The Development of Navigation Tools to Assess Medical and Social Barriers to Care

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The Development of Navigation Tools to Assess Medical and Social Barriers to Care

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The development of a comprehensive navigation role at LVHN began with the creation of navigation tools designed to assess the patient’s medical and social needs.

Using the Pre-Conference Presentation Worksheet, the Navigator can present a multifaceted overview of the patient’s medical and social history at Tumor Board, as well as any needs that should be addressed by the team at her MDC visit.

All documentation is done in the Access Data Base, including a page dedicated to identifying barriers to care and strategies and resources to overcome the barriers.

We reviewed the four most common barriers to care in our patient population: language barrier, no transportation to treatment appointments, uninsured or underinsured, and social or personal issues. The graph below looks at the 69 patients identified from 1/1/12 through 6/30/12 with these barriers, and the steps taken by the Navigator to help overcome the barriers.

| Barrier            | Number Identified | Referral | Service Provided
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Language</td>
<td>6</td>
<td>Bilingual navigator</td>
<td>Spanish interpretation</td>
</tr>
<tr>
<td>Transportation</td>
<td>14</td>
<td>Social worker</td>
<td>Spanish-speaking social worker</td>
</tr>
<tr>
<td>Uninsured/Underinsured</td>
<td>24</td>
<td>Financial counselor</td>
<td>Assistance with medical insurance, Medicaid/Medicare, and private insurance programs</td>
</tr>
<tr>
<td>Social/Personal</td>
<td>28</td>
<td>Cancer Support Team</td>
<td>Counseling and/or referral to local/regional national resources</td>
</tr>
</tbody>
</table>

All healthcare team members have access to the Patient Interview in MOSAIQ, and review before the team conference.

Immediately after Tumor Board the team sees the patient at her MDC visit.