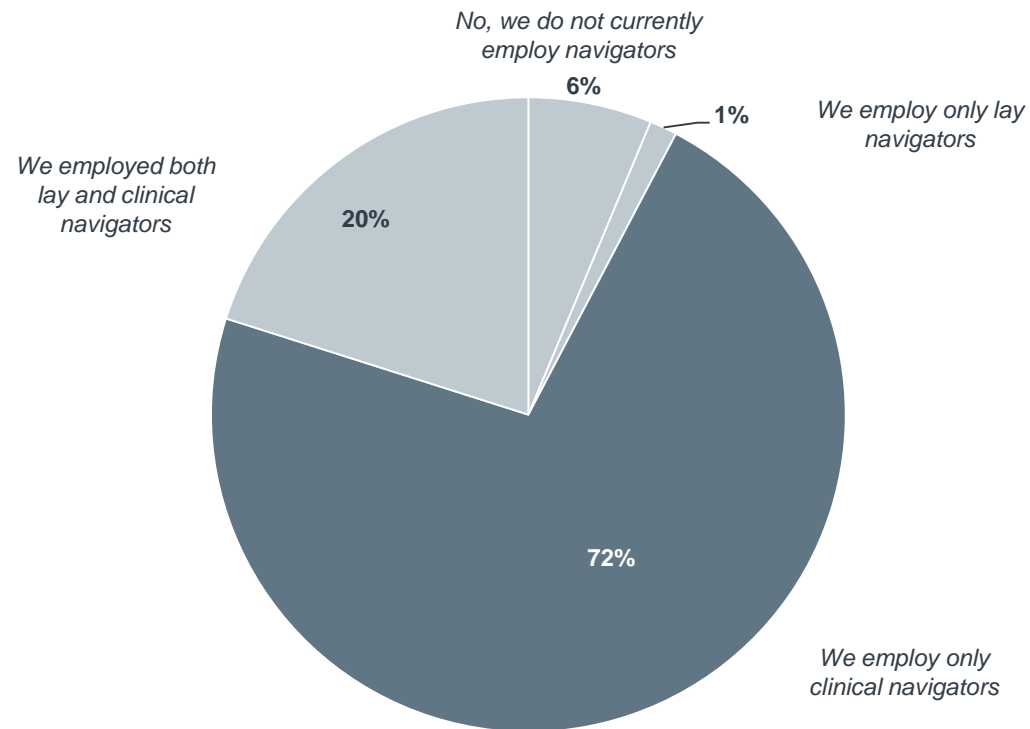
Most Programs Employ Clinically-Trained Navigators

94% of Respondents Have Navigators

Does Your Cancer Program Have Dedicated Lay and/or Clinical Navigators?

Percentage of Respondents

n=144



Source: 2015 Oncology Roundtable Cancer Support Services Survey.

Road Map

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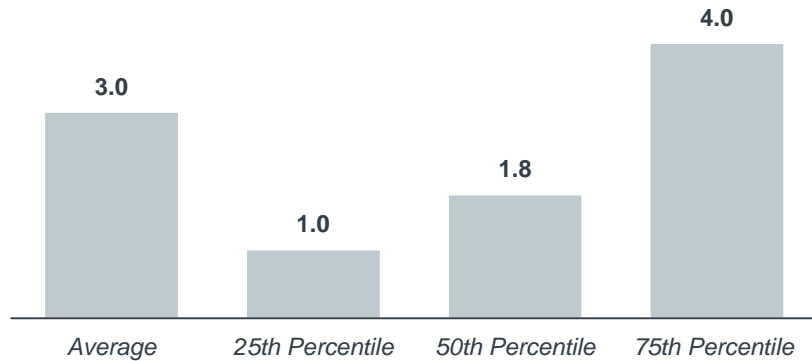
Non-Clinical Lay Navigator Background

Most Programs Use Non-Cancer Survivors, Very Few Have Multiple American Cancer Society Navigators

How many of your lay navigator FTEs have the following background?

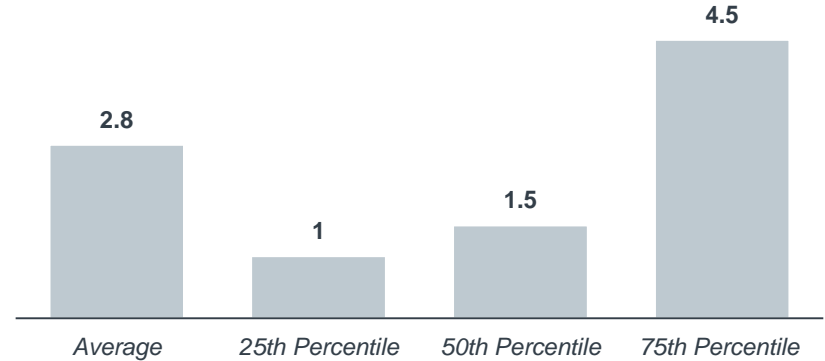
Not a Cancer Survivor

n=24 Respondents That Have Non-Survivor Navigators



Cancer Survivor

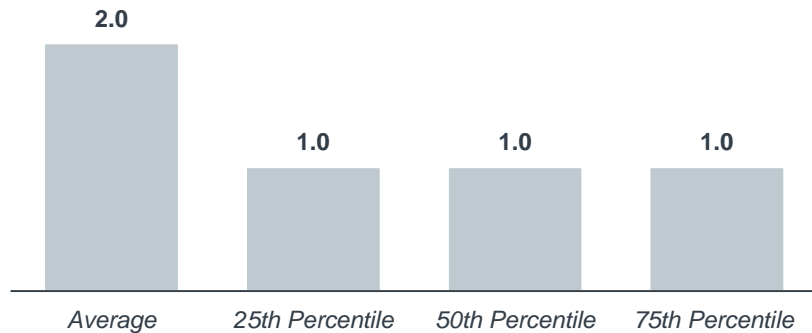
n=8 Respondents That Have Navigators Who Are Cancer Survivors



How many of your lay navigator FTEs are American Cancer of Society navigators?

11 of 31 Respondents with Lay Navigators Indicated That Navigators Were Also American Cancer Society Navigators

