

# Patient Navigators

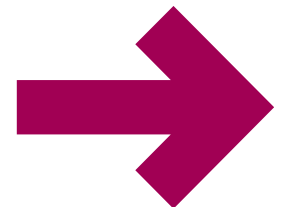
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# What is a patient navigator?

- A patient navigator helps to facilitate the patient's journey;
- This journey can take many different pathways;
- They give specific and poignant information and provide the best options;
- They provide help and direction and consider more appropriate services;
- They can provide treatment planning;
- They can offer referrals;
- They support patients and their families;
- They can STOP frequent attendees and the never ending circle that some patients find themselves on.

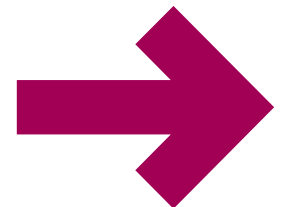


# Role of Patient Navigators in ED

They can:

**(All patients are seen by a clinical practitioner in the first instance)**

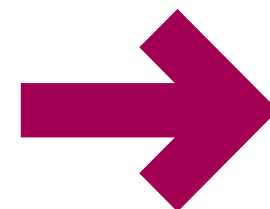
- Re-direct patients to the most appropriate healthcare provider;
- Assist patients to find, and register with, a GP surgery;
- Facilitate patient pathways;
- Free clinical time by undertaking admin/clerical tasks from patient encounters;
- Expedite discharge and stop re-attendance;
- Educate and inform patient about use of services;
- **Deliver this service in ED and stop unnecessary admissions.**



# Role of Patient Navigators for Mental Health

They can:

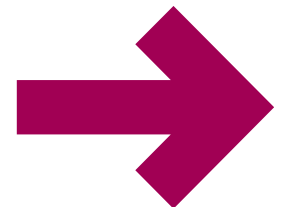
- Assists patients and families to find appropriate mental health resources i.e:
  - Caregivers, CPNs, Facilities and Services;
- Provide information of the best options and care available and where that maybe;
- Act as educational consultants;
- Define short and long term goals, form care plan and agree follow ups;
- Maintain communications with the patients;
- **Deliver this service in ED and stop unnecessary admissions.**



# Role of Patient Navigators for Cancer Care

They can:

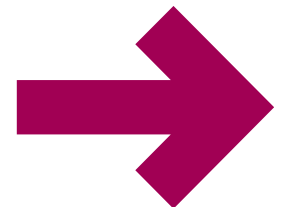
- Provide specialism in their field;
- Provide support and care through the cancer journey to patients and families;
- Provide a wide variety of needs such as:
  - Physical, Emotional, Psychological, Social, Emotional and Practical;
- Act as an advocate and educator;
- **Deliver this service in ED using navigational models and stop unnecessary admissions.**



# Role of Patient Navigators for Long Term Conditions

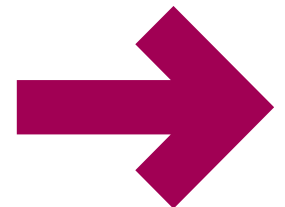
They can:

- Deliver better services for people with long term conditions which is proactive, holistic, preventative and patient centred;
- Use a whole system approach which is collaborative and personalised, linking in with relevant clinical nurse specialists;
- Act as primary decision makers shifting to partnership models rather than traditional ways of working;
- Ensure the patients plays an active part in determining their support needs;
- **Deliver this service in ED and stop unnecessary admissions.**



# Non-clinical navigators can ease pressure in A&E: HSJ 19 Feb 2015

- The patient navigator role has proven to be cost effective arising from averted A&E admissions;
- The benefit of arranging GP registration has reduced A&E attendances;
- There has been a reduction in costs to the trust associated with improve patient records;
- There has been an economic benefit for the CCGs and GP practices as a result of number of previously unregistered patients registering with a local GP.



# Summary

## Patient Navigators

- Have the resources and time to give patients the information they need;
- They need to be given a chance;
- They do not all need to be clinical;
- They support the right people to undertake the right roles and responsibilities at the right time;
- They can develop local knowledge and expertise;
- Provide important interface between healthcare professionals and service users.

