

Grady Health Foundation

Atlanta, GA

\$50,000

Grady's Cancer Center for Excellence Lay Navigation Program

Grady's Georgia Cancer Center for Excellence (GCCE) offers a Lay Navigation Program for newly diagnosed breast cancer patients to guide them through the diagnosis and treatment process. This program serves as a way for patients to connect with navigators who are breast cancer survivors, providing a common ground to receive insight, support, and guidance as they experience their new diagnosis.

GCCE serves predominantly African American women or women of other ethnicities who are under- or uninsured, or are on Medicaid or Medicare. The majority of Grady's patients come from Fulton and DeKalb Counties.

GCCE's Lay Navigation Program uses Clinic Navigators and Individual Patient Navigators, under the direction of the Breast Nurse Navigator, to provide newly diagnosed patients with emotional and educational support. These navigators interact with patients in-person and over the telephone, letting them know what to expect, encouraging appointments, providing resources, and advocating for patients during appointments. Navigators will also identify barriers to care, including transportation and financial barriers.

The effectiveness of Grady's Lay Navigators will be evaluated through surveys conducted before and after a patient is assigned to a navigator to determine a patient's satisfaction and timeliness of care. Program outcomes will also be measured to determine if there has been an increase in access to care, increase in patient satisfaction and increase in utilization of psychosocial/support services. Long-term outcomes will include patient outcomes and survival rates. Any patient-centered interventions, such as interaction with a patient navigator, will be monitored with specific performance indicators.

Grady anticipates that through the continuation of the Lay Navigation Program, GCCE will experience a growth in volume among patients being retained and completing treatment in a timely manner. These navigators will assist the Registered Nurses with helping patients through the continuum of care, helping to ensure timely treatment for each patient. By supporting transportation and direct treatment assistance, this project will improve access to needed treatment.