n=11



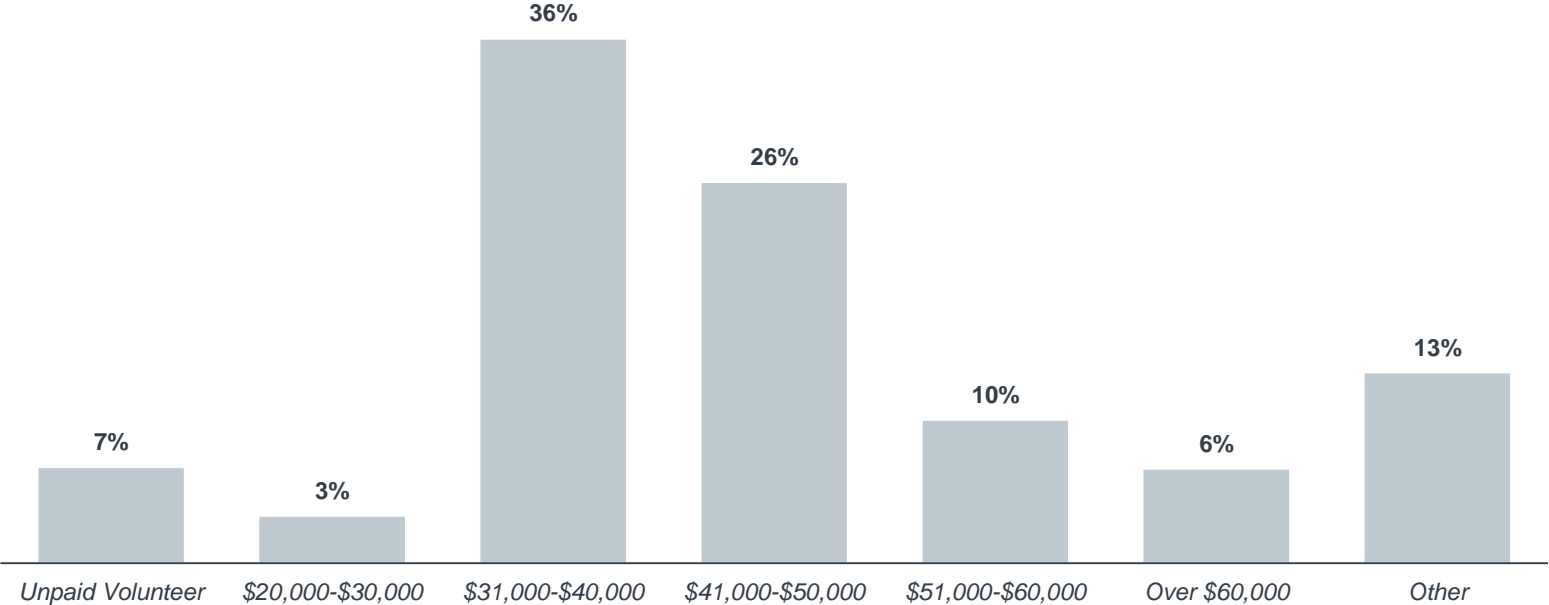
Lay Navigator Salary

Most Programs Paying Non-Clinical Navigators Between \$30,000 and \$50,000 Per Year

What is the average salary (excluding benefits) per lay navigator?

Percentage of Respondents

n=31



“Other” responses included: paid for by the American Cancer Society, stipend of \$50 per visit, and shared expense with other department

Source: 2015 Oncology Roundtable Cancer Support Services Survey.

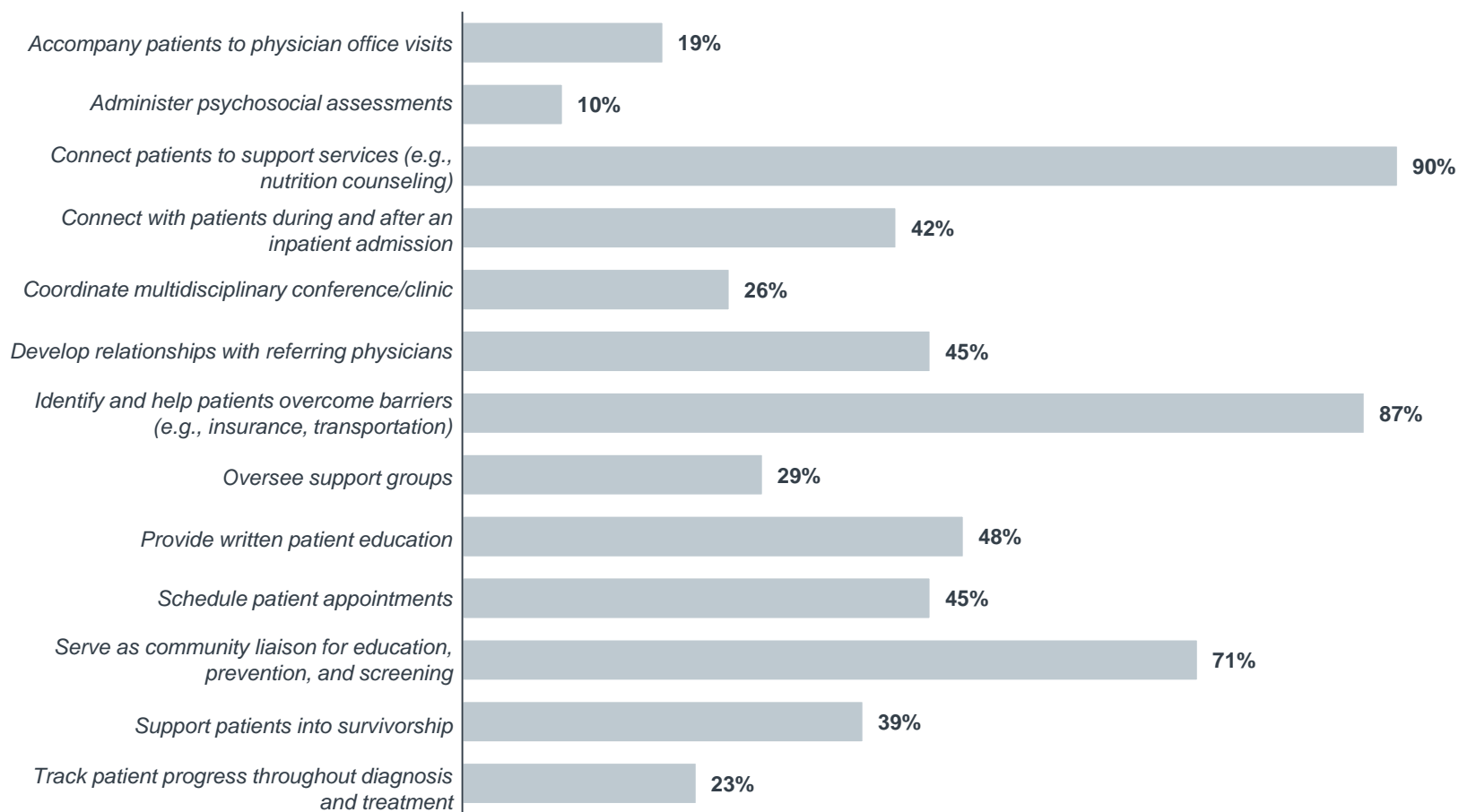
Lay Navigators' Responsibilities

Majority of Lay Navigators Help Patients Overcome Barriers to Care, Serve as Community Liaison

Which of the following activities do your lay navigators regularly perform?

Percentage of Respondents¹

n=31



1) Respondents were asked to select all that apply.

Source: 2015 Oncology Roundtable Cancer Support Services Survey.

