



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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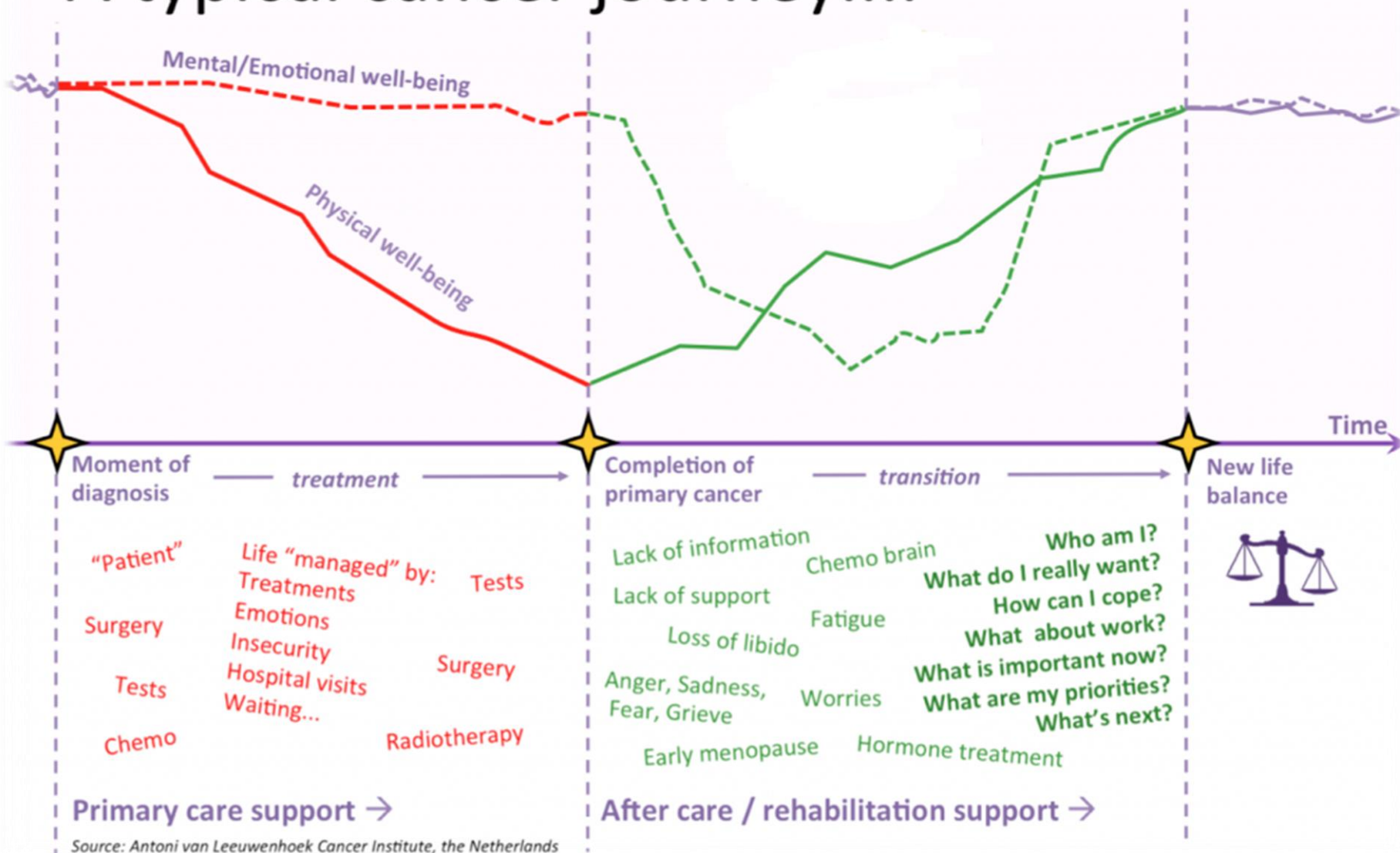
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A typical cancer journey....



