

## NURSES AS NAVIGATORS: PREVENTION AND CONTROL OF NON - COMMUNICABLE DISEASE

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DOI: <http://doi.org/10.47211/idcij.2021.v08i03.020>

### ABSTRACT:

*Navigators, “The heart of navigation is personalized care” which applies to patients, families, and caregivers. Nurse Navigators focus first & foremost on the clinical aspects of care. Nurse navigator can make a significant contribution to health reform by working towards patient-centred care where in patients receive timely, seamless, culturally appropriate guidance and support for developing health literacy. It has the system knowledge & access, clinical skills and time to understand each person’s needs and to partner with them to develop a plan of care that addresses their health needs and respects & values their time and circumstances. It also contributes to health system improvement by improving access, equity, efficiency, effectiveness and sustainability of health services. These improvements are most notable during transitions from acute to continuing care, where the nurse navigator can also be instrumental in achieving better service integration. The nurse navigator offer a unique service for the provision of quality care.*

**KEY WORDS:** AONN, Navigator, Multidisciplinary care, integrated care.

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**INTRODUCTION:**

Nurse Navigators are a team of senior advanced practice registered nurses who provide a vital service for patients who have complex health conditions and require a high degree of comprehensive, clinical care.

**DEFINITION:**

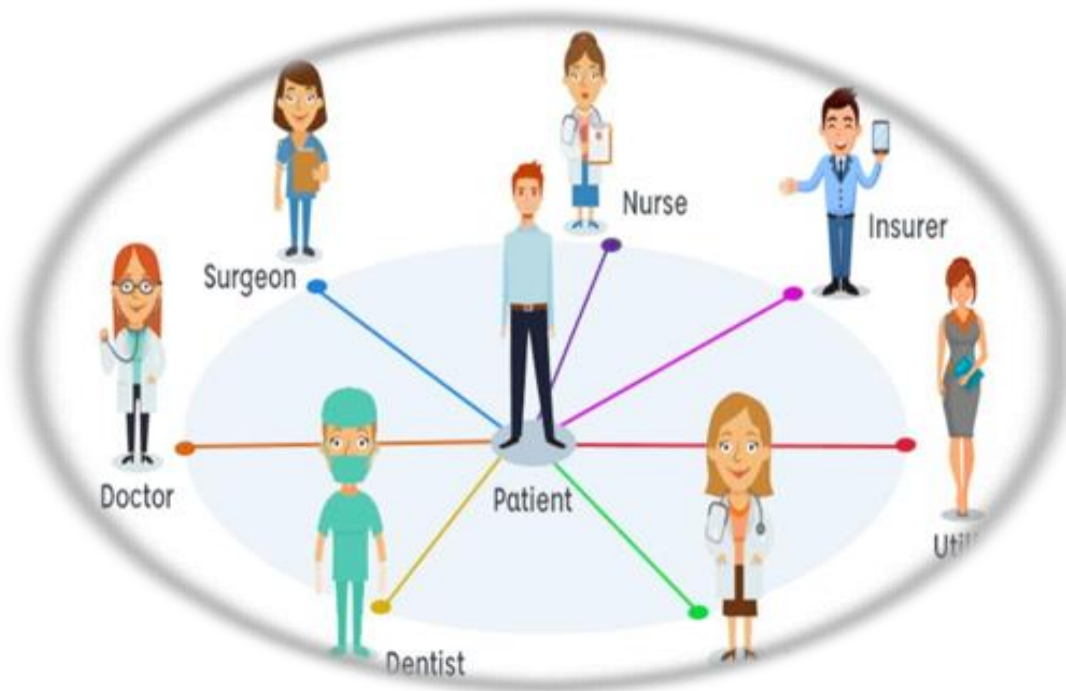
A nurse/patient navigator is defined by the Academy of Oncology Nurse & Patient Navigators (AONN) as “a medical professional whose clinical expertise and training guides patients and their caregivers to make informed decisions, collaborating with a multidisciplinary team to allow for timely cancer screening, diagnosis, treatment, and increased supportive care across the cancer continuum.

**WHY IT'S NECESSARY?**

Patients are frustrated with a health care system that is set up to treat individual illnesses and conditions, rather than provide holistic care.