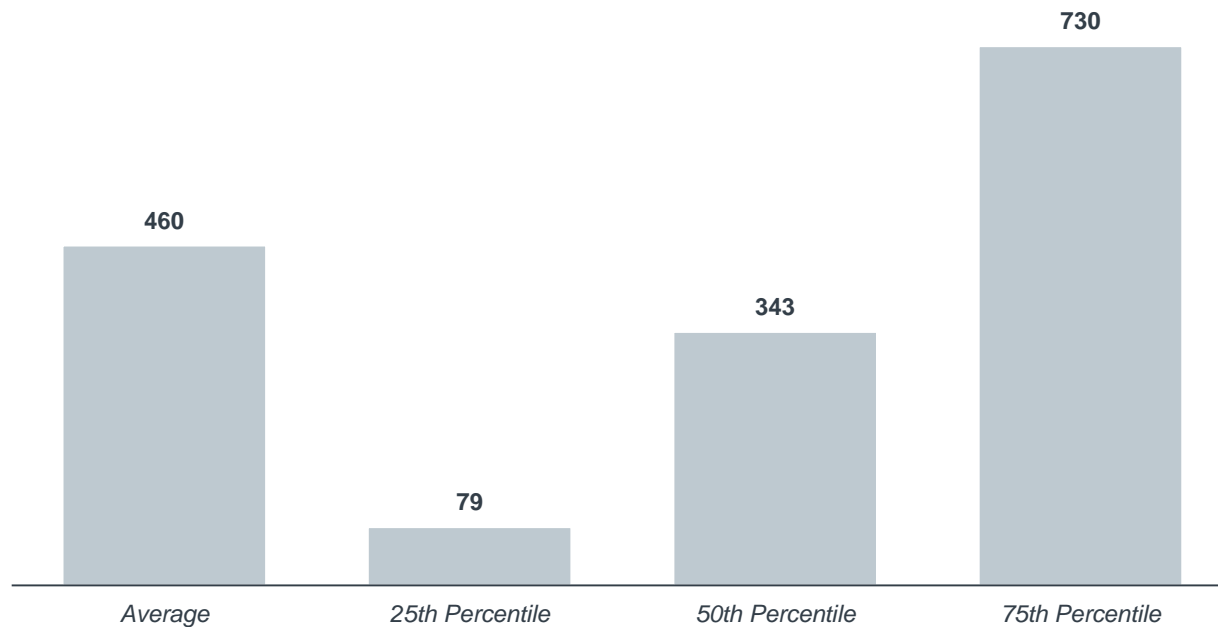
Annual Patient Caseload

Lay Navigators Provide Support to a Median of 343 Patients, Average of 460 Patients per Year

What was the approximate number of patients managed by each individual lay navigator at your cancer program in 2014?

Respondents were asked to only include patients who received at least one of the services listed on the previous page from a lay navigator.

n=28



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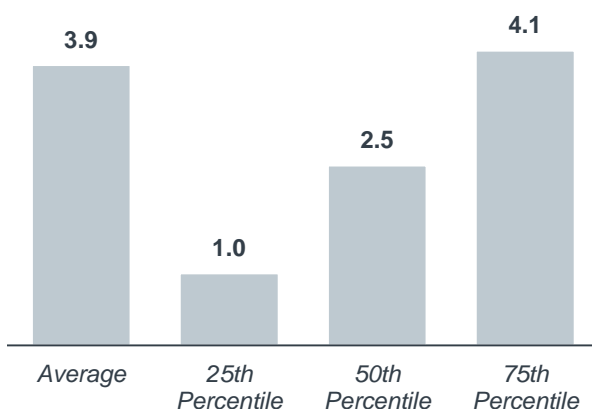
Clinical Navigator Background

93% of Organizations Employing Clinical Navigators Have at Least 0.5 FTE with RN Background

How many of your clinical navigator FTEs have the following background?

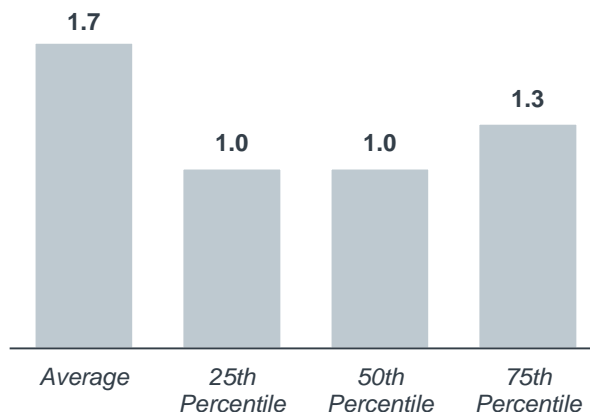
RN

n=126 Respondents with a Nurse Navigator



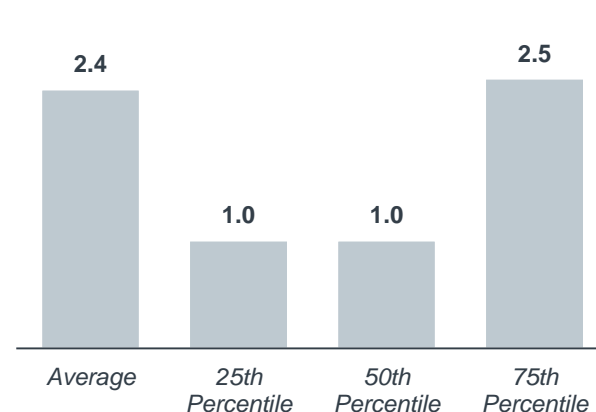
Social Worker

n=45 Respondents with a Social Work Navigator



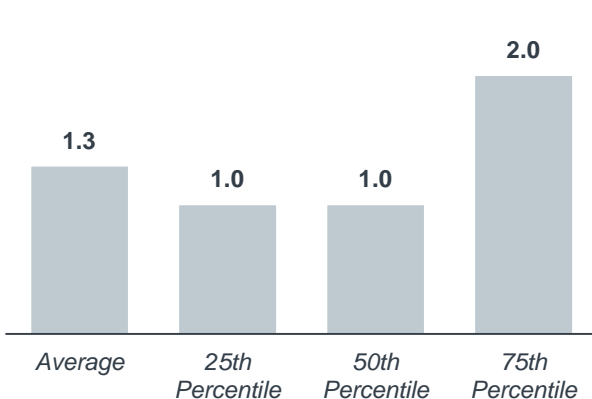
Advanced Practitioner

n=23 Respondents with an Advanced Practice Navigator



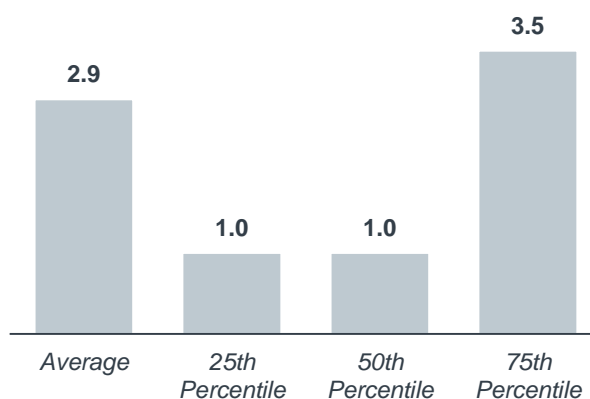
Dual Degree

n=3 Respondents with a Navigator with a Dual-Degree



Other¹

n=13 Respondents with a Navigator with an "Other" Background



Among programs that employ clinical navigators:

- 93% employ nurse navigators
- 33% employ social work navigators
- 17% employ advanced practice navigators
- 2% employ navigators with a dual degree (e.g., nurse and social work)

1) "Other" backgrounds include radiation therapist, dietitian, and mammographer.

Source: 2015 Oncology Roundtable Cancer Support Services Survey.

