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## Realizing Continuity of Care Through Oncology Nurse Navigation Electronic Documentation

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## Objectives

- ▶ Recognize how team collaboration can implement changes to improve patient outcomes.
- ▶ Verbalize how to conduct a workflow analysis.

## Oncology Navigation

- ▶ Oncology Navigation Nurses facilitate care of cancer patients and their families and caregivers in order to ensure the patient has the appropriate resources to help them overcome the healthcare barriers (Oncology Nurses Society, 2017)

## Background

- ▶ Providers concerns:
  - ▶ Locating the Oncology Navigation documentation
  - ▶ Lack of uniformity and standards in the Oncology Navigation documentation

## Background

- ▶ Task force Members
  - ▶ Inpatient Oncology Navigation Staff
  - ▶ Outpatient Oncology Navigation Staff
  - ▶ Breast Health Oncology Navigation Staff
  - ▶ Research Nurses
  - ▶ Medical Records
  - ▶ Informatics

## Focus

- ▶ For Oncology Navigators to work collaboratively together to create an electronic document that was:
  - ▶ Detailed
  - ▶ Met the ONS standards
  - ▶ Could easily be located in the electronic medical record (EMR) by all health care providers ensuring continuity of care.

## Methodology

- ▶ Real-time and retrospective Work Flow Analysis
- ▶ Team building exercises
- ▶ Developed a Process Improvement Plan
- ▶ Developed Documentation Standards following the ONS Standards
- ▶ Conducted a Pilot
- ▶ Revised the Document and made it House Wide.

## Real-time Work-Flow Analysis



## Real-time Work Flow Analysis Who is doing What?



## Retrospective Chart Analysis Where is the Oncology Note?

07/08/16	REG	OUT	UNC	INFCTR	Hackett, Melissa	C189
07/02/16	REG	OUT	IST	UNDIAG	Khatri, Janel	C18.7
06/27/16	REG	OUT	UNC	INFCTR	Khatri, Janel	C18.7
05/27/16	REG	OUT	IST	UNDIAG	Khatri, Janel	C18.7
05/09/16	REG	OUT	UNC	INFCTR	Hackett, Melissa	colon ca
04/13/16	REG	OUT	UNC	INFCTR	Hackett, Melissa	colon ca
04/13/16	REG	OUT	IST	UNDIAG	Khatri, Janel	Colon Ca
03/29/16	REG	OUT	UNC	INFCTR	Hackett, Melissa	Colon Ca
03/23/16	REG	OUT	IST	UNDIAG	Khatri, Janel	colon ca
03/09/16	REG	OUT	UNC	INFCTR	Khatri, Janel	colon ca
03/02/16	REG	OUT	IST	UNDIAG	Khatri, Janel	ca colon C18.7
02/28/16	REG	OUT	UNC	INFCTR	Khatri, Janel	C18.7
01/08/16	REG	OUT	UNC	INFCTR	Khatri, Janel	C18.7
12/28/15	REG	OUT	UNC	INFCTR	Khatri, Janel	C18.7
12/18/15	REG	OUT	IST	UNDIAG	Khatri, Janel	C18.7
11/22/15	REG	OUT	UNC	INFCTR	Khatri, Janel	C18.7
11/06/15	REG	OUT	UNC	INFCTR	Khatri, Janel	colon ca
10/26/15	REG	OUT	UNC	INFCTR	Khatri, Janel	C18.7
09/27/15	REG	OUT	IST	UNDIAG	Hackett, Melissa	colon ca
09/23/15	REG	OUT	IST	UNDIAG	Khatri, Janel	colon ca
09/04/15	REG	OUT	UNC	INFCTR	Hackett, Melissa	colon ca
08/14/15	REG	OUT	UNC	INFCTR	Hackett, Melissa	colon ca
08/11/15	REG	OUT	IST	UNDIAG	Khatri, Janel	colon ca
07/24/15	REG	OUT	UNC	INFCTR	Khatri, Janel	Colon Cancer
07/02/15	REP	OUT	UNC	INFCTR	Khatri, Janel	Colon Cancer
06/11/15	REG	OUT	UNC	INFCTR	Khatri, Janel	colon ca

## Retrospective Chart Analysis Oncology Note

Date	Note	Author	Status	Text
09/28/15 15:34	Nursing Note	Bronersky, Heather	Did you understand...	
09/25/15 11:55	Oncology Navigation	Yocum, Lauren	Met with pt, he...	

