

# Virtual Tour: New Online Component To The Paying For Colorectal Cancer Screening Patient Navigation Toolkit

*June 27, 2019  
2:00 – 3:00 PM ET*



## Purpose of Today's Webinar

- Take a guided tour of the online component to the Paying for Colorectal Cancer Screening Patient Navigation Toolkit
- Understand how to use the toolkit and interactive website to support your CRC screening navigation programs
- Hear from two experts on how users in different settings can use and apply the information
- Q&A

# Presenters

**Emily Bell (Co-moderator)**

Director, NCCRT – Colorectal Cancer Interventions

**Andrea (Andi) Dwyer (Co-moderator)**

Co-Director, Colorado Colorectal Screening Program

University of Colorado Cancer Center,  
Colorado School of Public Health  
NCCRT Steering Committee Member  
Co-Chair, NCCRT Evaluation and Measurement Task Group

**Chastity L. Dolbec, BSN, RN**

Director of Patient Care & Innovation  
Coal Country Community Health Center

**Victoria Brenton**

Reporting & Coordinating Manager  
Chronic Disease Prevention & Management  
Iowa Department of Public Health

# **Paying for Patient Navigation and Sustainability Planning: Toolkit, Online Portal and Technical Assistance**

Andrea (Andi) Dwyer: Project Lead

Co-Presenters: Victoria Brenton and Virtual -Chastity Dolbec

Advisory Committee: Over 20 People

Toolkit Development: Over 100 People

Funding: National Colorectal Roundtable

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# Run of Show for Webinar

1. Review Toolkit and Foundations of Sustainability
2. Tour of NEW Online Portal
3. Review Sustainability Assessment and Approaches
4. Technical Assistance and Sustainability
5. Approaches to Implementation of Toolkit and Online Tools
  - Colorado Examples-Utilizing All Tools: Toolkit and Assessments
  - Iowa Approaching Sustainability and Implementing Tools
  - North Dakota Showcasing Use of Online Portal and Sustainability Approaches

# Setting Expectations of Today

## Today **WILL!**

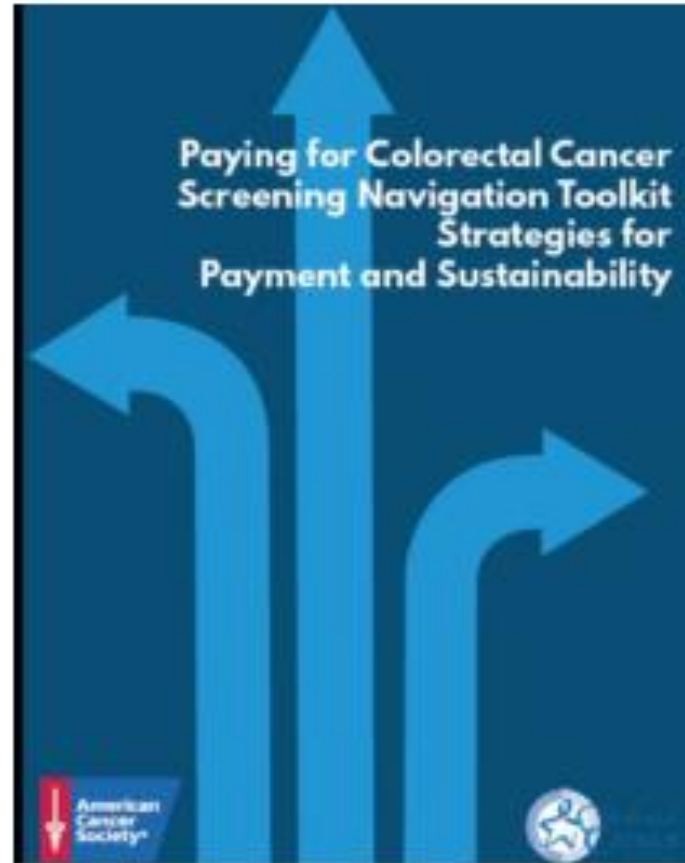
- Provide an approach to consider sustaining your navigation work-how to make sure at every point you are considering sustainability.