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

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"

Advanced Practice: The CSRT

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
Emily.Sinclair@sunnybrook.ca

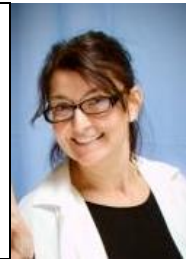


CSRT Supportive Care and
Sexual Health
Angela.Turner@sunnybrook.ca

CSRT SBRT
Darby.Erler@sunnybrook.ca



CSRT Brachytherapy
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CSRT Navigation

Potential benefits

- improve efficiency within the system
- improve the patient experience

Key patient populations

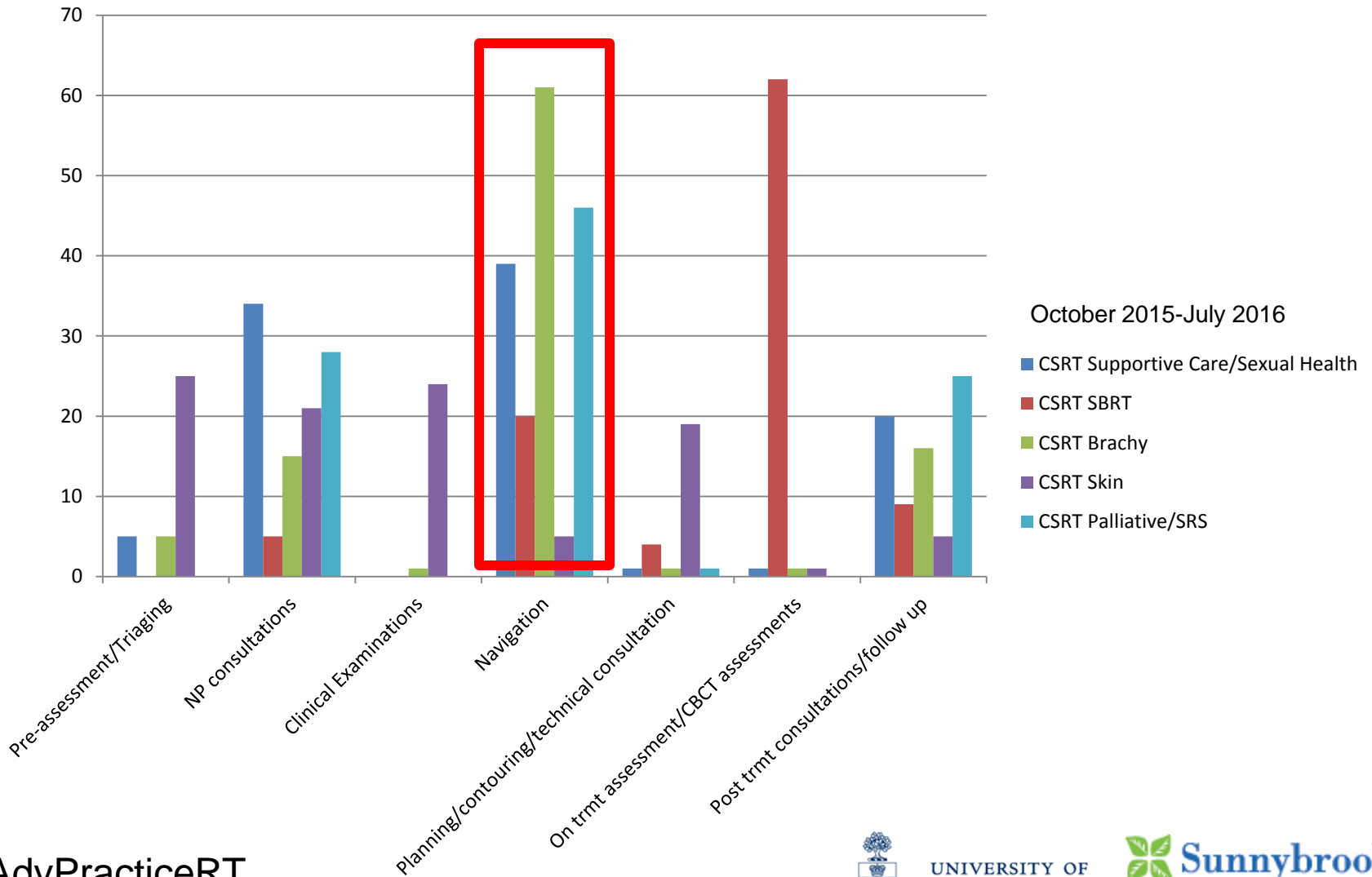
- impossible to navigate every patient within our respective programs
 - high needs patients
 - dependant on individuals clinical practice

CSRT Navigation

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



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

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, but it's huge to those of us who make too many trips into the hospital."



<http://sunnybrook.ca/content/?page=vaginal-vault-brachytherapy>

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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

Acknowledgments

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Thank you

Questions?

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