

Initial Results Tracking Patient Satisfaction in an Oncology Navigation Program

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Background:

Patient satisfaction is an important outcome measure in oncology navigation. Our cancer center participates in the National Cancer Institute Community Cancer Centers Program (NCCCP) which has a focus on patient navigation. The Navigation Assessment Tool developed by the NCCCP includes a section on Quality Improvement Measures supporting the importance of utilizing patient satisfaction data. The RN navigation team at Lehigh Valley Health Network (LVHN) developed and implemented a satisfaction survey in English and Spanish to evaluate aspects of navigation. Surveys were returned from 60 patients over a 6-month period of time.

Objective:

To evaluate patient satisfaction with navigation and use for process improvement.

Methods:

Creating Our Tool:

Surveys from four NCCCP sites, and Press Ganey questions used in the cancer center were reviewed. Navigators identified questions, related to aspects of navigation including communication, care coordination, referral to services, and support; operation issues such as ease of access to navigator and timely return of phone calls; and customer service items including courtesy and value of the navigator, and suggestions for improvement.

Our Navigation Team:

- 6 RN Navigators
 - Two for breast
 - One for thoracic
 - One for head and neck
 - Two bilingual – Spanish/English



The Tool:

- 18 questions
- 15 questions using 5 point Likert scale
- Two write-ins
- Two pages
- English and Spanish

Question	Strongly Dislike	Dislike	Neutral	Like	Strongly Like
1. I was able to get through to the navigator.	1	2	3	4	5
2. My calls were returned in a timely manner.	1	2	3	4	5
3. The navigator was courteous.	1	2	3	4	5
4. My navigator listened to my concerns.	1	2	3	4	5
5. My navigator was a friendly member of the healthcare team.	1	2	3	4	5
6. My navigator helped me get answers to my questions.	1	2	3	4	5
7. I understand what my navigator said.	1	2	3	4	5
8. My navigator answered questions in a way that was understandable.	1	2	3	4	5
9. My navigator provided support to my family members.	1	2	3	4	5
10. The support I got from the navigator helped me to get through my cancer.	1	2	3	4	5
11. The support I got from the navigator helped me to get through my treatment.	1	2	3	4	5
12. The support I got from the navigator helped me to get through my side effects.	1	2	3	4	5
13. My navigator helped me understand my care plan.	1	2	3	4	5
14. My navigator helped me understand my treatment options.	1	2	3	4	5
15. How often do you have any health concerns?	1	2	3	4	5
16. How often do you have any health concerns that you don't understand?	1	2	3	4	5
17. How often do you have any health concerns that you don't understand?	1	2	3	4	5
18. How often do you have any health concerns that you don't understand?	1	2	3	4	5

Using Our Tool:

- Each navigator mails the survey to the patient upon discharge from navigation.
- The patient receives the survey, a cover letter and a stamped, addressed, postage paid envelope.
- One navigator is assigned to receive and tally the surveys.
- The navigation team will review patient satisfaction every 6 months.

Our Tool Results:

- January – June 2013, 394 surveys were mailed to patients
- Sixty surveys returned (15% response rate).
- 4 Spanish, 56 English
- Average score 4.7 out of 5
- Range 4.51 – 4.81
- High Scoring questions related to customer service Question #3, #4 and #16
- Lower scoring questions related to aspects of navigation Question #9 and #11
- Lower scoring questions also had a higher response of non-applicable

What Did You Like Best About Having a Navigator?

English Comments:

- Having the availability to talk to a professional, knowledgeable person to answer my concerns.
- Excellent support throughout the process.
- I really appreciated the referral to the counseling program.
- Having a navigator was helpful in decreasing my anxiety – there is too much information online – it can be overwhelming.
- Very compassionate and helpful
- Being able to have a single point of contact
- She supported me at all times, even when I was so afraid & couldn't go on.

Spanish Comments:

- The treatment I received and the care.
- I was glad to share this journey with my navigator; she did a great job.
- She helped me understand many things, her explanations were excellent. She provided the support I needed in my language.
- Congratulations, an excellent program

Conclusion:

Overall patient satisfaction is high. The navigation team reviewed the results and chose one item for process improvement which was incorporated into their performance evaluation.

Goal:

- Improve timeliness of phone calls to patients.