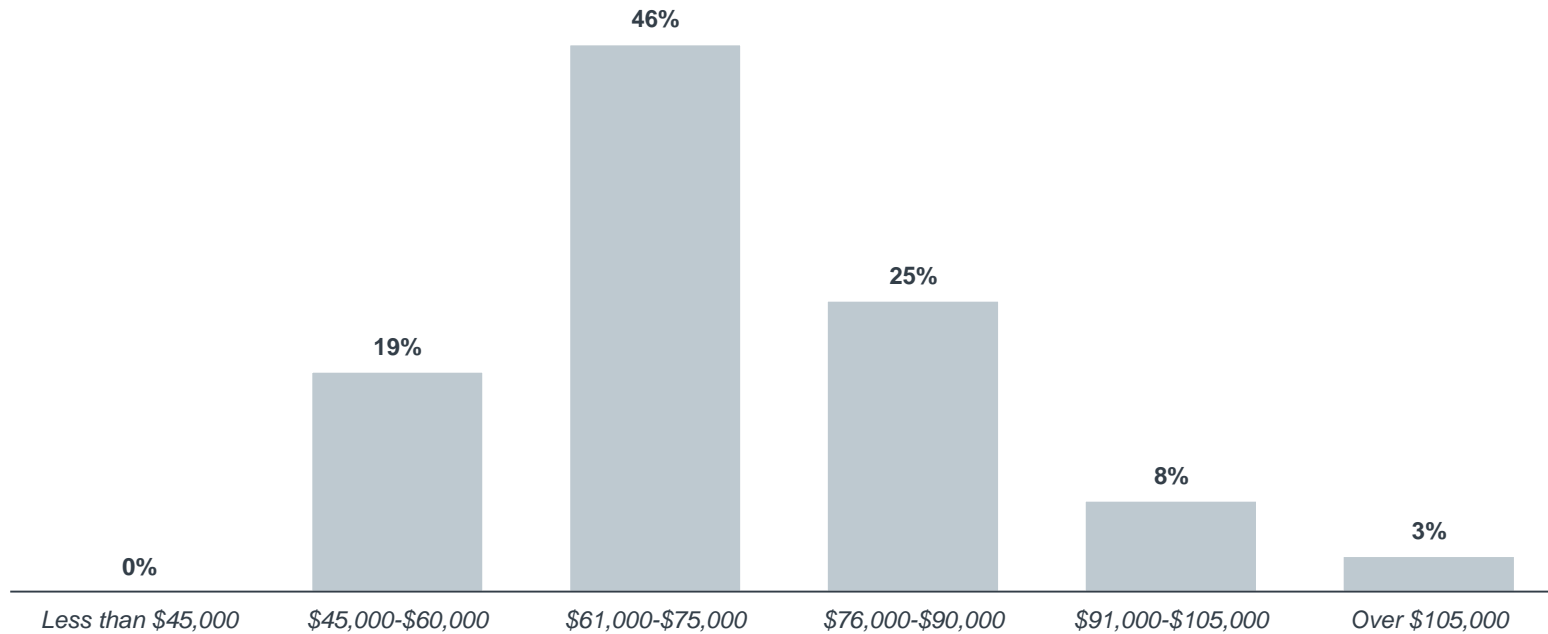
Clinical Navigator Salary

Most Programs Paying Clinical Navigators Between \$60,000 and \$75,000 Per Year

What is the average salary (excluding benefits) per clinical navigator?

Percentage of Respondents

n=130



Source: 2015 Oncology Roundtable Cancer Support Services Survey.

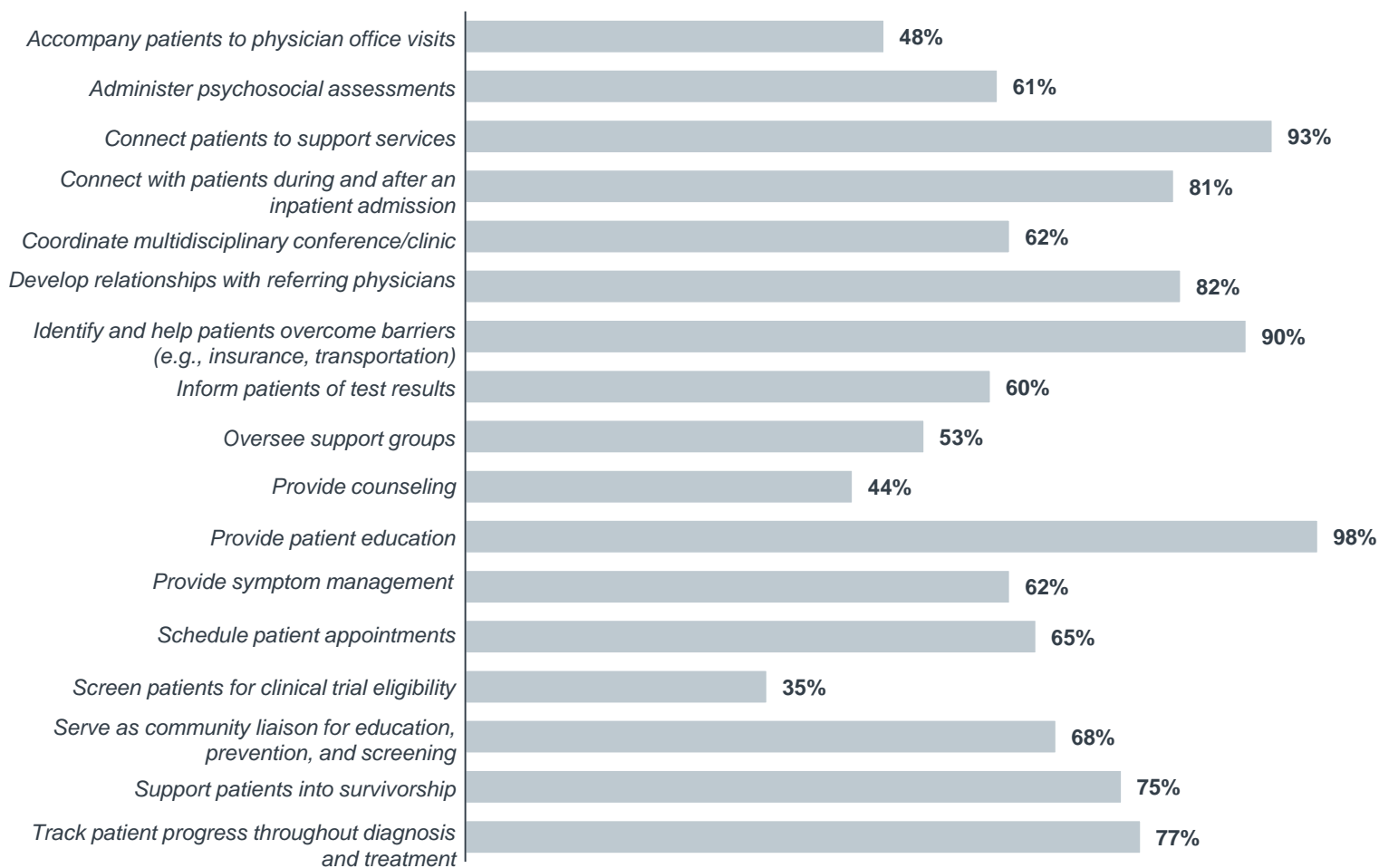
Clinical Navigators' Activities

Majority of Clinical Navigators Regularly Perform 10 or More Responsibilities

Which of the following activities do your clinical navigators regularly perform?

Percentage of Respondents¹

n=133



1) Respondents were asked to select all that apply.

Source: 2015 Oncology Roundtable Cancer Support Services Survey.

