

BreastCare's Nurse Navigator: Care Coordinator

10th Annual Arkansas Cancer
Summit

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Overview

- Bridging the gap
- “Beyond the walls” nursing
- Focal point of contact

Objectives

- Describe the role of the Care Coordinator
- Learn referral criteria
- Discuss the case management process for the BreastCare client
- Identify community and statewide referral sources
- Discuss navigating the cancer patient who needs treatment services

Referral Criteria

- Refusals/ Non Compliant Patients
- Lost to Follow-up
- Any patient diagnosed with Breast or Cervical Cancer or a Cervical Pre-cancer Diagnosis.
- Category 4 and 5 Mammograms
- Abnormal CBE requiring Biopsy
- Solid Mass on Ultrasound
- Abnormal Pap Test

Care Coordinator Role as a Nurse Navigator

- Needs Assessment
- Planning
- Education/Counseling
- Monitoring
- Tracking/Follow-up
- Resource Development
- Evaluation

Assessment

- Complete Needs Assessment tool
- Identify Problems
- Provide physical and psychological assessment for triage to physicians or ancillary support systems

Planning

- Develop Care Plan
- Design Interventions
- Implement interventions

Education/Counseling

- Provide disease specific education
- Provide detailed program information
- Teach physical self-care skills after biopsy or mastectomy
- Answer Questions and Concerns
- Issue Information Packet

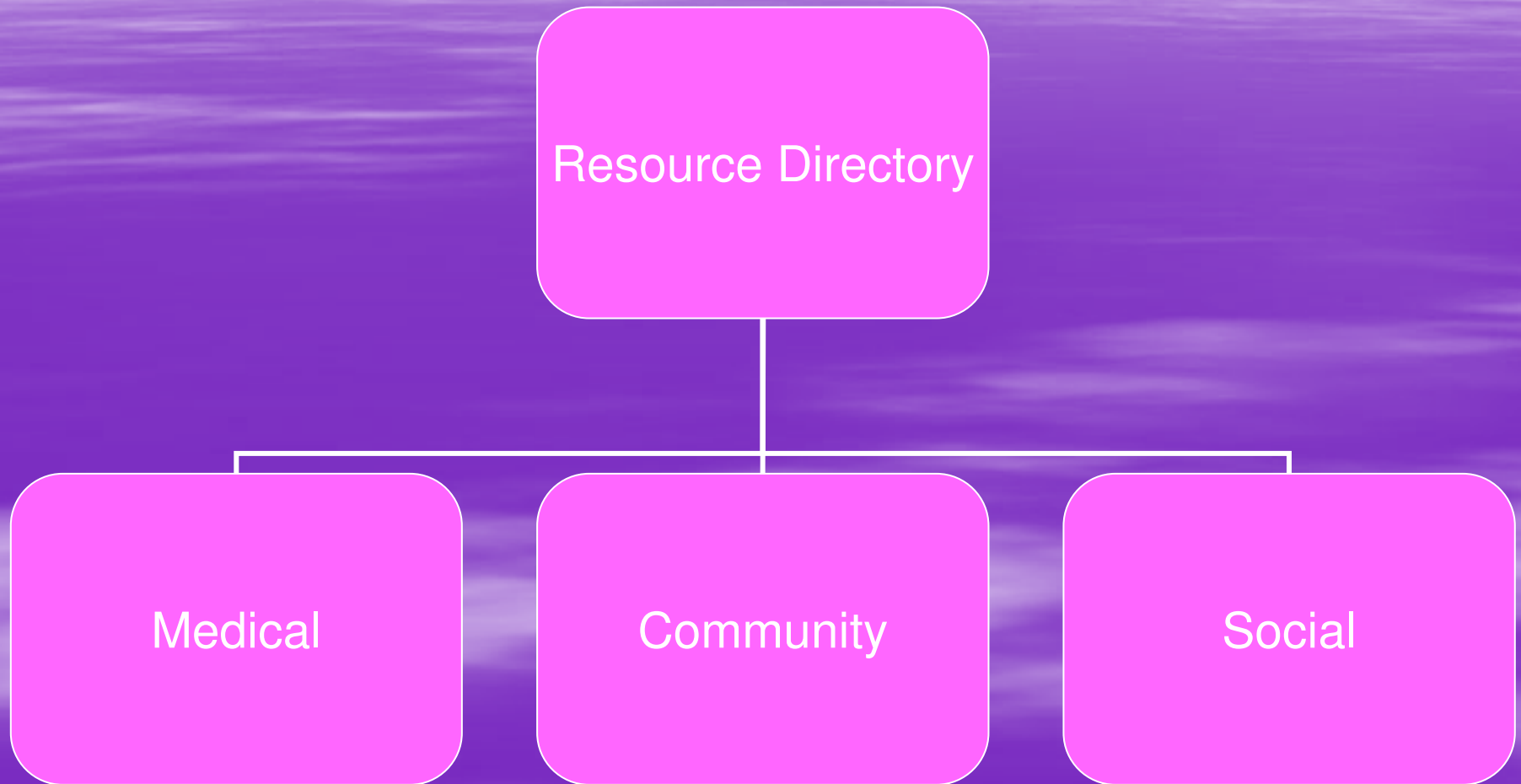
Monitoring

- MD Recommendations
- Diagnostic/Pathology Reports
- Patient Compliance
- Billing problems

Tracking/Follow-up

- Assist the patient from abnormal screening to timely diagnosis
- Schedule Follow – up Appointments
- Ensure results and MD recommendations are received and entered into database.

Resource Development



Evaluation

- Patient Satisfaction Survey
- Voluntary Consent
- MDE Submission

Cancer Diagnosis

- Eligibility for Category 07 Medicaid
- Application process
- Additional Education and Assessment
- Referrals
- PCP requirement

Contact Numbers

- Adam Nelsen
Medicaid Case Coordinator
501-661-2998
- Karen Young
Provider Outreach
1-877-670-2273

Care Coordinator Outcomes

- De-fragmented Care
- Increased Productivity
- Enhanced Provider satisfaction
- Patient Control
- Decreased Cost



Caution:

- “Around each Cancer is wrapped a patient. Handle with care.”

Dr. Henry P. Leis

Care Coordinator Contact Numbers

- **Central Region Care Coordinator**
 - **Polly Lockett-Fox**
 - **501-944-2241**
- **Northeast Region Care Coordinator**
 - **Lisa Martin, R.N.**
 - **501-425-3031**
- **Northwest Region Care Coordinator**
 - **Debby Harris, R.N.**
 - **501-425-3054**
- **Southeast Region Care Coordinator**
 - **Fran Kirk, R.N.**
 - **501-837-9648**
- **Southwest Region Care Coordinator**
 - **Julie Huntley, R.N.**
 - **479-234-1114**

Arkansas Department of Health Administrative Regions