## Today **WILL NOT!**

- Train you on how to navigate patients
- Design your navigation program
- Provide a specific billing code or single strategy to think of paying for navigation or sustaining the work...

# Resources – “Paying for PN” Toolkit

<https://bit.ly/2EDpStZ>



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Version 1.0 Released in 2017 Toolkit  
Version 2.0 Released June 2019!

# What does sustainability mean to you?

What are 2-3 things that you think about when you consider sustainability of a cancer screening or patient navigation program?

- Write in the Chat of the Zoom Tool:
  - 1)
  - 2)
  - 3)



sus·tain·a·bil·i·ty  
/səˌstānəˈbilədē/

**MORE THAN JUST ABOUT MONEY**



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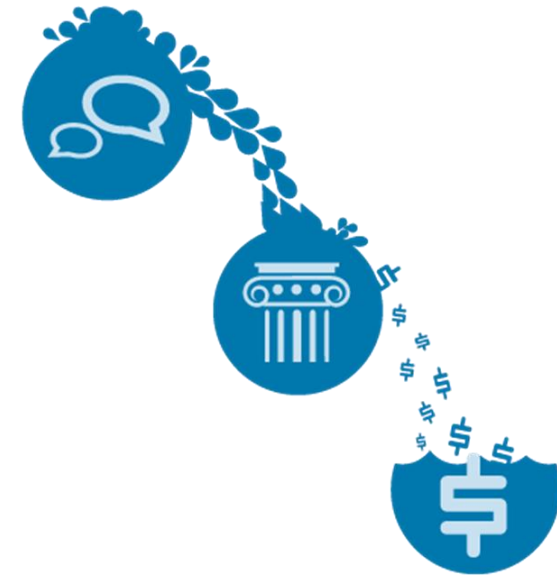
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# Washington University's Sustainability Framework

## Program Sustainability Framework



<https://sustaintool.org>



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# Online Portal Paying for Navigation

## The Purpose:

- Provide an Introduction to the Robust tools and Chapters of the Toolkit
- Engage Audience with Interactive Opportunities-Videos of Key Experts and Leaders to Help 'Unpack' Themes and Ideas
- Engage in an assessment to help people and programs at every stage consider where 'they are' in sustainability planning

## Let's Take a Tour!

<https://www.pnsustaincrc.org/index.html>

# The Team-Online Module and Technical Assistance Colorado



# Technical Assistance and Assessments

- Working with members of the Patient Navigator Training Collaborative-Dr. Patricia Valverde developed curriculum for sustainability centered around navigation
- The foundations are built off the Sustainability Foundations of the Toolkit and Online modules
- Assessments and goal setting of the team at-large drive the process
- Possible Opportunities for Inclusion in Training this Year or visit to inquire about brining facilitated discussions to your team/program:



# Patient Navigation Sustainability Assessment Tool (PNSAT) Report

## Patient Navigation for Preventive Cancer Screening Sustainability

Submitted by:  
Erin Martinez

Date: 4/1/2019

Many factors can affect sustainability, such as funding, organizational characteristics, availability of engaged champions and elements of evaluation and communication. The Patient Navigation Sustainability Assessment Tool (PNSAT) allows clinical settings to rate their patient navigation practice on the extent to which they have processes and structures in place that will increase the likelihood of sustainability. Assessment results can then be used to identify next steps in building practice capacity for sustainability in order to position efforts for long term success.