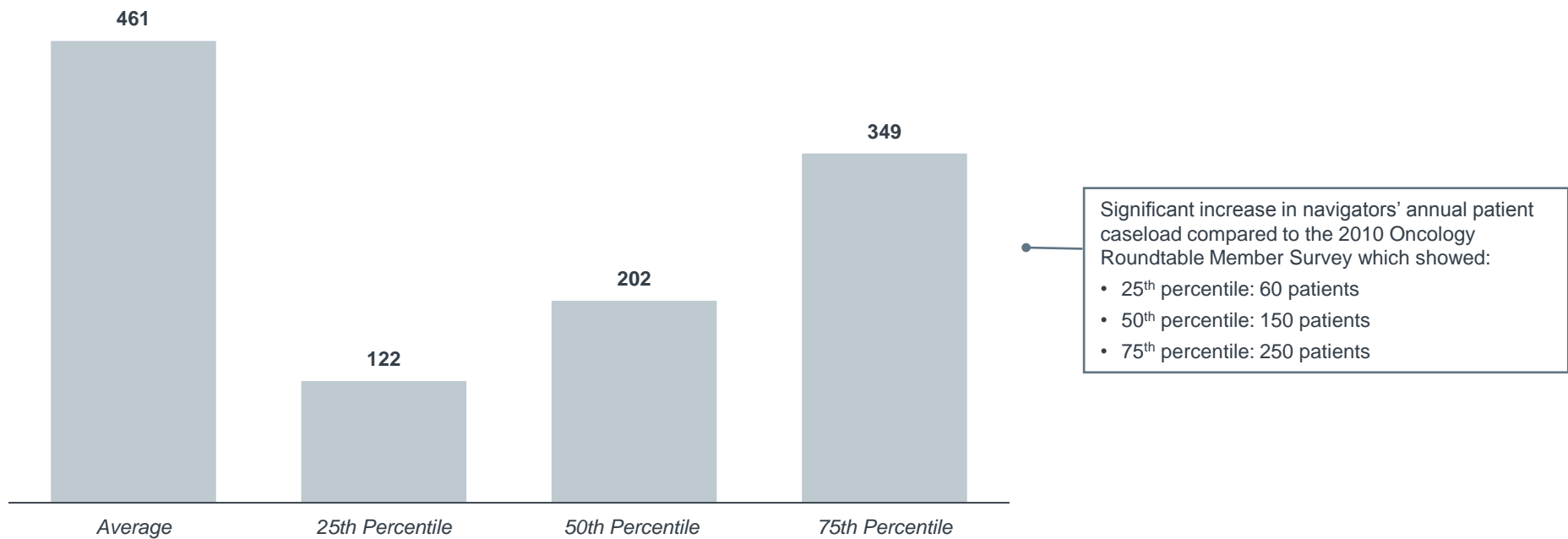
Annual Patient Caseload

Navigators Managed a Median of 200 Patients in 2014

What was the approximate number of patients managed by each individual clinical navigator at your cancer program in 2014?




Respondents were asked to only include patients who received at least one of the services listed on the previous page from a clinical navigator.

n=116



Source: 2015 Oncology Roundtable Cancer Support Services Survey.

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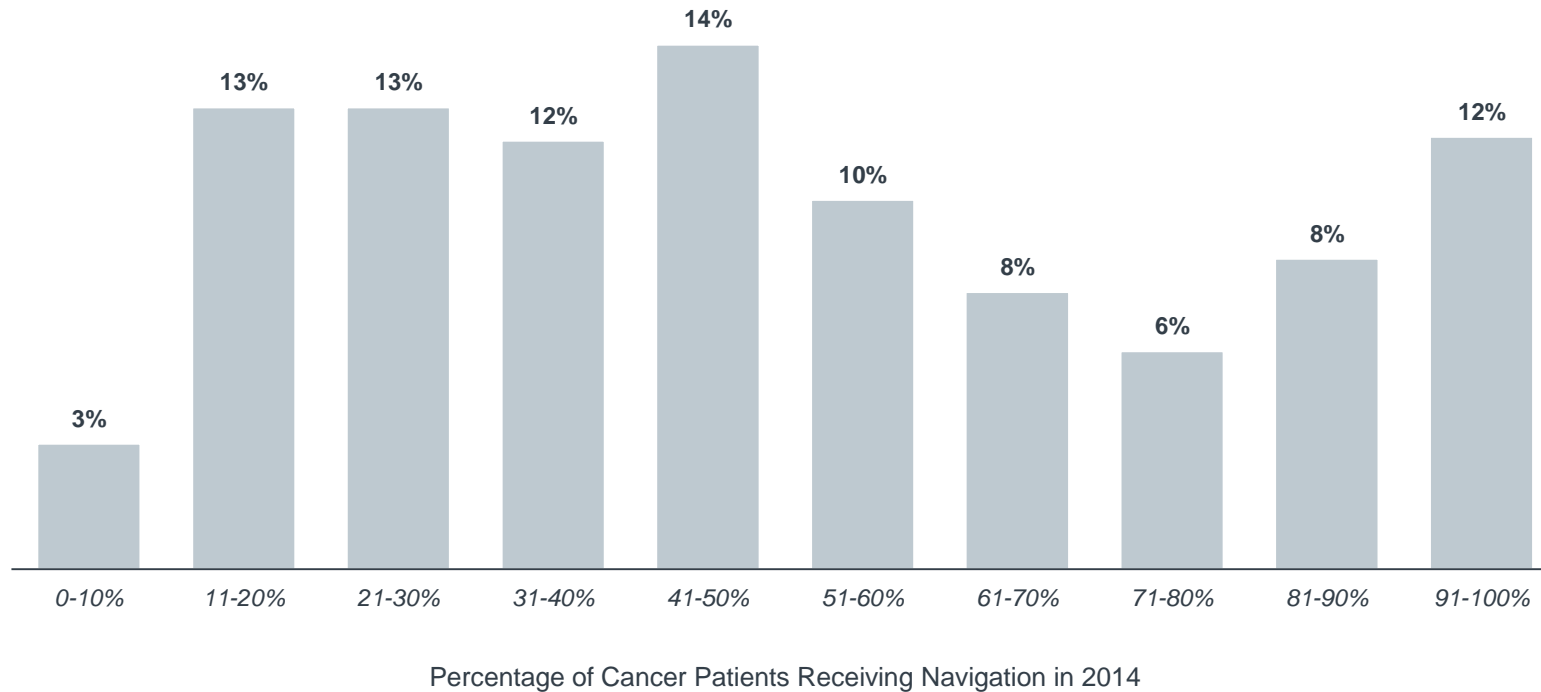
Providing Navigation to Cancer Patients

Only 12% of Respondents Provide Navigation to All Patients

Approximately what percentage of your cancer patients received navigation services across 2014?¹

Percentage of Respondents²

n=120



1) Respondents were asked to include only those patients who received at least one of the services on slides 9 and 14 from a navigator.
2) Answers due not sum to 100% due to rounding.

Source: 2015 Oncology Roundtable Cancer Support Services Survey.

