

North Carolina Breast & Cervical Cancer Control Program (BCCCP)

BCCCP Patient Navigation (PN) Policy	Category/Number: N/A
Approved By: <u>Kimberly McDonald</u> BCCCP Medical Advisor <u>Heather Dolinger</u> BCCCP Program Manager	Section: NC BCCCP Training Manual - Appendices Programs: BCCCP
Effective Date: 5/04/2015 Current Revision Effective Date: 7/1/2022 Revision History Date/s: 4/01/2021; 8/30/2021; 12/12/2024	Review Date/s: 5/30/2017; 3/29/2018; 3/11/2019; 4/01/2021; 7/31/2024 <hr/> <hr/>

Purpose:

- To ensure that women enrolled in BCCCP receive timely and appropriate diagnostic and treatment services.
- To identify non-medical patient barriers, such as transportation, scheduling, and lack of understanding about the need for or nature of follow-up procedures.
- To overcome these barriers (to the extent possible) so that the patient can keep follow-up appointments and take action on recommendations.

Policy:

It is the policy of BCCCP to follow the recommendations of the Center for Disease Control and Prevention (CDC)'s National Breast and Cervical Cancer Early Detection Program (NBCCEDP), including recommendations based on the Screening and Diagnostic Services Chapter of the *NBCCEDP Program Guidance Manual*. Patient navigation (PN) is defined by the CDC as "individualized assistance provided to patients to help overcome barriers and facilitate timely access to quality screening and diagnostic services, as well as initiation of timely treatment for those diagnosed with cancer."

All patients enrolled in BCCCP must be assessed for barriers and need of PN services. When needed, patients should be provided any necessary services (to the extent possible) to help overcome barriers. Not all people will need or accept help overcoming barriers; however, all must be assessed so a determination of need can be made.

Patient navigation services conclude when a client completes screening and/or diagnostic services, initiates treatment, refuses treatment, or is no longer eligible for BCCCP services. When a patient concludes cancer treatment, has been released by a treating physician to return to a schedule of routine screening, and continues to meet BCCCP eligibility requirements, they may return to the program and receive all its services.

Responsibilities: Local BCCCP Providers

Procedure:

The BCCCP PN policy outlines the key elements of PN. Although PN services vary based on an individual's needs, at a minimum, PN for women served by BCCCP must include the following activities:

1. Assessment of individual patient barriers to cancer screening, diagnostic services, or initiation of cancer treatment.
2. Patient education and support.
3. Resolution of identified patient barriers (e.g., transportation, translation services, etc.) to the extent possible.
4. Patient tracking and follow-up to monitor patient progress in completing screening, diagnostic testing, and / or initiation of cancer treatment.
5. A minimum of two, but preferably more, contacts with the patient, due to the centrality of the patient-navigator relationship.
6. Collection of data to evaluate the primary outcomes of PN – cancer screening, diagnostic testing, final diagnosis, and treatment initiation and completion (if needed).
7. Linking patients to other needed health, community, and social services.

Terminating Patient Navigation - Depending on screening and diagnostic outcomes, PN services are terminated when a client (1) completes screening and has a normal result; (2) completes diagnostic testing and has normal results; (3) initiates cancer treatment; or (4) refuses treatment.

Legal Authority: N/A

References:

DP22-2202 Program Manual: Part I Program Implementation (v.1.1, August 2022)