

Lightyear Hospital¹ Advanced Practitioner Navigator Business Case

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Oncology Service Line

TO: PAC members
FROM: [Lightyear Hospital¹ Cancer Program Administrator]
DATE: 1-5-16
RE: Navigator / Survivorship Program

S	<p>Situation</p> <p>Early in 2015 it was approved for an RN to join the navigation program as a means of downsizing the Ambulatory Infusion staff and developing the Navigation /Survivorship program. The Ambulatory Infusion Center (AIC) had a charge nurse with many years of experience that was interested in filling the position on a part time basis and the AIC at that time did not intend to continue the charge nurse role. This change was approved by the Administrator of Ambulatory Services and PAC. Due to changes in the AIC, the nurse that was going to take the position was never able to work in that role. At this point, she has decided to stay with the AIC, leaving the position vacant. We would like to fill that position with a 0.5 FTE APP (advance practice professional) that can bill for the Survivorship care plan visits with each patient as well as take on other more complex navigation responsibilities such as Lung Cancer Screening follow up.</p>
B	<p>Background</p> <ul style="list-style-type: none"> • In 2015, according to the American College of Surgeon's Commission on Cancer Accreditation Standards we were required to create and deliver a care plan to 10% of our cancer patients which was 45 patients. In 2016 we will be required to give care plans to 25% of our patients which will be about 113 cases. In 2017 we will be required to 50% (225 cases) and 2018, 75% (338 cases). • We expected to have the physicians create the Survivorship care plans and the Oncology Nurse Navigators would present them to the patients. This has proven to be very time consuming for the physicians and by the end of the year, we were close to not achieving the required percentage of patients so the CNS completed many of the plans so that the Nurse Navigator could present them. The CNS has expanded her role beyond the Clinical Trials program, a percentage of the chemotherapy education and currently is doing Genetic Counseling as well. We are building the Genetic Counseling program and expect her to see many more patients as we disseminate her information. She is not able to continue to complete the plans for the Medical Oncologists and still devote the time needed to her other duties. • Research on the Association of Community Cancer Center list serve shows that many organizations have an APP who completes and presents the care plans to the survivorship patients. This allows for an E&M charge to be billed, where our Nurse Navigator was not able to bill. • ACoS CoC Standards expected full implementation of Navigation Services and Survivorship Services last year (2015). Duties for the Nurse Navigators expanded with this implementation which necessitates Lightyear Hospital¹ having 1.5 FTE Nurse Navigators. • Association of Community Cancer Centers recommends a ratio of 1 navigator per 250 accessioned cancer cases. We accession about 450 cases per year so 1.5 Nurse Navigators would be within this guideline.
A	<p>Assessment</p> <ul style="list-style-type: none"> • Navigation program needs to expand to better meet ACoS CoC guidelines and the open position needs to be filled to allow us to do that • Survivorship program is increasing and needs dedicated employees to meet with patients at the end of their treatment and deliver care plans. Hiring a 0.5 FTE APP who can bill for these charges would show a return on

1) Pseudonym.

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	<p>investment.</p> <ul style="list-style-type: none"> An APP who makes \$45 per hour would have a gross annual salary of \$46,800. Their potential return for part of that is shown below. We were paying an RN around \$33 per hour for a gross salary of \$35,640. The difference of \$11,160 would almost be offset by the billing of even the lowest E&M code in the first year. <table border="1"> <thead> <tr> <th>E&M Code</th> <th>Lightyear Medical Group¹ Charge</th> <th>~Volume</th> <th>Gross Billing Potential</th> </tr> </thead> <tbody> <tr> <td rowspan="3">99212</td> <td rowspan="3">\$86.82</td> <td>113</td> <td>\$ 9,810.66</td> </tr> <tr> <td>225</td> <td>\$ 19,534.50</td> </tr> <tr> <td>338</td> <td>\$ 29,345.16</td> </tr> <tr> <td rowspan="3">99213</td> <td rowspan="3">\$171.33</td> <td>113</td> <td>\$ 19,360.29</td> </tr> <tr> <td>225</td> <td>\$ 38,549.25</td> </tr> <tr> <td>338</td> <td>\$ 57,909.54</td> </tr> <tr> <td rowspan="3">99214</td> <td rowspan="3">\$262.78</td> <td>113</td> <td>\$ 29,694.14</td> </tr> <tr> <td>225</td> <td>\$ 59,125.50</td> </tr> <tr> <td>338</td> <td>\$ 88,819.64</td> </tr> <tr> <td rowspan="3">99215</td> <td rowspan="3">\$371.60</td> <td>113</td> <td>\$ 41,990.80</td> </tr> <tr> <td>225</td> <td>\$ 83,610.00</td> </tr> <tr> <td>338</td> <td>\$125,600.80</td> </tr> </tbody> </table> <ul style="list-style-type: none"> Navigators start with the patient, do the patient chemo education and survivorship is the perfect closing of the loop Survivorship program and increased navigation services are reported by ACoS CoC to improve patient engagement Assistance with the creation of the survivorship care plans would be an excellent physician satisfier. 	E&M Code	Lightyear Medical Group ¹ Charge	~Volume	Gross Billing Potential	99212	\$86.82	113	\$ 9,810.66	225	\$ 19,534.50	338	\$ 29,345.16	99213	\$171.33	113	\$ 19,360.29	225	\$ 38,549.25	338	\$ 57,909.54	99214	\$262.78	113	\$ 29,694.14	225	\$ 59,125.50	338	\$ 88,819.64	99215	\$371.60	113	\$ 41,990.80	225	\$ 83,610.00	338	\$125,600.80
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R	<p>Recommendation</p> <p>The recommendation would be to:</p> <ul style="list-style-type: none"> Create a new Job Description for the APP Nurse Navigator role New Job Description – Attachment A Allow for posting the Oncology Nurse Navigator / APP 0.5 FTE position 																																				

