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Development and Utilization of an Acuity Scale for Oncology Patient Navigation

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Published In/Presented At

Roman, R., Beaupre, L., Sevedge, K., Zubia, J., Chicas, M., McHugh, D., Morrone, D. & Kichline, T. (2014, September, 18-21). *Development and Utilization of an Acuity Scale for Oncology Patient Navigation*. Poster presented at the Academy of Oncology Nurse & Patient Navigators Fifth Annual Navigation and Survivorship Conference, Orlando, FL.

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Development and Utilization of an Acuity Scale for Oncology Patient Navigation

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Background and Purpose:

The oncology navigation team at LVHN developed a Needs Assessment and Acuity Scale to help in assessing newly referred patients. The tools are used to determine which components of care can be addressed by other internal cancer support resources, which patients are appropriate for navigation, and the level of navigation needed.

During the quarter from March 1, 2014-May 31, 2014, 4% of patients had an acuity score of 0, 21% had an acuity score of 1, 24% had an acuity score of 2, 27% had an acuity score of 3, and 23% of patient had an acuity score of 4.

- 0 = Not appropriate for Navigation ie: no diagnosis of cancer, not incurrent treatment.
- 1 = Stable navigation needs, no active navigation needed at present.
- 2 = Low acuity for navigation
- 3 = Moderate acuity for navigation
- 4 = High acuity for navigation

Conclusion:

By utilizing the needs assessment and acuity scale, the navigators are able to determine if patients are appropriate for navigation, have stable needs, or require active navigation. The intensity of navigation is also indicated. In the future, we hope to include the acuity measurements to help determine workload.

Acuity Scale Pilot

Navigator Acuity Scale Patient name _____ MR# _____

0 Not appropriate for Navigation
1 Stable- Navigating on an "as needed" basis
2 Low Acuity
3 Moderate Acuity
4 High Acuity

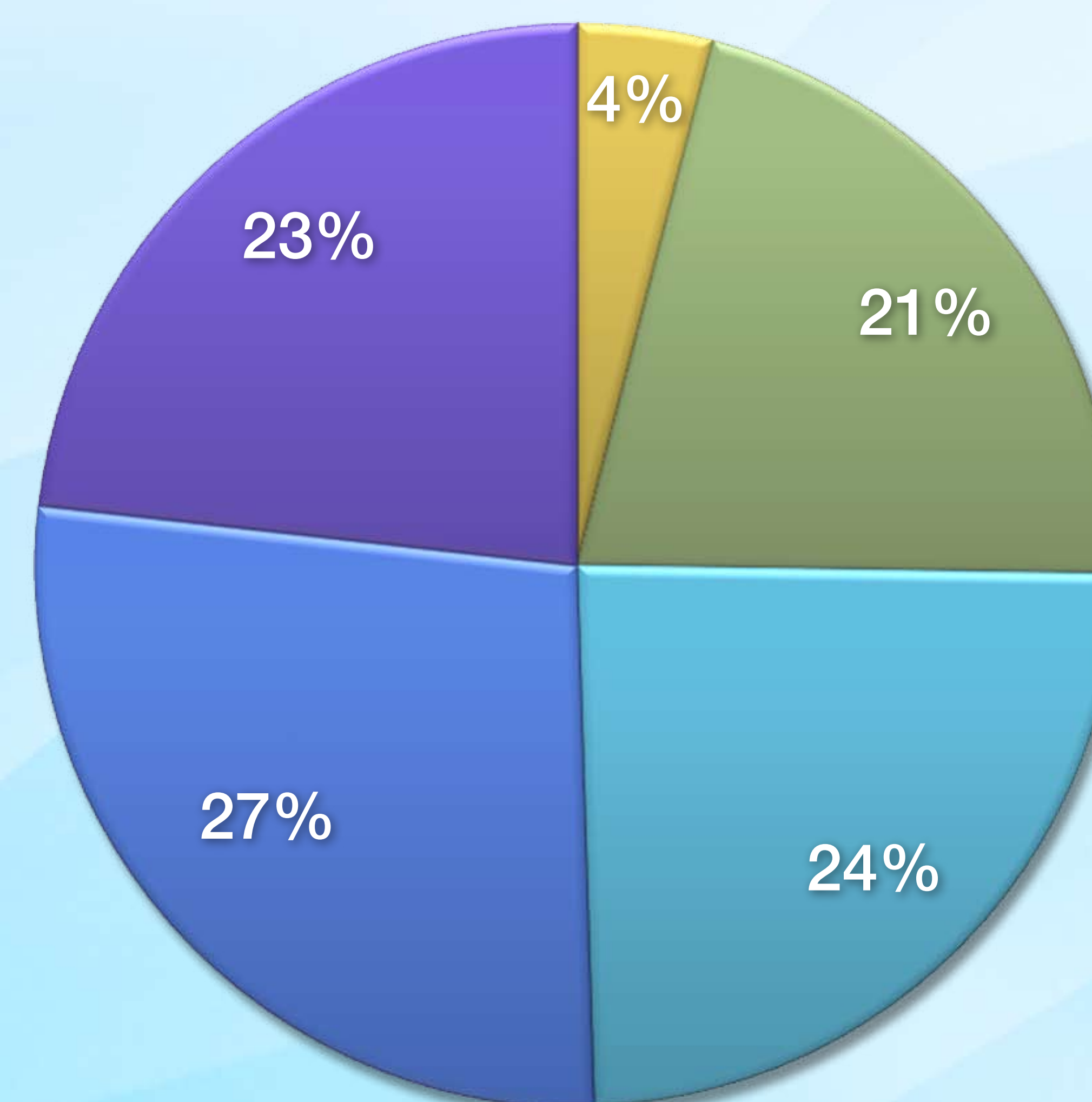
Low Acuity Needs
 Surgery >1 day in hospital/ complex inpatient care
 No health surveillance
 No PCP
 Fertility preservation needs/ pregnant
 Cognitive Impairment/Sensory deficits (HOH, vision, speech)
 Dental needs
 Difficulty coping
 Other _____
 Comments _____

