

ECHO IDAHO

Cancer Survivorship

Enhancing Multidisciplinary Coordination in Survivorship Care

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Madisonhealth Cancer Care

an Affiliate of Huntsman Cancer Institute

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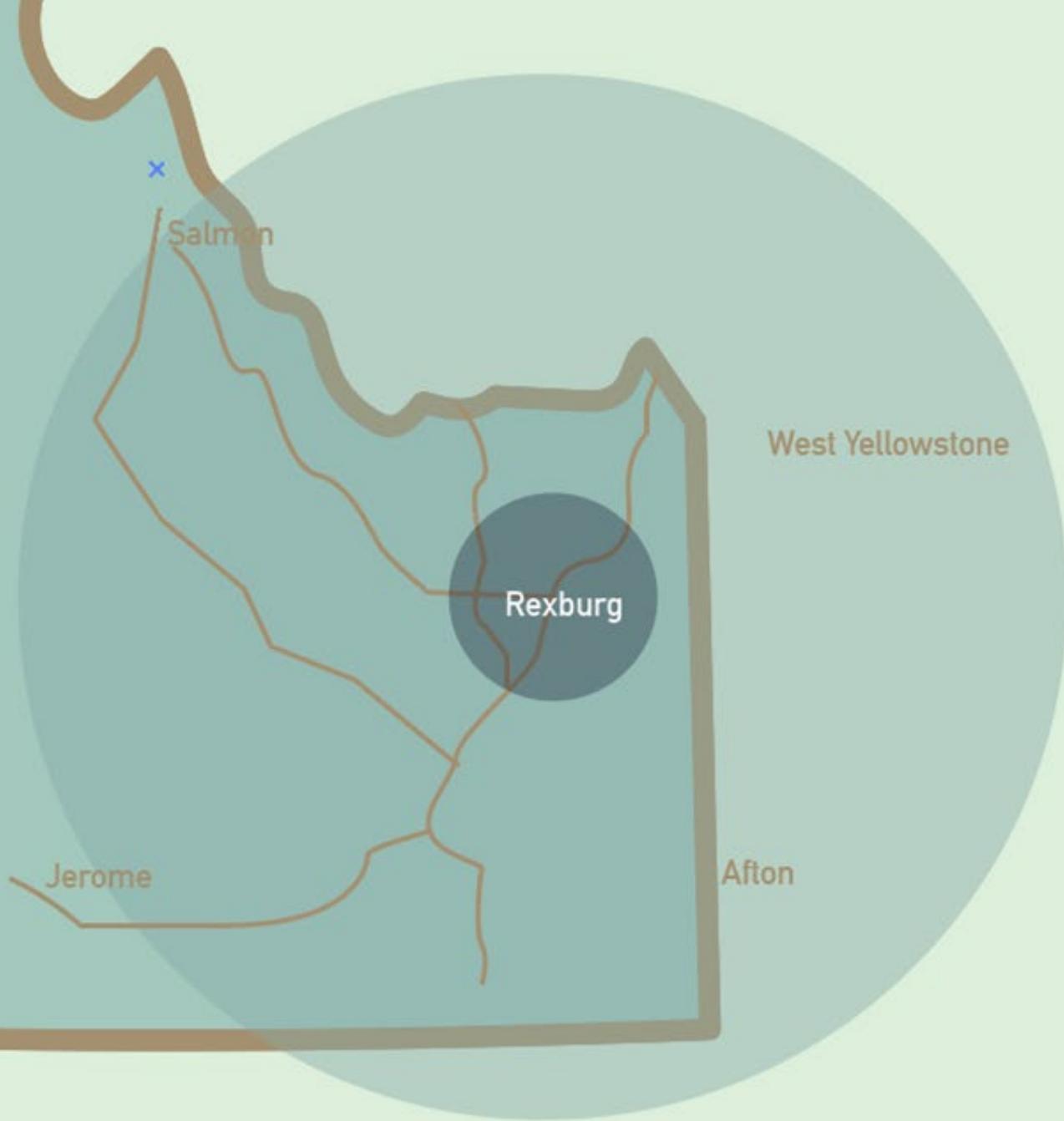


