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# Navigating the health care system: How nurses work with clients

## 在醫療系統中導航：護士與病人同行

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# Presentation outline

- \* Patients' experiences and perceptions in health care system
- \* Definition of navigation / patient navigation
- \* Nurses' role in patient navigation
- \* Expected outcomes of patient navigation

# What do you concern most?

## As healthcare providers...

- \* Patients' safety?
- \* Health outcomes?
- \* Quality of care?
- \* Duty of care?
- \* Mortality?
- \* Cost of care?

## As patients...

- \* Chance of recovery?
- \* Dysfunctions?
- \* Risks or complications?
- \* Time for rehabilitation?
- \* Cost?
- \* Death?
- \* **WHERE CAN I GET HELP?**



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<http://agirlandguy.blogspot.hk/2013/05/patient-advocatewhats-that.html>

# To whom should I talk?



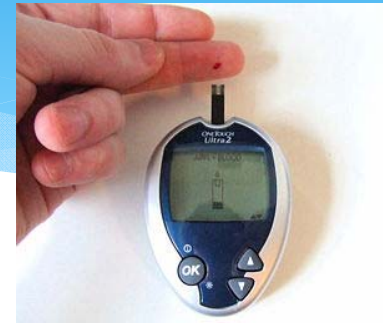
Is it easy to navigate the health care system?



# Navigating the Health Care System...

Patients are expected to:

- \* Fill up complex forms
- \* Read drug labels
- \* Follow the instructions from appointment sheets
- \* Share health history and treatments with different health service providers
- \* Engage in self-care and chronic illness management
  - \* Administer medications as prescribed
  - \* Reading glucose monitoring meters



[http://www.diabetesdaily.com/wiki/Glucose\\_meter](http://www.diabetesdaily.com/wiki/Glucose_meter)



# Health literacy (HL)

- \* HL is the degree to which **individuals** have the **capacity** to **obtain, process, and understand basic health information and services needed** to make appropriate health decisions
- \* HL is dependent on individual and systematic factors
- \* **HL affects people's ability to navigate the health care system**

(U.S. Dept of Health and Human Services, Office of Disease Prevention and Health Promotion:  
<http://www.health.gov/communication/literacy/quickguide/factsbasic.htm>)



# Navigating the health care system

(for those who are poor, old, less educated, illiterate, inadequate health literacy)



<http://www.rnpedia.com/home/blogs/barrierstohealthcare>

# What is patient navigation?

- \* PN focuses on the identification of individual **patient-level barriers** to accessing care.
- \* PN aims to reduce delays in accessing the continuum of care services, with an emphasis **on timeliness of diagnosis and treatment** and **a reduction in number of patients lost to follow up.**

(Wells et al., 2008;  
Patient Navigator Training Collaborative, 2013)

For example:

patients with poorly controlled  
diabetes (female, 48 yo)

# What do patient navigators do?

1. Overcoming health system barriers
2. Providing health education about the illness across the care continuum from prevention to treatment
3. Addressing patient barriers to care
4. Providing psychosocial support

# (1) Overcoming health system barriers

- \* coordinate diagnostic or treatment care from multiple providers,
- \* assist patients with completing medical paperwork, schedule, confirm, reschedule, and
- \* attend appointments, and facilitate patient-provider communication.

- \* Inadequate health literacy
  - \* Drug labels ???
- \* Financial barriers
  - \* Pay \$10 per drug ???
- \* Not accept the diagnosis

## **Possible actions:**

- \* **Contact PCP**
- \* **Help communicate her needs, concerns and barriers to care**

## (2) Providing health education about the illness

- \* provide written information
- \* discuss diagnostic and genetic tests
- \* discuss treatment options
- \* answer patients' questions

- \* Does not believe the diagnosis
- \* Non-compliance to drugs due to work

### **Possible actions:**

- \* **Arrange appointment with PCP or DM nurse**
- \* **Discuss treatment plans and work schedule**

## (3) Addressing patient barriers to care

Address issues such as:

- \* lack of transportation
- \* financial and insurance barriers
- \* lack of child care
- \* Lack of language ability
- \* low health literacy or low literacy

Possible actions:

- \* **Assess health literacy**
- \* **Review understanding of care plan – using TEACH BACK technique**
- \* **Seek for financial subsidy**
- \* **Use appropriate language (Grade 4 or below)**

## (4) providing psychosocial support

- \* provide directly OR
- \* refer to other professionals, support groups, community resources providers