08/28/15 11:33 - Oncology Navigation by Yocum, Lauren  
 Note:  
 Met with pt, he presented an alert and interest. Without screening test completed by pt, he identifies some financial needs. He calls the doctor on a 4/10 that to every day the stressors and he reported that this was not a high level of stress. He reported treatments are an expense because of the high deductible. He reported that both money has associated with treatment payments in the past.  
 Since pt is "Can Cop" support group schedule.  
 Will follow up as needed.

## Team Building Two Birds with one Stone

- ▶ Utilized Oncology Navigation Meeting
- ▶ Developed Rules
- ▶ Paired up the Oncology Navigation Nurses
- ▶ Oncology Navigation Notes to Reports
- ▶ Developed one Document for all Oncology Navigators to use





### Oncology Navigation Reports

Date	Exam/Report	Rpt. Status	Transmit/Code	Author	Updated	Yes
04/25/17 07:45	Navigation Review	✓	Signed	Community Oncology	04/25/17	05/01/17
04/25/17 07:23	Care Report	✓	Signed	Community Oncology	04/25/17	05/01/17
04/25/17 07:22	Consultation	✓	Signed	Test Physician	04/25/17	05/01/17
04/25/17 07:21	Lab Blue Book	✓	Signed	Test Physician	04/25/17	05/01/17
04/25/17 07:20	Report	✓	Signed	Test Physician	04/25/17	05/01/17
04/25/17 07:19	Consultation	✓	Signed	Test Physician	04/25/17	05/01/17
04/25/17 07:17	Consultation	✓	Signed	Test Physician	04/25/17	05/01/17
04/25/17 07:15	Progress Notes	✓	Signed	Test Physician	04/25/17	05/01/17
04/25/17 07:14	Consultation	✓	Signed	Test Physician	04/25/17	05/01/17
04/25/17 07:14	Physician Notes	✓	Signed	Test Physician	04/25/17	05/01/17
04/25/17 07:14	Physician	✓	Signed	Test Physician	04/25/17	05/01/17
04/25/17 07:12	Progress Notes	✓	Signed	Test Physician	04/25/17	05/01/17
04/25/17 07:10	History & Physical	✓	Signed	Test Physician	04/25/17	05/01/17
04/25/17 07:09	Consultation	✓	Signed	Test Physician	04/25/17	05/01/17
04/25/17 07:08	Consultation	✓	Signed	Community Oncology	04/25/17	05/01/17
04/25/17 07:05	Care Report	✓	Signed	Community Oncology	04/25/17	05/01/17
04/25/17 07:04	Care Management	✓	Signed	Community Oncology	04/25/17	05/01/17
04/25/17 07:04	Physician Notes	✓	Signed	Test Physician	04/25/17	05/01/17
04/25/17 07:04	Physician	✓	Signed	Test Physician	04/25/17	05/01/17
04/25/17 07:03	Physician	✓	Signed	Test Physician	04/25/17	05/01/17
04/25/17 07:02	Physician	✓	Signed	Test Physician	04/25/17	05/01/17
04/25/17 07:01	Physician	✓	Signed	Test Physician	04/25/17	05/01/17
04/25/17 07:00	Physician	✓	Signed	Test Physician	04/25/17	05/01/17

### Oncology Navigation Reports



### Oncology Navigation Reports



### Outcomes

- ▶ Oncology Navigation Nurses became a cohesive team who are still meeting once a week. They continue to work on oncology issues and discuss cases to ensure all resources available are being utilized in order to provide excellent care to cancer patients.
- ▶ Physicians are able to locate the Oncology Navigation Report which allows for continuity in care across disciplines.
- ▶ The Oncology Navigation Report a comprehensive document that follows ONS standards for Oncology Navigation.

### Oncology Navigation Team



### Discussion Questions

- ▶ How did working in silos effect patient outcomes?
- ▶ How did working in silos effect the providers ability to navigate the record to find complete an accurate information?
- ▶ What are the barriers to documenting narrative notes compared to the benefits of utilizing template/structured documentation as it relates to health information management and data collection?

## Conclusion

- ▶ Through Oncology Nurse Navigation electronic documentation there is enhanced communications through all disciplines caring for the patient who has cancer. The patients are receiving the services they need to support them through a difficult diagnosis. The development of electronic documentation resulted in an Oncology Navigation Team becoming a cohesive group to ensure the patient is receiving continuity of care.

## References

- ▶ Oncology Nursing Society, (2017). Oncology nursing society oncology nurse navigator core competencies. Retrieved from: <https://www.ons.org>
- ▶ Kannampallil, T.G., Amraham, J., & Patel, V. L. (2016). "Methodological framework for evaluating clinical processes: A cognitive informatics perspective". *Journal of Biomedical Informatics*, 64, 342-351