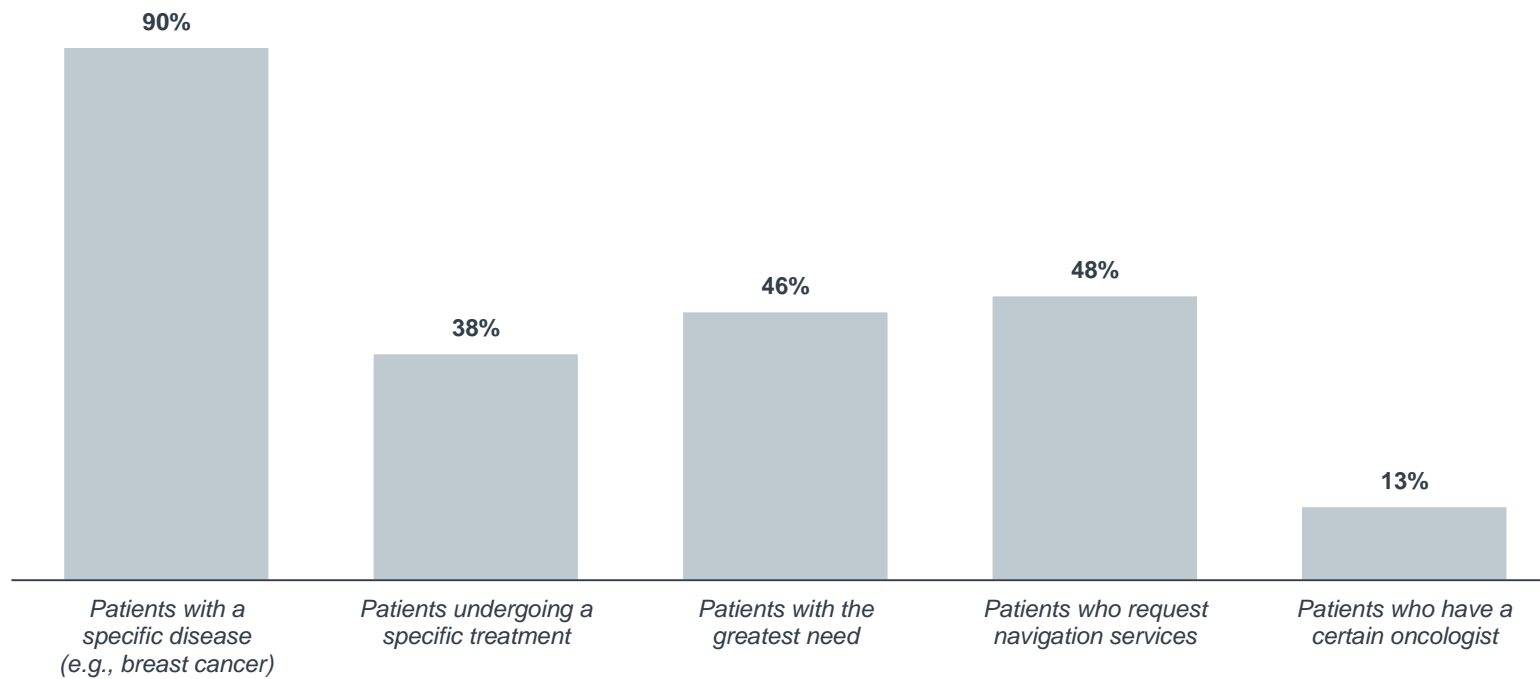
Targeting Navigation to Specific Patient Populations

90% of Programs Provide Navigation to Patients with Specific Disease

Which of your cancer patients receive navigation services?

Percentage of Respondents¹

n=112



1) Respondents were asked to select all that apply.

Source: 2015 Oncology Roundtable Cancer Support Services Survey.

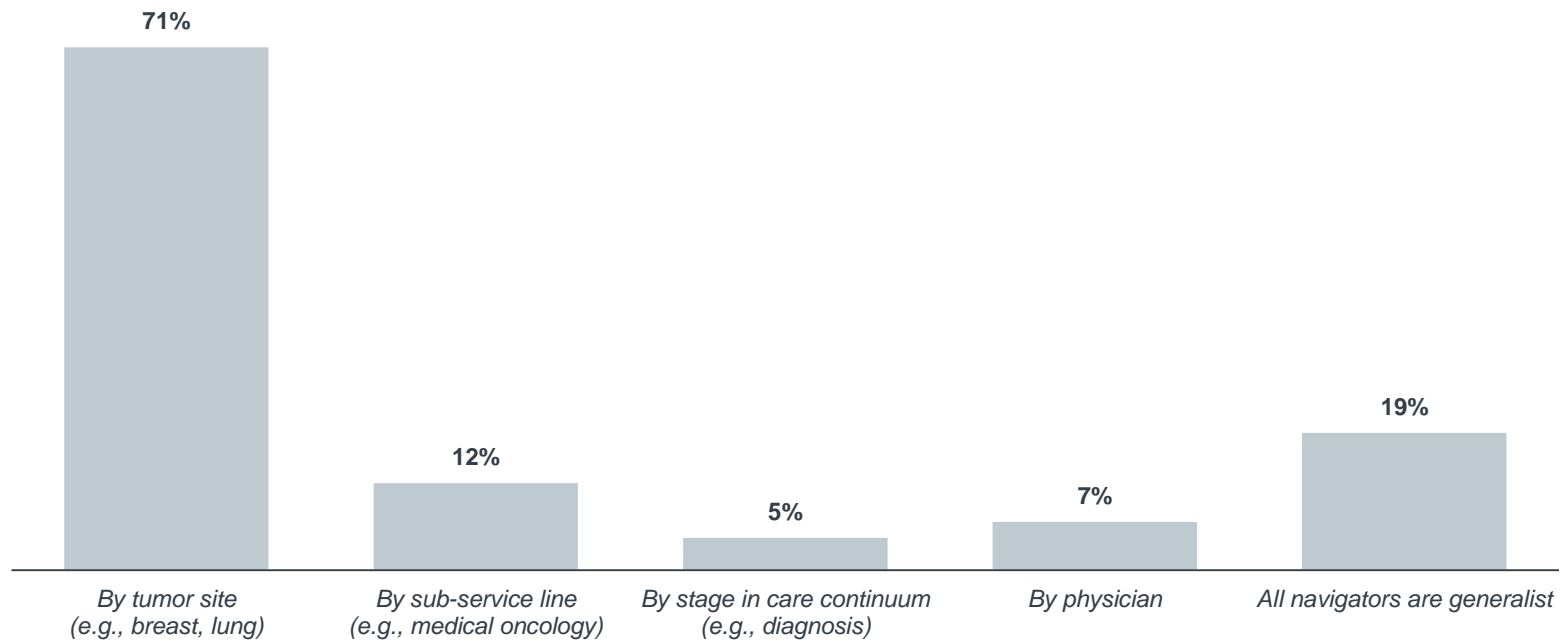
Organizing Navigators by Tumor Site

Over 70% of Programs Organize Navigators by Tumor Site

How are your navigators organized?

Percentage of Respondents¹

n=134



1) Respondents were asked to select all that apply.

Source: 2015 Oncology Roundtable Cancer Support Services Survey.

Navigators Dedicated to Each Tumor Site

Breast and Lung Most Likely to Have Dedicated Navigators

How many FTE navigators are dedicated to each tumor site?

FTE Navigators per Tumor Site¹

| Tumor Site | Number of Respondents | Percentage of Respondents with Tumor Site-Dedicated Navigators | Average | 25 th Percentile | 50 th Percentile | 75 th Percentile |
|----------------------------|-----------------------|--|---------|-----------------------------|-----------------------------|-----------------------------|
| Breast | 93 | 97% | 1.4 | 1.0 | 1.0 | 1.8 |
| Lung | 78 | 81% | 0.9 | 0.5 | 1.0 | 1.0 |
| Colorectal | 54 | 56% | 0.7 | 0.3 | 0.5 | 1.0 |
| Head and Neck | 52 | 54% | 0.8 | 0.3 | 0.5 | 1.0 |
| Upper GI | 44 | 46% | 0.7 | 0.3 | 0.5 | 1.0 |
| Prostate | 40 | 42% | 0.5 | 0.2 | 0.5 | 1.0 |
| GU (e.g., bladder, kidney) | 31 | 32% | 0.5 | 0.2 | 0.5 | 1.0 |
| Gynecologic | 34 | 35% | 0.8 | 0.3 | 0.8 | 1.0 |
| Brain, Neurologic | 29 | 30% | 0.6 | 0.2 | 0.5 | 1.0 |
| Melanoma | 23 | 24% | 0.6 | 0.1 | 0.5 | 1.0 |
| Blood, Lymphatic | 28 | 29% | 1.2 | 0.1 | 1.0 | 1.4 |

1) Only includes respondents who indicated that navigators were organized by tumor site.

Source: 2015 Oncology Roundtable Cancer Support Services Survey.