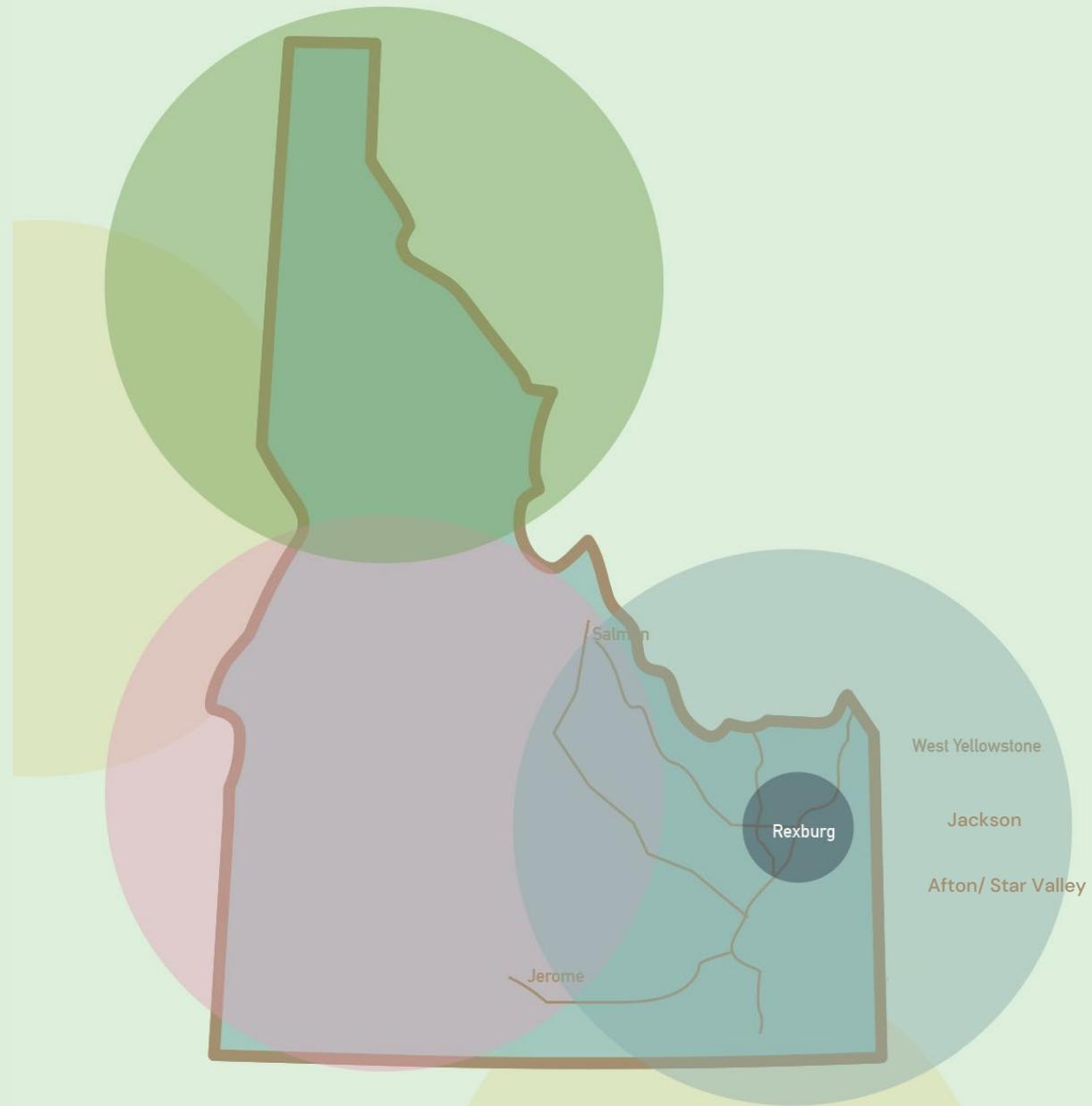
The NCCN outlines six key components of Survivorship care that the team must deliver:

1. **Surveillance** for cancer spread or recurrence, and screening for subsequent primary cancers.
2. **Monitoring long term effects** of cancer, including psychosocial, physical, and immunologic effects.
3. **Prevention and detection** of late effects of cancer and therapy.
4. **Evaluation and management of cancer-related syndromes**, with appropriate referrals for targeted intervention.
5. **Coordination of care** between primary care providers and specialists to ensure ALL health care needs are met.
6. **Planning for ongoing survivorship care**, including treatment summaries, follow-up recommendations, delineation of provider roles, and promotion of healthy behaviors.