### Interpreting the Results

The table to the right presents your overall sustainability score and the average rating for each sustainability domain based on the responses you provided. The remainder of the document presents the ratings for indicators within each domain. There is no minimum rating that guarantees the sustainability of a patient navigation practice. However, lower ratings do indicate opportunities for improvement that a clinic system may want to

### Overall Score: 5.7

Domain	Domain Score
Engaged Staff & Leadership	6.6
Organizational Context & Capacity	5.2
Funding Stability	2.5
Engaged Community	6.7
Communication, Planning & Implementation	6.1
Workflow Integration	5.8
Monitoring & Evaluation	6.6
Outcomes & Effectiveness	6.5

1 = program has this to little or no extent

7 = program has this to a great extent

N/A = not able to answer

Adapted: Washington  
University: PSAT Sustain  
Tool-Dwyer, University of  
Colorado

# Setting a sustainability goal

- Consider the Sustainability Domains
- Identify successes and challenges
- What is an actionable sustainability planning goal you/your clinic can set for the next 12 months?
- What domains and activities will you need to consider to reach your sustainability goal?

# Identifying the sustainability planning team

- Who/what roles do you need to include in the sustainability planning process? At least 3-5 roles

# Sustainability Action Planning

- Discuss results with team – similarities, differences, strengths, weaknesses
- Identify 1-2 priority domains for change
- Describe:
  - Sustainability goal and question
  - Partners
  - Resources needed
  - Actionable steps and timeline
- Focus is on engaging in the iterative *process*



# Statewide Integration of Sustainability Implementation-Colorado

## Axis Health-Durango, Cortez, Pagosa Springs

Goal: Axis Health System will implement updated workflows for CRC screening and other preventive screenings/chronic conditions utilizing health navigation/community health workers, as well as an updated EHR, in order to: standardize processes across clinic sites that lead to short-term improvements in clinical team efficiency and long-term improvements in health outcomes and decreased costs

## Denver Health

Goal: The Denver Health Clinic will use cost and outcome data to make the business case to fund a full-time navigator position by the end point of the CCSP funding cycle in June 2021

# ALL CCSP Sites in 2019! 25 Systems

# 100 clinic sites!

## Melissa Memorial Hospital-Holyoke

Goal: By June 2021, Melissa Memorial will have increased their overall CRC screening colonoscopy rates to an average of 150 patients screened per year, with a focus on reducing refusal rates among patients that are contacted about screening through in-reach strategies and improving in-reach/outreach strategies to expand awareness and referrals among the northeastern Colorado Hispanic patient population

## Salud Family Health, Longmont and several Northern CO locations

Goal: By June 2021, Salud will make the business case for direct services reimbursement for navigation in collaboration with CCSP by demonstrating the value and effectiveness of patient navigation for potentially preventive cancer screening, cardiovascular disease, and diabetes management using case studies and patient outcomes data

## Uncompahgre Clinic – Norwood

Goal: Uncompahgre clinic will strengthen workflow integration and funding stability to maintain Tier 1 Status based on HRSA recommendations

# National Navigator Roundtable



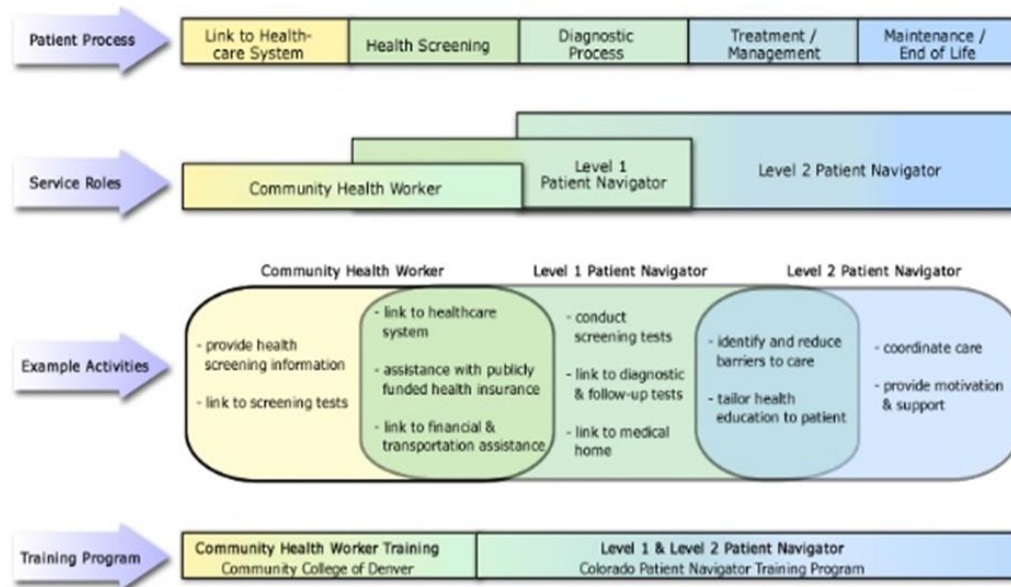
# Other Fantastic Resources to Aid in Training and Building Programs