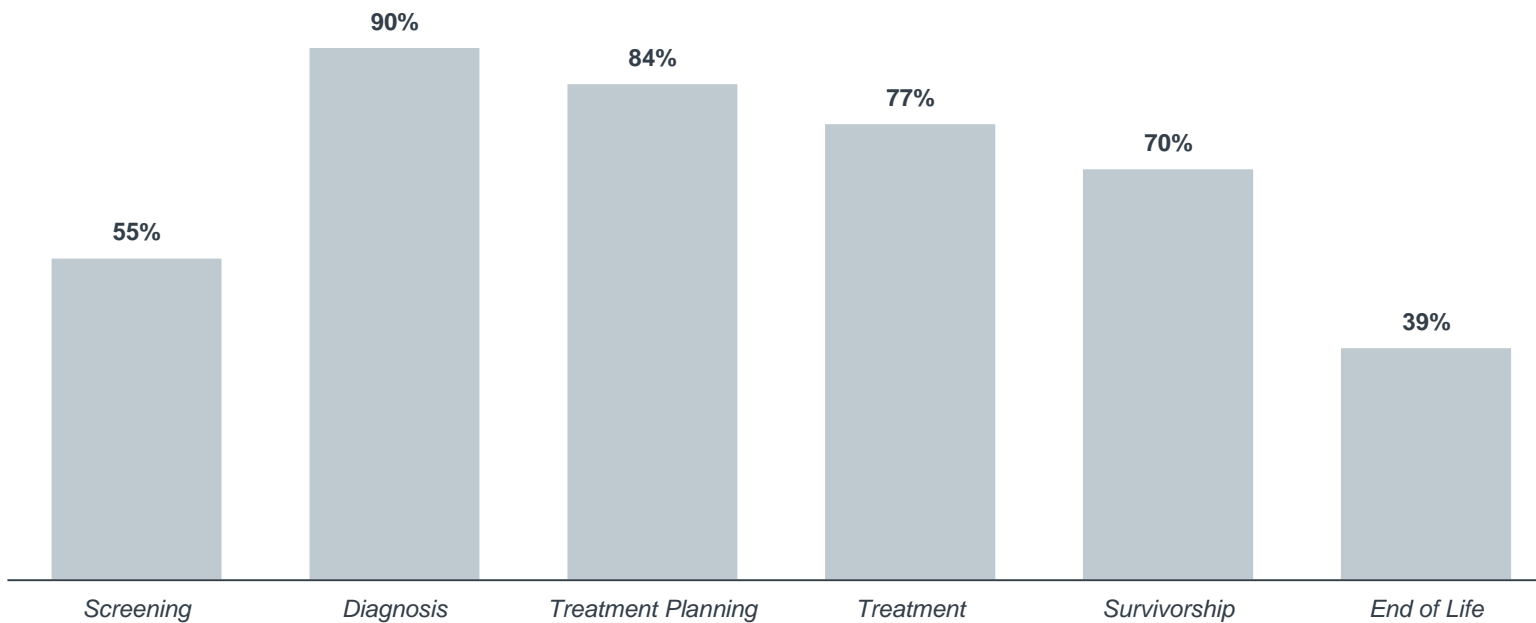
Navigating Patients Across the Continuum

Cancer Program Navigators Manage Patients from Diagnosis Through Survivorship

During which phases of the care continuum do your navigators manage patients?

Percentage of Respondents¹

n=132



1) Respondents were asked to select all that apply.

Source: 2015 Oncology Roundtable Cancer Support Services Survey.

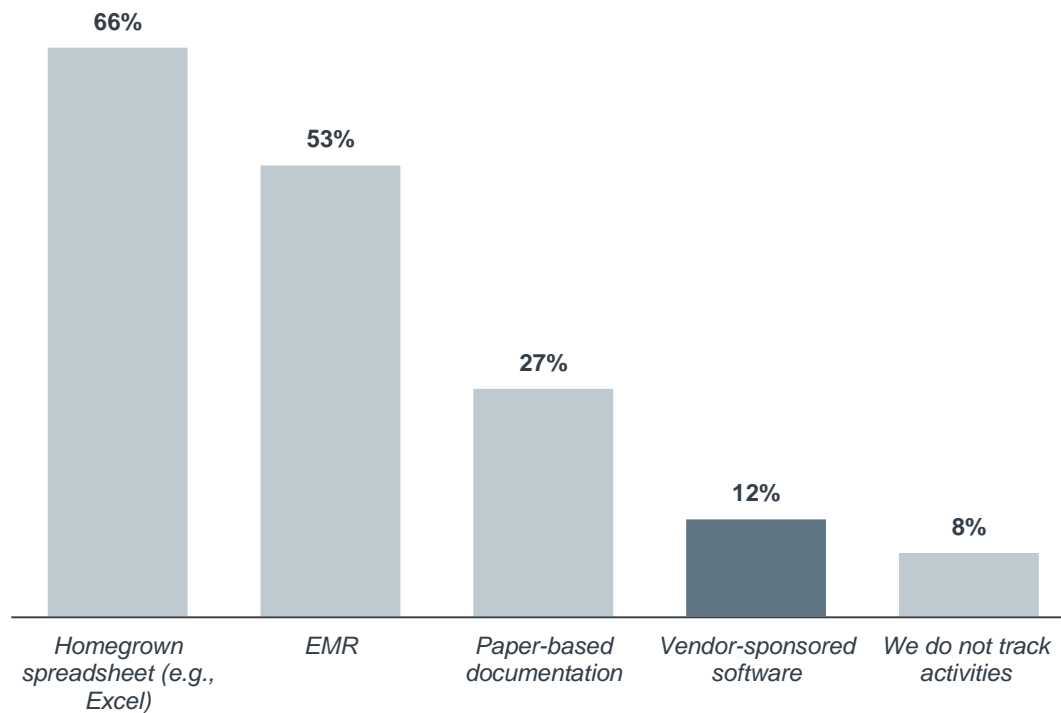
Tracking Navigators' Activities

Most Programs Rely on Homegrown Spreadsheets, EMR

How do navigators at your organization track their activities and/or outcomes?

Percentage of Respondents¹

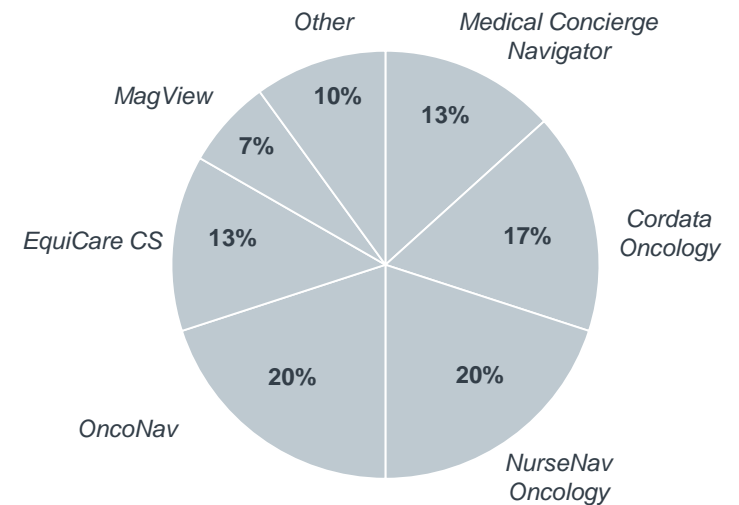
n=131



Which vendor-sponsored navigation software have you purchased?

Percentage of Respondents

n=15



1) Respondents were asked to select all that apply.

Source: 2015 Oncology Roundtable Cancer Support Services Survey.

