Initial Outcomes of a Patient Navigation Program
Satisfaction Survey
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BACKGROUND
The specialized field of Patient Navigation (PN) is evolving into an essential role in the oncology patient care continuum. The rapidly changing landscape of “value-based” cancer care has increased the need of PN programs to measure, analyze, and report-out on patient satisfaction survey results. Currently, limited data with mixed results exists on the impact of PN programs as it pertains to the overall patient experience (1,2,3). Measuring the impact of a PN program on overall patient experience will demonstrate the value, efficacy, and sustainability of the growing field.

METHODS
A team of ten Navigators from strategic locations across a large healthcare system volunteered to participate in the creation of a PN patient satisfaction survey tool. The team worked with leadership, the Office of Patient Experience (OPE), and Press Ganey to develop a twelve-question survey to measure patient satisfaction and identify key opportunities for improvement within the PN program. Survey questions were comprised of 3 multiple choice, one yes/no, and 8 formatted with a 5-point Likert scale. Each question also included an open text comment box. A link to the survey is sent via email to patients within 2-6 weeks after initial referral to PN. Patients who transfer care before their initial appointment and lung cancer screening patients are excluded from the survey. Only surveys sent from a single PN program location were included in this current study.

RESULTS
From July 1, 2017 to April 30, 2018, 419 patients were emailed the PN Survey. A total of 56 surveys were returned at a rate of 13.4%. Positive findings include: 85% strongly agreed the Navigator was friendly and helpful and 75% strongly agreed that PN improved overall cancer care experience. Opportunities for improvement were found in providing education, as only 55% strongly agreed that education was provided in a manner easily understood. Multiple open text responses also found that patients desired an earlier introduction into PN services.

My Navigator educated me about my diagnosis and treatment in a manner I could easily understand.

CONCLUSION
The PN patient satisfaction survey tool is still early in production. However, it has yielded timely information demonstrating the value, efficacy, and sustainability of PN and in identifying key opportunities for improvement. Discussions have begun as to how to use this feedback to improve services and increase patient satisfaction with cancer care.

References

For more information, contact Patient Navigation at: 214.820.3535 or visit BSWHealth.org