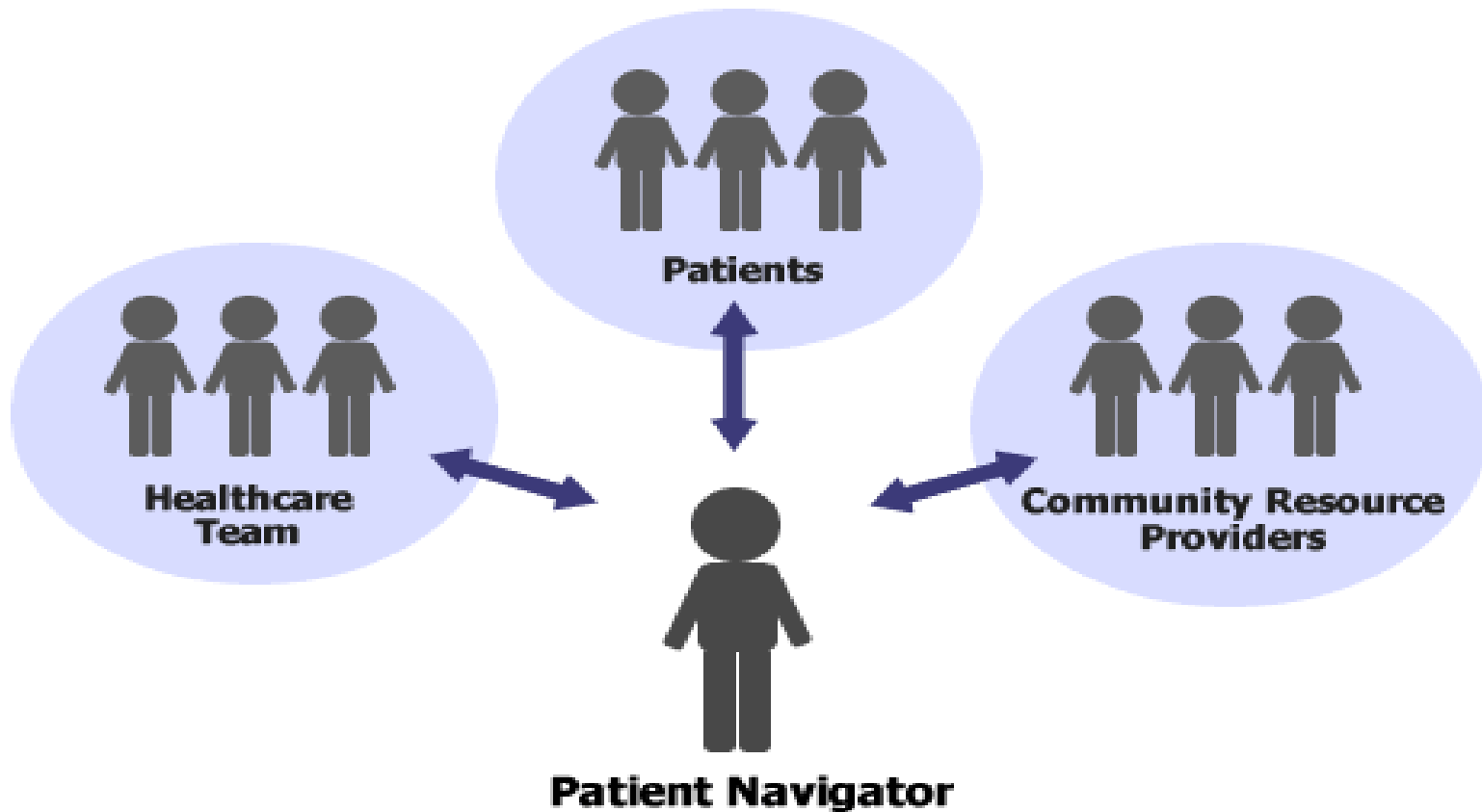
### **Possible actions:**

- \* **Evaluate personal values and goals**
- \* **Support patient-provider communication**
- \* **Show respect to individuals' decision**
- \* **Keep confidentiality**



# Roles and Responsibilities of Patient Navigator

## Patient Navigator Relationships



University of Colorado Cancer Centre

<http://www.patientnavigatortraining.org/course1/module3/characteristics.htm>

# Differences between PN and case manager

- \* Principles of case management are embedded in PN
  - \* Case identification
  - \* Identifying barriers to care
  - \* Develop individual cares to overcome barriers
  - \* Tracking over time
- \* **PN focuses on one health condition instead of broad goal (to improve health in general)**
- \* **Track to complete a discrete set of health services instead of long-term follow up.**