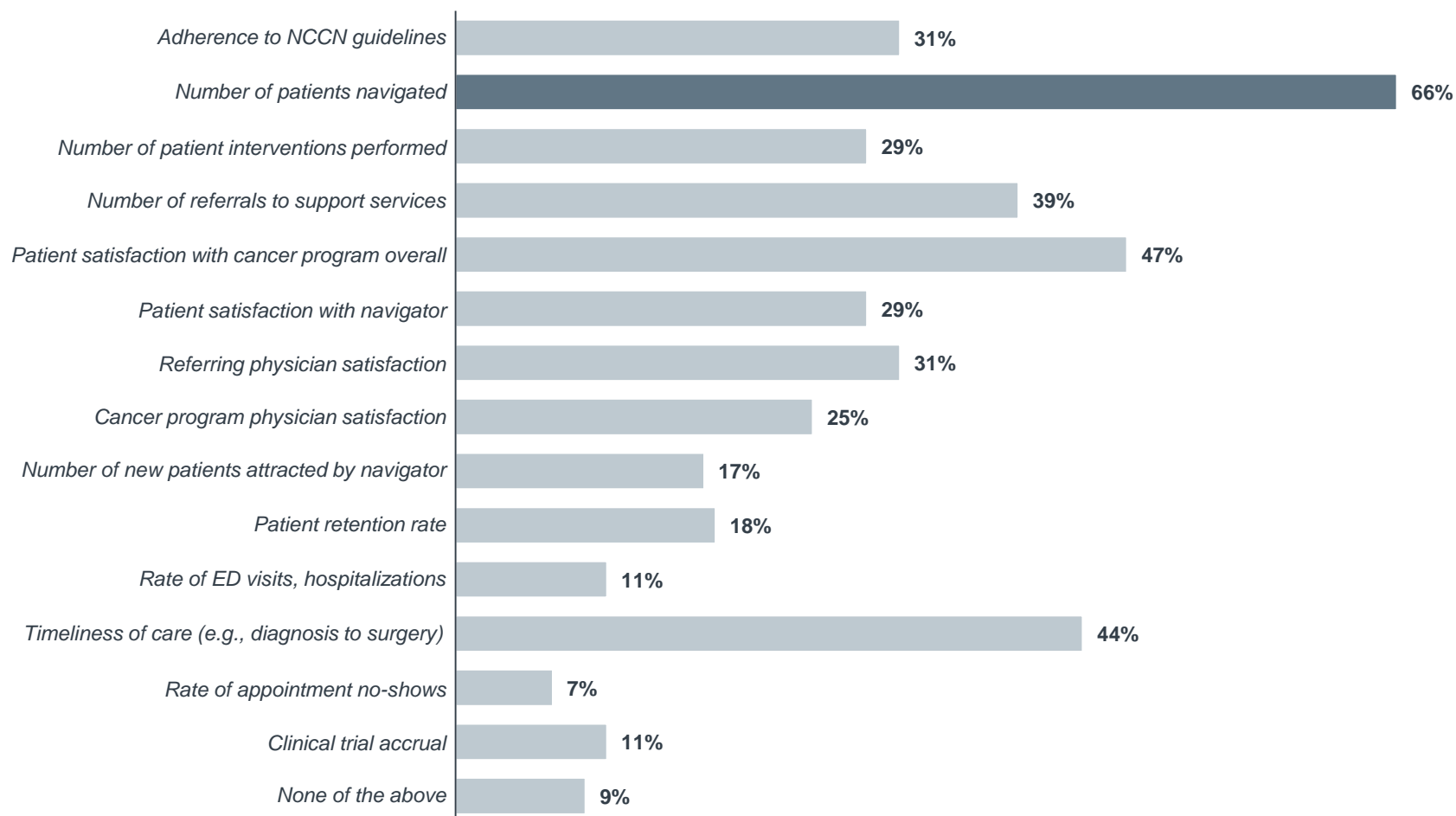
Measuring Navigator Effectiveness

Two-Thirds of Programs Measure Number of Patients Navigated

Which of the following metrics does your cancer program use to measure navigator effectiveness?

Percentage of Respondents¹

n=132



1) Respondents were asked to select all that apply.

Source: 2015 Oncology Roundtable Cancer Support Services Survey.

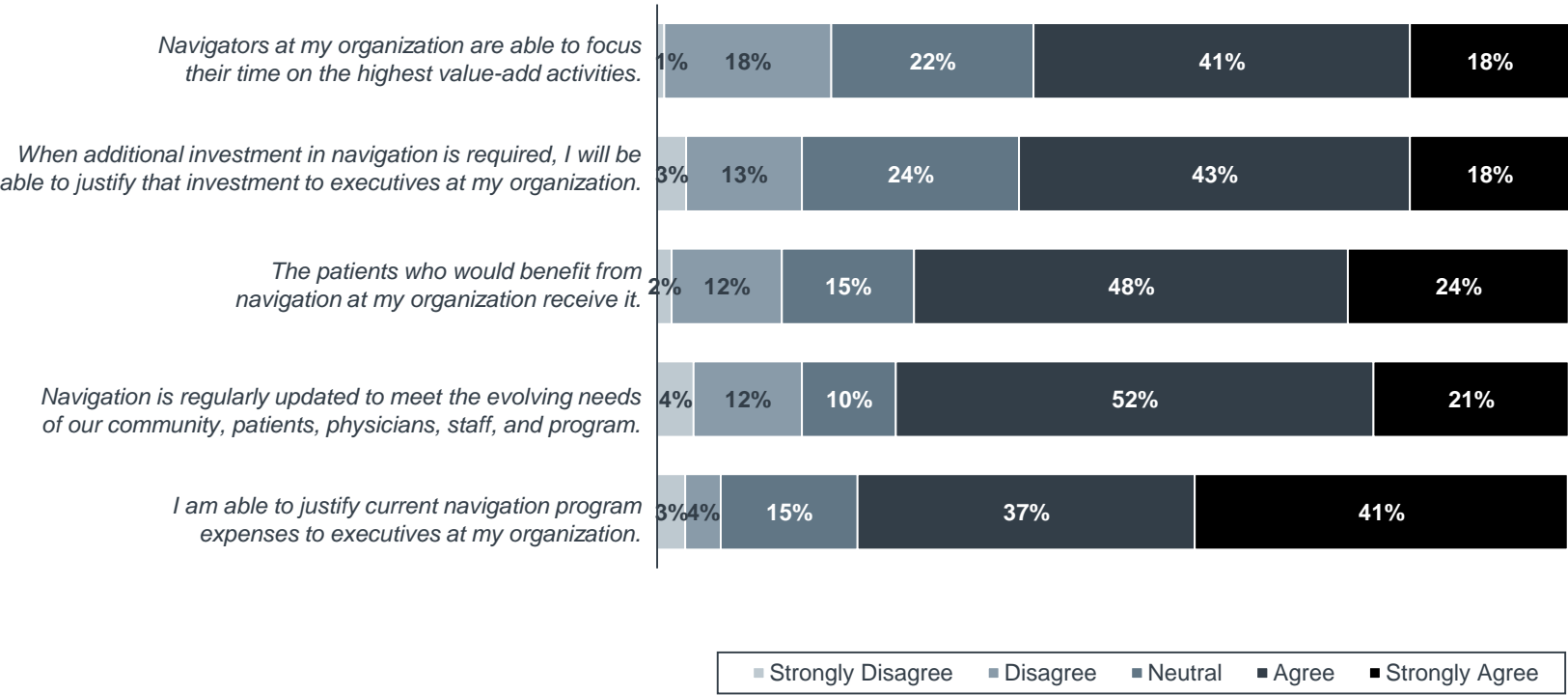
Program Performance

Justifying Expansion and Achieving Top-of-License Practice Are Areas of Concern

Level of Confidence in Navigation Program Performance

Percentage of Survey Respondents

n=123



Source: 2015 Oncology Roundtable Cancer Support Services Survey.



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