Navigating the System
The Role of the Clinical Specialist Radiation Therapist (CSRT) in Delivering Person-Centred Care across the Cancer Continuum


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A typical cancer journey....

Mental/Emotional well-being

Physical well-being

Moment of diagnosis → treatment → Completion of primary cancer → transition → New life balance

“Patient” Life “managed” by: Tests
Surgery
Tests
Chemo

Primary care support →

Completion of primary cancer → transition → New life balance

Who am I?
What do I really want?
How can I cope?
What about work?
What is important now?
What are my priorities?
What’s next?

Lack of information
Lack of support
Fatigue
Loss of libido
Worries
Anger, Sadness, Fear, Grieve
Early menopause
Hormone treatment

Chemo brain

Source: Antoni van Leeuwenhoek Cancer Institute, the Netherlands

@AdvPracticeRT  http://lylac.net/lylac/a-typical-cancer-journey/
Patient Navigation: The Cancer Context

- Refers to the individualized assistance offered to patients and/or their caregivers to aid in overcoming any health care system barriers and to improve access of care to qualified health care professionals.

Benefits

- Coordination of care
- Connect patients/caregivers to available resources and support systems with the system
- Aid in coordinating and streamlining appointments
- Track patient outcomes

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Fowler et al. 2006 PLoS Medicine
Wilcox et al. 2010 Nursing Forum
Riley 2016 Journal of Clinical Pathways
Why Navigation at the Odette Cancer Centre?

“I need to know how to navigate this complex environment, how to have my questions answered between appointments”

“There should be a clear point of contact from the beginning-patient advocate and navigator”

“Help me coordinate my care inside and outside Sunnybrook”

“Help me find the resources and information I need when they are right for me”

“I need access to support services like drug-benefit programs”

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A Clinical Specialist Radiation Therapist (CSRT) is a registered medical radiation technologist in the specialty of radiation therapy who brings advanced clinical, technical and professional radiation therapy competencies to the existing inter-professional health care team.
The Odette Cancer Centre CSRTs

CSRT Palliative/SRS
Lori.Holden@sunnybrook.ca

CSRT Skin
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CSRT SBRT
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CSRT Brachytherapy
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CSRT Supportive Care and Sexual Health
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Potential benefits

• improve efficiency within the system
• improve the patient experience

Key patient populations

• impossible to navigate every patient within our respective programs
  – high needs patients
  – dependant on individuals clinical practice
Assessing Impact

• MOSAIQ codes
  – Created a Patient Navigation code
  – Audit October 2015 to July 2016

• Logs of interactions

• Feedback from patients
  – Informal
  – verbal, written
Audit of CSRT Clinical and Technical Workload

October 2015 - July 2016

- CSRT Supportive Care/Sexual Health
- CSRT SBRT
- CSRT Brachy
- CSRT Skin
- CSRT Palliative/SRS

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Navigation-Tasks

• Co-ordinating/scheduling appts, tests, procedures
  • Follow up appointments
  • Imaging
  • Blood work

• Connecting to supportive care services
  • Referrals to social work
  • Referrals to the lodge
  • Referrals to psychooncology

• Symptom assessment and management

• Education

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What our Patients Have to Say

“”...over a number of calls has put at ease, my troubled mind. I know she will say that she’s only doing her job but she is doing much more than that, she has given me peace of mind.”

“She eased my mind-she took the time to talk to me & explain the process of what I must face & I am filled with confidence.”

“”I am not sure you realize how much it means when you do something like coordinate appointments It may seem like a small thing to you, nut it’s huge to those of us who make too many trips into the hospital.”

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http://sunnybrook.ca/content/?page=vaginal-vault-brachytherapy
Future Development of the Role/Service

• Formally evaluate the impact of these roles on the patient population
  • Survey

• Costing analysis
  • Patient perspective
  • Program perspective
Final Thoughts

• Early data shows benefits of CSRT navigator
• CSRT as navigator has helped streamline the patient journey
  • Coordinated care
  • Evidence-based care
  • Person-centred care
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Thank you

Questions?