Attachments

Attachment A:

APP Oncology Nurse Navigator

Job Code: Pay Grade: CNS or NP FLSA Type: Non-Exempt Effective:

Role Summary

The Nurse Navigator is the strategic point of contact for cancer patients and their families. The Nurse Navigator’s primary function is assisting patients and families through the healthcare system by assisting with access issues, developing relationships with service providers and tracking interventions and outcomes with the goal of achieving optimal patient outcome. The navigation process, driven by a community needs assessment, addresses healthcare disparities and barriers to care for patients. The Nurse Navigator serves as a single point of contact for referring physician, patients and caregivers to provide resources and assistance with accessing clinical and supportive care services while navigating patients through the diagnostic evaluation process. The Nurse Navigator assists patients in understanding their diagnosis, treatment options and the resources available, including educating patients about appropriate clinical research studies and technologies, chemotherapy and other treatment options. The Nurse Navigator would perform

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Survivorship duties by creating and delivering the survivorship care plan for all patients. The Nurse Navigator reports out at Cancer Committee quarterly regarding the flow of cancer patients through diagnostic and treatment pathways.

Core Responsibilities

1. Coordinates and facilitates activities to ensure delivery of quality patient care such as consultations, diagnostic tests or procedures and future appointments required for initial treatment (including but not limited to financial counseling, chaplaincy, social services, dietary, ancillary departments and support groups. Follows patient through the care continuum, including patient admissions, and collaborates with inpatient care management resources. Serves as a liaison between the Cancer Center and other ancillary areas to ensure the needs/concerns of the patient are met.
2. Assists patients in understanding their diagnosis, treatment options and the resources available. Performs patient chemotherapy education. Identifies and maintains materials and resources for cancer patients. Identifies patient / family individualized learning needs and implements measures to meet these needs based on patient/family capabilities to learn. Develops patient education programs and tools. Maintains confidentiality and actively supports patient/family rights. Identifies needs for support groups for patients and families and assists in coordinating and/or facilitating such groups.
3. Creates and delivers survivorship care plans, billing as appropriate.
4. Responsible for Lung Cancer Screening Program and the Lung Cancer Screening Registry. Will maintain records for patients that undergo screening, results and follow up schedule. Communicates with Medical Imaging, Radiologists and referring physicians as needed.
5. Seeks opportunities to participate in related community education activities and partners with professional community agencies and organizations to achieve improved prevention and screening in regional populations. Assists in assessing need for public awareness and educational programs related to cancer for men and women.
6. Builds relationships with referring physicians and ability to work collaboratively with multidisciplinary care team. Participates in the Cancer Conferences.
7. Develops and implements protocols to insure patients receive timely diagnostic and treatment information throughout the system. Tracks and documents the flow of patients through specific diagnostic and treatment pathways. Develops and maintains databases to track effectiveness of program, insuring the achievement of goals as developed by the service line, hospital staff, and physicians are met. Monitors navigation compliance with American College of Surgeon's Commission on Cancer accreditation with 3.1 Patient Navigation Process.
8. Participates in development of practice standards for the Oncology program and in development and evaluation of program quality metrics. Acts as a change agent for the Oncology program through formulation of new standards and policies.
9. Collaborates with Oncology leadership to maintain navigation program within fiscal parameters. Evaluates potential funding opportunities to support the mission and goals of the Oncology Service Line.
10. Assists in the identification of patients eligible for current research studies. Makes presentations about navigation and survivorship to required committee meetings, accrediting agencies, support groups, etc.

Skills, Knowledge, and Abilities

1. Ability to analyze and solve problems that require the use of basic clinical or technical principles. Recognize patients' changes, concerns, and determines best form of support

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for patient. Tolerance of ambiguity and the flexibility to respond to changing system needs.

2. Ability to solve practical problems and deal with a variety of complex situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Seeks input/resources of Oncology Product Line Director to facilitate decision-making process.
3. Demonstrates excellent communication skills. Develops and maintains effective communication with internal and external customers. Must be able to explain information to patients and families in a way that the patient understands, and or explain departmental or hospital procedure to employees, visitors and patients. Ability to read, analyze, and interpret professional journals, technical procedures or governmental regulations. Ability to write clear, professional, understandable reports and general correspondence.
4. Provides positive customer service by treating all customers (patients, visitors, physicians, etc.) with courtesy and respect.
5. Knowledge with organization, department and job specific policies, competencies and certifications.
6. Ability to demonstrate use of clinical skills in the area of cancer, cancer treatments and psychosocial impact of disease on recovery.

Minimum Hiring Requirements

- Master's Degree in Nursing, either CNS or NP
- RN licensure in the State of [Redacted]
- Three years nursing experience, including two years oncology experience
- Evidence of specialty training in oncology and cancer disease processes.

Requirements to be completed upon Hire

- Basic Life Support
- ONS Chemotherapy /Biotherapy Course completion

Preferred Qualifications

- Oncology Certified Nurse through Oncology Nursing Society
- Care management experience, with support group facilitation experience