

The Grady Health Foundation, Inc.

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

Of the women the GCCE serves, approximately 80% are African American. The majority are under- or uninsured, or are on Medicaid or Medicare. Most of Grady's patients reside in 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, guiding them from breast cancer diagnosis all the way through treatment. 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 also identify barriers to care, including transportation and financial barriers.

The effectiveness of Grady's Lay Navigators are included in the GCCE's Ambulatory Services evaluation of outpatient oncology as it relates to coordination of care and the overall assessment of cancer services provided to the patient. Program outcomes will determine if there has been an increase in access to care, patient satisfaction, and utilization of support services. Long-term outcomes include patient outcomes and survival rates. Any patient-centered interventions, such as interaction with a patient navigator, are monitored with specific performance indicators.

Through the continuation and enhancement of the Lay Navigation Program, GCCE will put processes in place to better document patient encounters to show the consistent growth in volume among patients being retained and completing treatment in a timely manner. Grady's Lay Navigators will help patients by providing that personal touch, guiding each through the continuum of care.