



Work Design and Social Network of the Patient Navigator

NCI Patient Navigation Research Program



Boston University

University of Illinois at Chicago

University of Rochester



Patient Navigation Work Design

- Patient Navigation is based upon the 4 principles of Care Management
 - Identify client cases in need of navigation
 - Assess barriers to client care
 - Develop action plan with client to address barriers to completing care
 - Track client through completion of care



How Do Navigators Accomplish These 4 Tasks?

- How do they allocate their time across these 4 tasks?
- Are there other tasks they perform?
- Who do they interact with to accomplish these tasks?
- Are certain interactions more effective than others in navigation?



Example of Specific Question

- Patient needs appointment with Dr. Busy
- 11:00 am appointment next Tuesday
- Barriers
 - Transportation
 - Work schedule conflict
 - Arranging childcare
 - Insurance
- What will be most effective in helping patient?

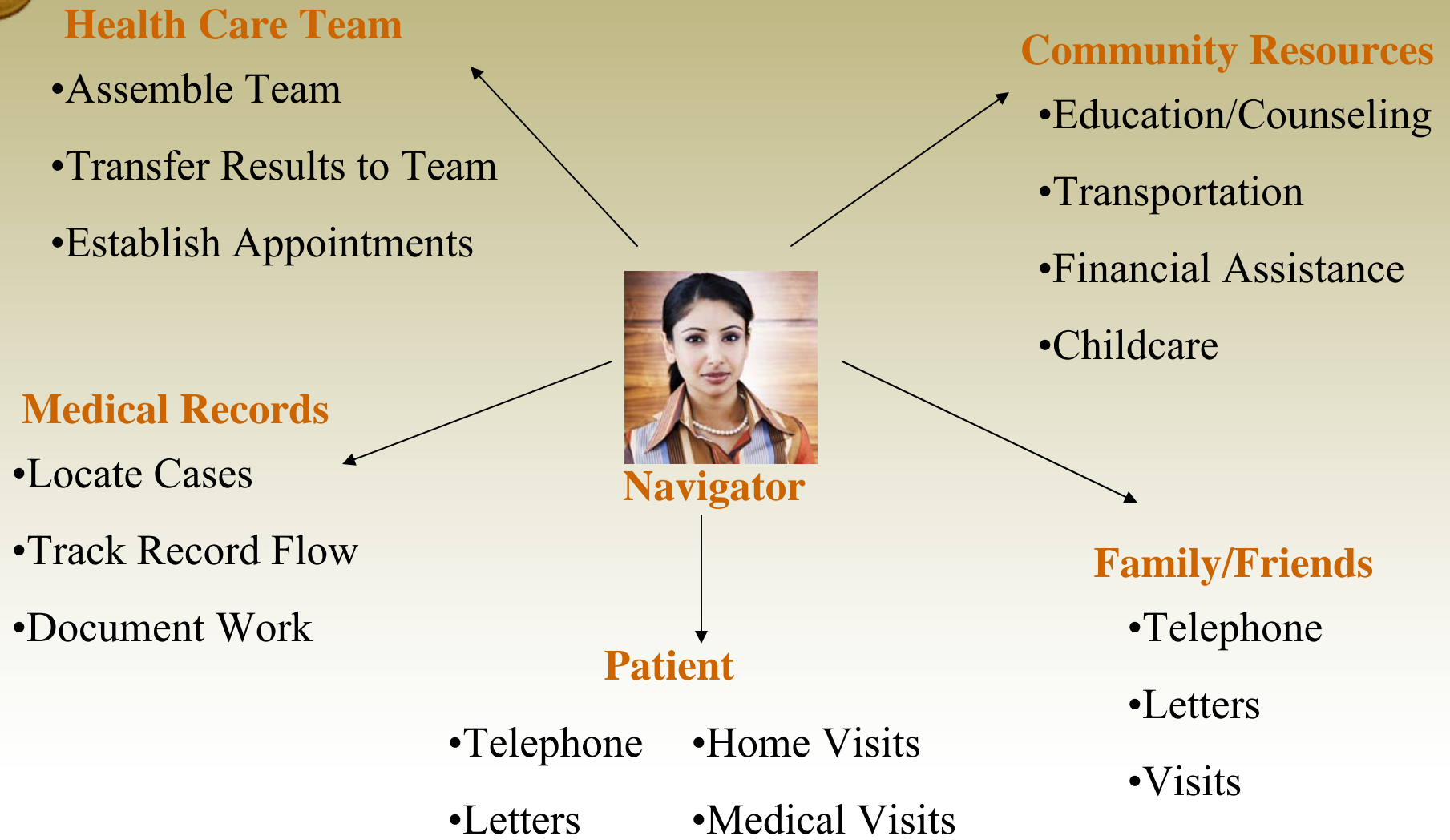


What Will Be Most Effective In Helping Patient?

- Talk to scheduler for another time
- Talk to Dr. Busy about accomplishing next step with phone call to patient
- Talk to family for help with childcare
- Talk to community agency for transportation
- Inform patient of FMLA for work absences
- Utilize hospital financial services to resolve insurance issues



How Do Navigators Spend Their Time?





Understanding Social Networks and Work Design of Patient Navigators

- Observing the experts – The Navigators
- Structured observation guide
 - Network of resources/people needed to navigate
 - Tasks they complete to navigate
- Link findings to patient outcomes for assessment of most effective strategies



Understanding Work of the Patient Navigator

Tasks	Social Network Domains			
	Patients	Providers/Care sites	Family/Friends	Community Resources
Provide and/or activate affective support				
Provide instrumental assistance to remove access barriers				
Activate patient toward self-management of care				



Thank You