**FUNCTIONS:**

1. Liaison to patients, physicians, & hospital departments
2. Coordinate appointments with providers
3. Support patient and their family with psychological & Psychosocial stressors related to their diagnoses and treatment
4. Promote interdisciplinary collaboration and teamwork to achieve optimal clinical outcomes within effective time frame
5. Provide education and support to specialized hospital units regarding patient treatment.
6. Follow up with patients and family at regular intervals prior to, during, and after surgery.
7. On-call responsibilities for patient and hospital staff access

**NURSE NAVIGATOR MODEL:****1) COORDINATION OF PATIENT – CENTRED CARE :**

\*) Enhance patient quality of life:

Utilize and support the application of evidence - based patient centred care pathways that are responsive to changing patient needs.

Coordinate timely access to appropriate health and social services when necessary.

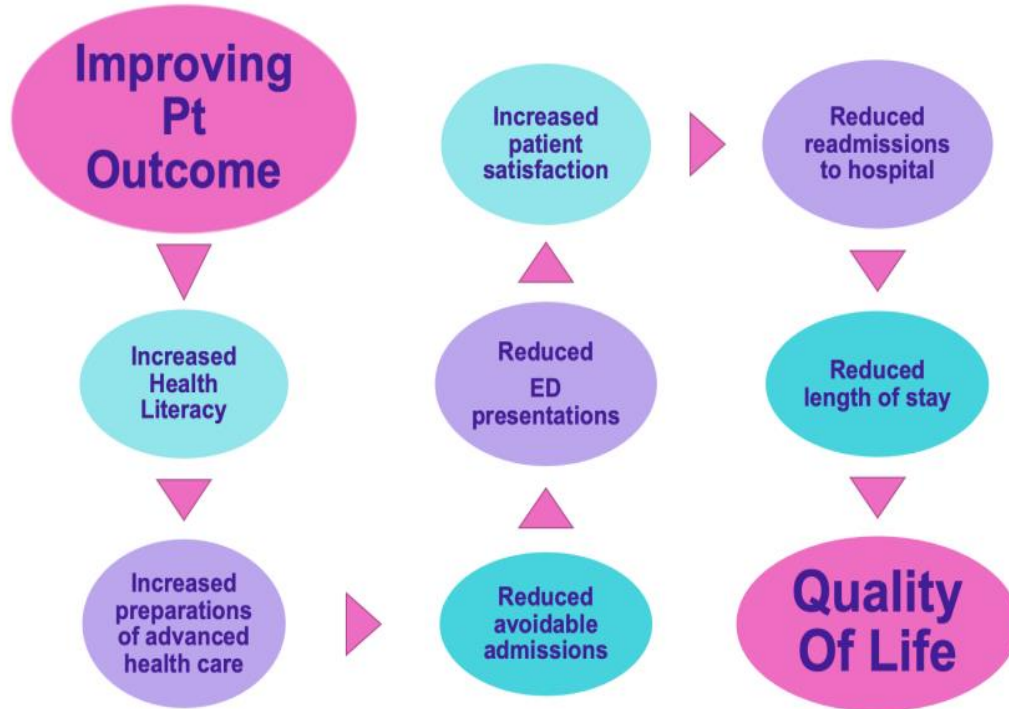
**2) CREATING PARTNERSHIPS :**

Provide centre of communication, engagement and coordination for all stakeholders involved in patient care. Establish consistent and effective lines of communication across primary & tertiary care providers using innovative pathways where needed.

**3) IMPROVING PATIENT OUTCOMES :**

Foster & encourage active patient engagement in the development of health care goals which promote self-management.

Enhance health literacy to support patients & their families to make decisions regard health care including advanced care planning.