Learning Objectives

1. Building a Multi-Disciplinary Team in your Organization
2. Building a Case for Navigation
3. Building a Team Outside of Your Organization
4. Empowering Self-Advocacy in Patients and Caregivers





**Provider education and
trust is first and foremost.**

But they can't do all this alone.

Building a Team



Oncologist & PCP

Registered Nurse>Navigator

Patient Care Coordinator

Social Worker

Dietician

Financial Navigator

Navigation- not just nurses

Patient navigation is a patient-centered intervention designed to improve patient experiences and the delivery of cancer care. Patient navigation is defined as a “community-based service delivery intervention designed to promote access to timely diagnosis and treatment of cancer and other chronic diseases by eliminating barriers to care.”

Freeman HP, Rodriguez RL. History and principles of patient navigation. *Cancer*. 2011;117:3539-3542.

Building a Case for Navigation

Improved Patient Outcomes & Health Equity

Patient navigation enhances support, leading to better treatment adherence, patient satisfaction, and improved health outcomes, particularly for under resourced populations.

Increased Patient Volume & Retention

Comprehensive care attracts and retains patients, focusing on equitable access to enhance overall patient volume and patient loyalty, retention, and positive word-of-mouth referrals.

Enhanced Care Coordination & Operational Efficiency

Streamlined communication reduces errors, improve patient experiences, and optimizes workflows, ensuring culturally competent care and access to resources.

Staff Satisfaction & Commitment to Equity

Clear roles and professional development boost job satisfaction, reduce turnover, and ensure compliance, while health equity training fosters a dedicated workforce and manages operational risks.

Cost Savings and Revenue Growth

Patient navigation reduces no-show rates, ER visits, and readmissions, lowering healthcare costs. Revenue opportunities are generated through billing and capturing missed reimbursements.

Quality Incentives Accreditation

Participation in quality programs offers financial incentives and enhanced payment rates for meeting healthcare quality metrics.



Making the Case for Patient Navigation

Business Case Toolkit

Welcome to the *Making the Case for Navigation: Business Case Toolkit*, first developed as part of the ACS LION and AONN+ Building the Case for Navigation Bootcamp series, with critical feedback then incorporated from the ACS National Navigation Roundtable and ACS Navigation Capacity-Building Initiative Grantees. This toolkit is designed to guide you through the essential components of a compelling business case, ensuring that you articulate a clear, evidence-based argument for the adoption and integration of patient navigation services.

Step 1

Background and Rationale

- 1.1 Background: Provide the context and need for the program.
- 1.2 Rationale: Explain why the program is necessary.
- 1.3 Organizational Assessment: Evaluate the organization's readiness for implementation.

Step 2

Program Description

- Defining Benefits: Identify key benefits for patients, providers, and the organization.
- Program Objectives: Outline clear goals aligned with organizational needs.
- Program Outcomes: Define measurable outcomes and performance metrics.

Step 3

Program Design and Scope

- Program Services: Detail the services the program will offer.
- Program Staffing: Specify staffing needs and roles.

Step 4

Costs and Return on Investment (ROI)

- Direct Costs: Outline the program's direct costs, including start-up and operational expenses.
- Program Investment and ROI: Summarize the required investment and anticipated ROI.