Moderate Acuity Needs
 Comorbidities new () chronic ()
 Dental needs
 Language barrier/ cultural barriers
 Cognitive Impairment/ sensory deficits (HOH, vision, speech)
 Difficulty coping
 PEG needs new () established ()
 Trach needs new () established ()
 Ostomy needs new () established ()
 Other _____
 Comments _____

High Acuity Needs
 Starting treatment (chemo/RT)
 Treatment non-compliance/ appointment no-show >2
 New PEG tube
 New Tracheostomy
 New Colostomy/Ileostomy
 Complex treatment/ overwhelming for patient
 Requires office visit with Navigator
 ECOG equal or greater than 2 with no caregiver
 Coordination of multiple appointments/ referrals/ departments
 Uncontrolled pain
 Language barrier/ cultural barriers
 Cognitive Impairment/ sensory deficits (HOH, vision, speech)
 Experiencing treatment side effects
 Other _____
 Comments _____

Acuity Score _____
 Date _____
 Reassessment date _____

Acuity Score



- 0: Not appropriate for navigation
- 1: Stable navigation needs
- 2: Low acuity for navigation
- 3: Moderate acuity for navigation
- 4: High acuity for navigation

Navigator Needs Assessment

Patient name _____ MR# _____

Needs Assessment

Financial Concerns none ()
 Underinsured or uninsured/MA pending/Prescription assistance needed
 Referred to financial coordinator/date comment _____

Social Needs none ()
 Housing needs/problems Transportation needs
 Toxic home environment
 Head of household/caregiver Lack of social support
 Undocumented/non-citizen
 Prosthesis/wig needs No job/income
 Food/formula needs Diff. paying bills
 Referred to Social Worker/date comment _____

Psych/Social Needs none ()
 Past psych history/on psych meds
 Suicidal ideation
 Current s/s ongoing depression/ anxiety
 Body image/ sexuality help needed
 Substance abuse currently/ history
 ETOH () Prescription meds ()
 Tobacco () Recreational drugs ()
 Referred to CSS/Substance Abuse/date comment _____

Dietary/Nutrition None ()
 Weight loss/gain
 Difficulty swallowing
 Malnutrition
 () acute
 () chronic
 Referred to Dietician/ Speech Therapist/ Date _____
 Comment _____
 Homecare Referral ()
 Rehab Referral ()
 OACIS Referral ()