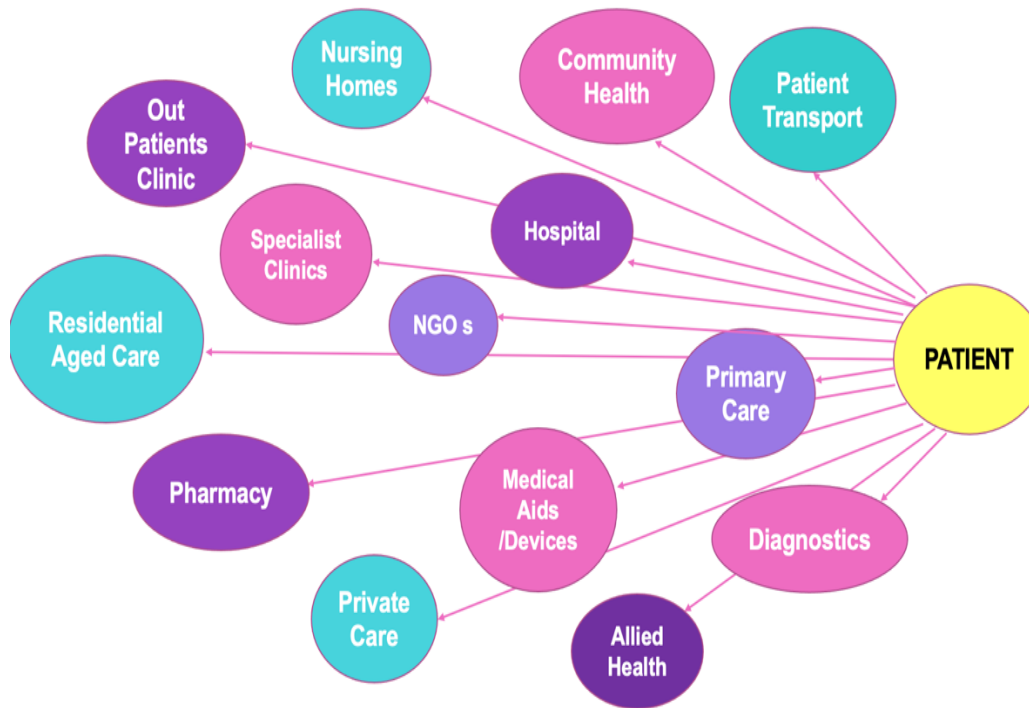
**4) SYSTEM IMPROVEMENT :**

- Possess high level system literacy.
- Promote cohesion across the health continuum to reduce fragmentation, duplication, time delays, inappropriate treatment & other barriers.

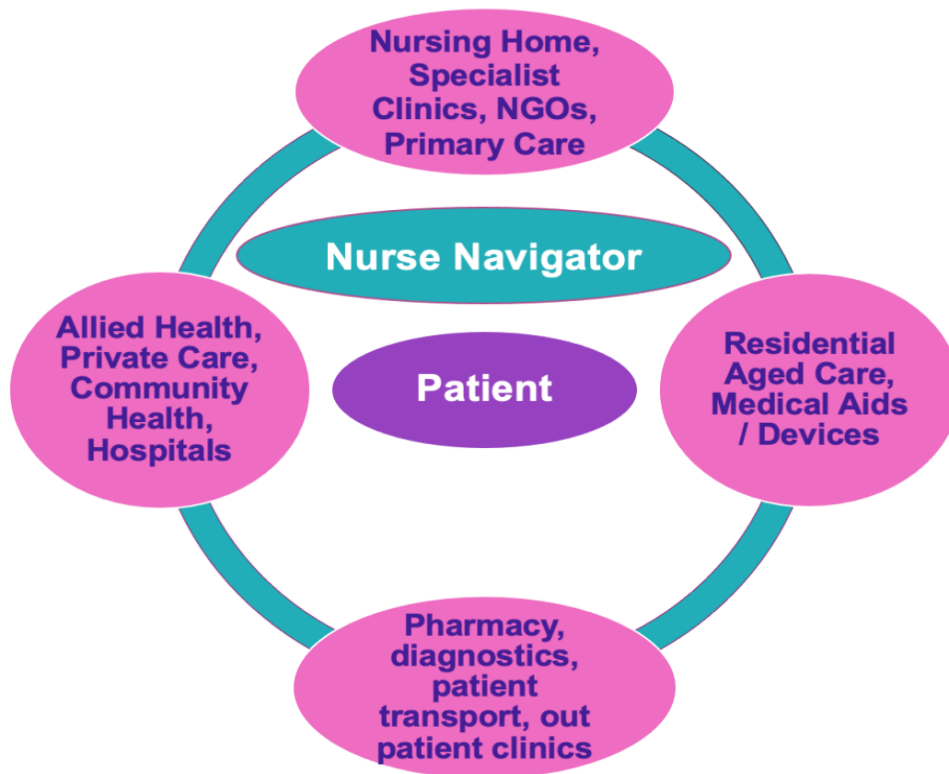


- Continual improvement

PRE- NURSE NAVIGATOR MODEL OF CARE:



POST - NURSE NAVIGATOR MODEL OF CARE:



**PATIENT FOCUSED SUPPORT**

- Care management plans with shared decision making
- Patient centred integrated care pathways

- Educate motivational interviewing
- Peer support network
- Reduce barriers to care

**CONCLUSION:**

The nurse navigator offer a unique service for the provision of quality care. Nurse navigators need a concrete definition of their role and function as they serve not only the patient but the health care system in which they work. Acknowledging foundational concepts as a guide, programs can then develop and expand. The role needs to be flexible as the health care system changes. Future development of the role can be guided by nurse navigators who evaluate their programs and identify common challenges and system barriers.

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