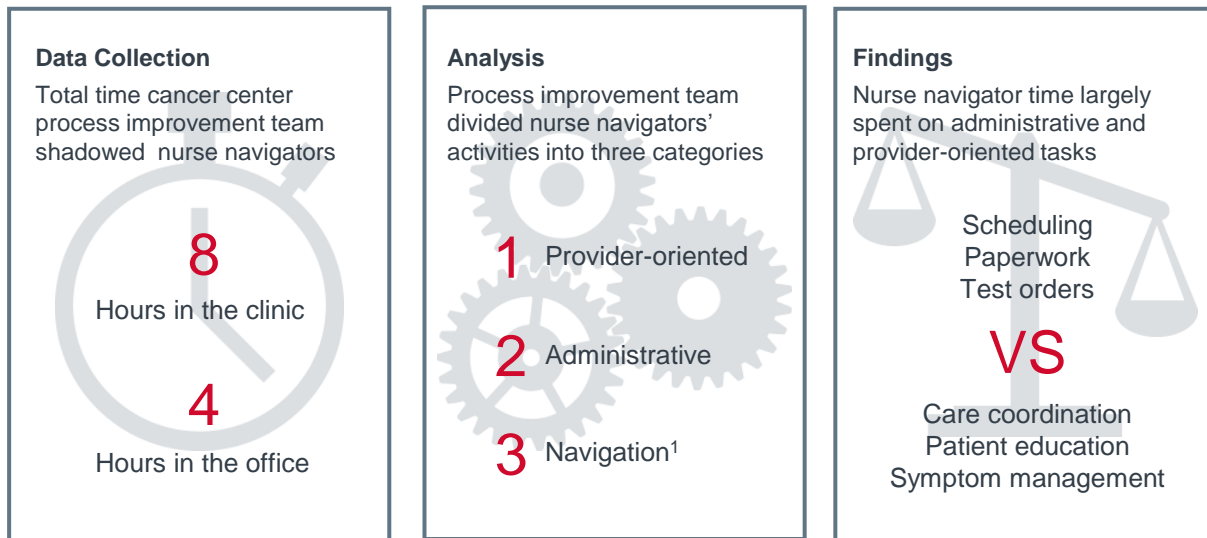


An Objective Evaluation of the Role

Time Study Helps Evaluate Use of Nurse Navigators

Nurse Navigator Time Study



¹) As outlined by the Oncology Nursing Society.

Time Studies a Good Way to Assess Navigator Work

Six Steps for Running a Time Study

1



Decide Goals

Clearly articulate the goals of the time study to stakeholders

2



Define Elements

Decide when and how long activities will be tracked

3



Choose Tracking Method

Identify data collection method, such as manual collection or online tools (e.g., Toggl)

4



Assign Responsibility

Determine who is responsible for tracking and reporting data

5



Analyze Results

Categorize activities and analyze time spent on each compared to ideal allocation

6



Create Interventions

Implement necessary changes and communicate changes to all internal stakeholders

Redefining the Navigator Role

Program Leaders Use Time Study Data to Educate Physicians

Administrators Use Time Study Results to Reinforce Navigator Role for Physicians



- Cancer program leaders present time study results to physicians to demonstrate inappropriate use of navigators
- Reiterate responsibilities of nurse navigators
- Secure executive support to reinforce message

Tips to Encourage Appropriate Use of Navigators

- Ask physicians to help set goals for navigation program
- Solicit physician input to develop scoped role of navigators
- Involve physicians in navigator resume review and hiring process
- Find regular opportunities to communicate the goals of navigation and navigators' responsibilities



Working Together to Change Physician Behavior

“Leadership and providers are collaborating to define the role and responsibilities of navigators.”

Michele Busshart, Nurse Manager Over Nurse Navigation