Patient Navigator Training Collaborative

<https://patientnavigatortraining.org/>

Community Health Worker/Patient Navigation Model and Training Programs



Varying Levels for PNs:

- Level 1
- Level 2
- Supervisor
- E-Learning
- Special Concentration
- Care Coordination Focused
- Colorectal CRC Training-w/ CCSP

Erin Martinez: Manager and

# Other Resources for Implementation Tools

- GW Cancer Institute: Patient Navigation Modules for Cancer  
<https://smhs.gwu.edu/gwci/patient-care/patient-navigation>

- New Hampshire Colorectal Cancer Screening Program Patient Navigation Model Replication Manual

This manual provides specific information and tools to replicate the NHCRCSP patient navigation model. Detailed information is provided on implementing a model that improves completion of colonoscopy and follow-up, increases patient knowledge about their tests and results, and improves overall screening quality and patient satisfaction

<https://www.cdc.gov/cancer/crccp/pn-replication-manual.htm>



# Tools are Only As Good As They are Used!

North Dakota....CRC and Quality Mtg with FQHCs

**Toolkit in the Wild! Yes!**



# What To Do Next

- Go to Online Tool-Check It Out
- Take the Assessment!
- Use Assessment to Consider Sustainability for Your Programs
- Engage your team in the work to think about Sustainability
- Dig Into the Toolkit for More Examples and Ideas
- If you want dedicated assistance and Technical Assistance-we are here for you, contact us! [pnsustaincrc@gmail.com](mailto:pnsustaincrc@gmail.com)

Thanks for all you do....

University of Colorado Cancer Center

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# Iowa Department of Public Health



## Engaging Clinic By:

- Reviewing the online assessment and pulling questions to ask clinics
- Holding guided conversations
  - In-person with clinics to assess current status and planning future TA needs

*Protecting and Improving the Health of Iowans*





# Examples of Questions Asked

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## Review Evidence-Based Interventions Center Focused On:

- What colorectal cancer screening (CRCS) interventions were funded & implemented?
- What occurred in your center to implement these interventions?
- What policies have been created or improved?
- Does your center have a CRCS champion? If not, why?

## Sustainability Planning

- Does your center have a written sustainability plan?
  - If yes, please describe. Anything specific to patient navigations?
- Describe the current funding situation (other than this grant) supporting CRCS interventions & staff.
- How do you see your center contributing to the sustainability of your efforts to provide cancer screening and prevention patient navigation?

# Next Steps

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## Partnering with the Iowa Primary Care Association to:

- Hold onsite visits to assess clinic staff & expand beyond QI Directors and Patient Navigators
  - Include clinic leadership, MAs, IT, fiscal, front desk staff
- Goal: To strategize with clinics to determine key needs and prioritize focus over next 12 months

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# Questions



# Thank You!

- Andi Dwyer
- Chastity Dolbec
- Victoria Brenton
- The nearly 100 people who helped in this effort!

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## Join us for the following upcoming webinar:

**Tuesday, July 16th, 2:00 PM EST**

**80% In Every Community Communications Guidebook:  
Recommended Messages For Reaching The Unscreened**

Registration available at [www.nccrt.org](http://www.nccrt.org).

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Facebook: [www.facebook.com/coloncancerroundtable](http://www.facebook.com/coloncancerroundtable)

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