Building a Team



Oncologist, APP, PA's,

RN Nurse Navigators

Patient Care Coordinator

Social Worker

Dietician

Financial Navigator (pharmacy)

(2025 co-pay assistance \$142K,

Free Drug \$730K)

Building a Team—*Don't forget these in-house assets*

Preauth & Scheduling

Physical Therapy

Radiology

Lab

Pharmacy

Surgeons

ER

Management

Other Providers

Infusion Nurse

IT

Marketing

Foundation

The Quality Oncology Practice Initiative (QOPI®) is available to all oncology practices with a least one active ASCO member

Building a Team Outside of the Organization

PCP

Radiation Oncology

Radiology- Outside Scans

Home Health

Local Infusion

Local Lab

Pharmacy/ Specialty pharm

Genetic/genomic Testing

Clinical Trial Coordinator

Specialists- Pain, Dermatology,

Cardiology, Sleep, Wound Care,

Nephrology, Urology, Psychiatry/

counseling, Physical Therapy,

Occupational Therapy,

Lymphedema

Improving Communication

Survivorship Care Plan (SCP) as the Anchor

- Use a **living SCP**, not a static discharge document
Share SCP electronically/physically with **every outside provider & WITH PATIENT**
- Good provider notes include a plan for survivorship.

Designated Survivorship Care Coordinator

- Nurse navigator, survivorship NP, patient care coordinator or social worker
Single point of contact for:
 - Outside referrals
 - Follow-up tracking
 - Care escalation when symptoms cross disciplines

Shared Communication Pathways

- EHR interoperability where possible (Care Everywhere, Epic Link, Cerner)
- Secure messaging portals for non-affiliated providers
- Standardized referral and feedback templates/pathways
- **fax + follow-up phone protocol** beats silence
- Pt with paper in hand.

Set Clear Escalation Algorithms- Create "if-then" guidance:

- If new pain → PT vs oncology?
- If abnormal labs → local lab → oncology review?
- If mental health crisis → psychiatry vs PCP?
- If side effects → After hours ER vs future provider visit

Empower PCPs/Specialists without overwhelming them.

- Provide **concise survivorship summary (1–2 pages max)**
- Clearly delineate:
 - Oncology-managed surveillance
 - PCP/specialists- chronic or temporary conditions
- Offer oncology consult availability for red flags
- Annual survivorship update sent
- Warm handoffs (not just referrals) to specialists
- Ask the pt: Have you seen anyone since you have been here, have you had or do you need any new labs/scans with your PCP, other providers?

The Most Important Team Members– The Patient and Caregivers

- Communicate often: Ask/Explain in several ways, several times (verbal, written, online, portal)
- Be consistent, Return calls, Act on requests
- Build in processes, at every milestone
- Empower patients and caregivers---education, timelines, tools, advocate for themselves

Finding Resources Outside of the Organization



Home

About CCAI

Idaho Cancer Plan

Get Involved

Events

Resources

Healthy Elmore County

Quality of Life Resources and Events

<https://www.ccaiidahoh.org/resources>

Key Points - look close and far

- Build a Multi-Disciplinary Team in your Organization
- Build a Case for Navigation
- Build a Team Outside of Your Organization
- Empower Self-Advocacy in Patients and Caregivers

References/ Resources

Navigating a Path to Equity in Cancer Care: The Role of Patient Navigation; Authors: [Niharika Dixit, MD](mailto:niharika.dixit@ucsf.edu) (niharika.dixit@ucsf.edu), [Hope Rugo, MD, FASCO](#), and [Nancy J. Burke, PhD](#)

Making the Case-

ACS Lion Patient Navigation Business Case Toolkit
[Making the Case for Patient Navigation - Business Case Toolkit](#)

Build a Team-

ACS LION (Leadership in Oncology Navigation)

- [American Cancer Society Leadership in Oncology Navigation \(LION\) Flyer](#)
- [Patient Navigator Training & Credentialing | American Cancer Society](#)
- Contact: American Cancer Society
Jana Gurkin, MPH
Associate Director, Cancer Center Partnerships
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National Coalition for Cancer Survivorship- Cancer Nation

- [Survivorship Champions - NCCS - National Coalition for Cancer Survivorship](#)
- Checklist, webinars

QOPI-

<https://www.asco.org/practice-patients/quality-improvement/quality-programs/qopi/how-participate>

Survivorship Plan Templates-

<https://www.asco.org/news-initiatives/current-initiatives/cancer-care-initiatives/prevention-survivorship/survivorship-compendium/care#>