# Skills possessed by Patient Navigator

Knowledge  
of patient  
resources

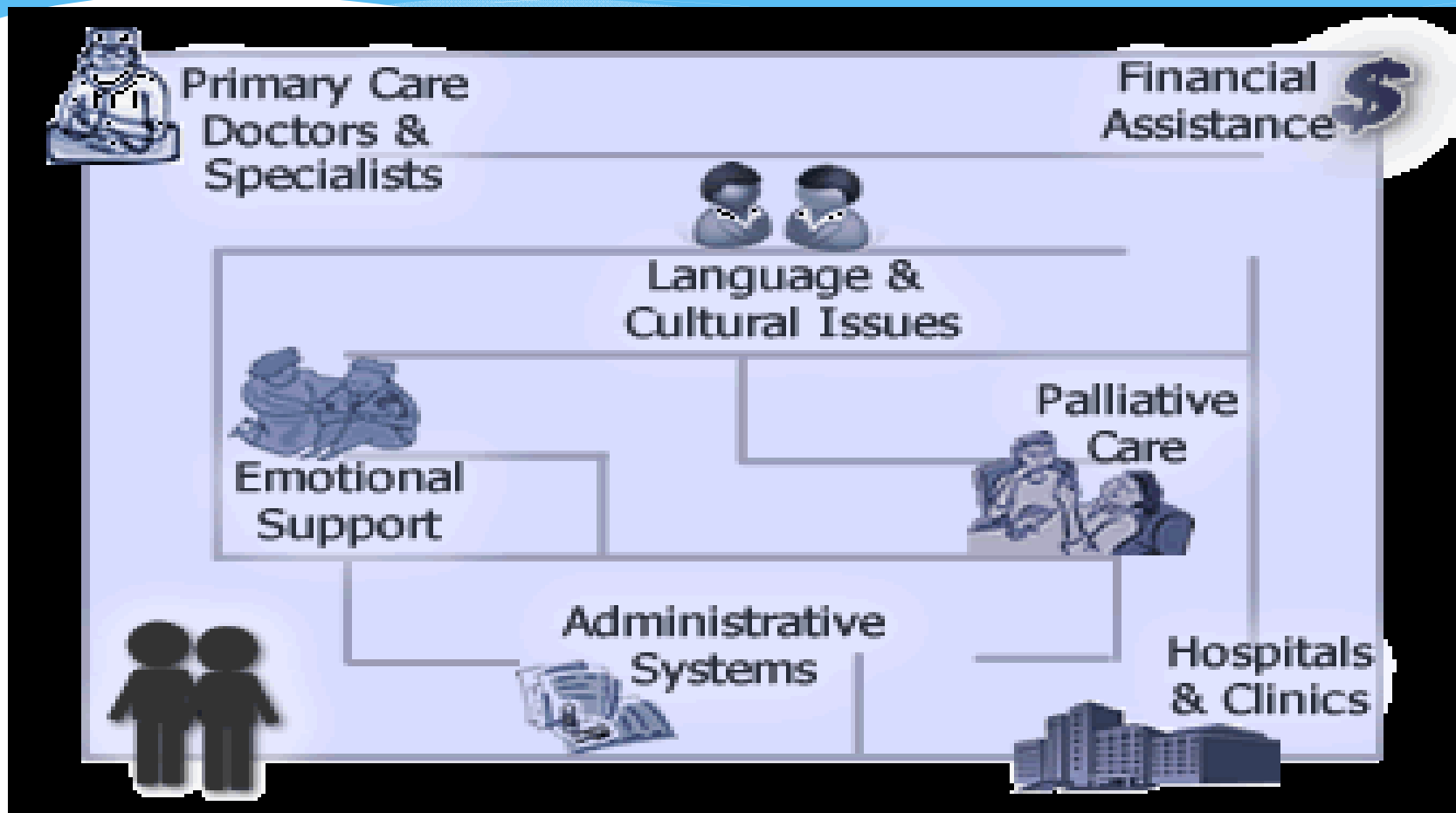
Creative  
problem  
solving skills

Basic health  
promotion  
skills

Motivational  
interviewing

Organized  
information  
management

# Help patients navigate the maze of clinics, administrative systems and patient support services



# Expected outcomes of PN

- \* Directing patients to resources and promoting comfort
- \* Working with members of health care team
- \* Supporting patients while they learn to self-navigate
  
- \* Reduce interruption of care
- \* Reduce unnecessary utilization of health services
- \* Increase patients' satisfaction

Wells et al., 2008; University of Colorado (2013)  
<http://www.patientnavigatortraining.org/course1/module3/roles.htm>;  
New Haven Community Medical Group <http://www.nhcmg.org/wp-content/uploads/2013/09/2013-11-12-Cigna-POSTER-VERY-FINAL-.pdf>

# Patient Navigation Training in Nursing at HKU (in simulation)

<http://patientnavigatortraining.org/courses/>

# Free E-Learning course in Patient Navigation

# Patient navigator is providing...





Comments are welcome  
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