Workforce Training in an Evolving Healthcare Environment:

An Evaluation of Patient Navigator Training using a Follow-up Survey

Patient Navigator Training Collaborative

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Site: Patient Navigator Training Collaborative

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Patient Navigator Training Collaborative

The Patient Navigator Training Collaborative (PNTC) specializes in the development, standardization, and education of the patient navigator workforce.

The PNTC offers a wide range of courses covering a large spectrum of skills designed to enhance the PN workforce.

» First courses offered in 2008
» Conducted courses while role of patient navigators grew and expanded nationally and within Colorado
» Funding has varied between grant and fee-for-service
» Trained over 2,000 individuals since initial 2006 CCPD grant

The Patient Navigator Training Collaborative:
A true collaboration for advancing the development, education, standardization and sustainability of the growing patient navigation workforce.

Funded by the The Cancer, Cardiovascular and Chronic Pulmonary Disease Grants Program.

Maintaining healthy boundaries with clients	Strategies to improve communication with clients	Collaboration within and across a care team	Tailoring health messages to clients needs	Asking open ended questions
Helping clients identify barriers and problem solve solutions	Finding new or better resources for clients	Using motivational interviewing reflections to decrease client resistance	Using appropriate strategies for checking whether or not a client understands health information	Identifying ways to provide culturally competent services
Identifying client risk factors	Working with clients to address language barriers	Assessing client readiness to change	Develop a collaborative action plan with clients	Assisting clients with information pertaining to health insurance and/or payment options

PNTC Courses

(Level 1)
- Patient Navigator Fundamentals with Basic MI (in English & Spanish)

- Social Determinants & Health Equity

(Level 2) Advanced:
- Motivational interviewing
- Health literacy
- Care Coordination
- Health behavior change
- Emotional and Social aspects of disease (online)
- Facilitation Skills

(Level 3)
- Supervisor
- Evaluation

Healthcare Costs

The United States spends more on healthcare per capita than any other nation for worse health outcomes. As of 2015 the US spent $9,451 with the next closest country, Switzerland, coming in at $6,935.

Patient Navigators = Efficiency

Patient Navigators (PN) represent a potential cost effective workforce capable of increasing efficiency in the healthcare system as well as addressing health disparities by breaking barriers such as client mistrust and language.

The purpose of this project was to assess patient navigator's perceived confidence and utilization of the Patient Navigator Training Collaborative course competencies in their job roles.

Methods

PN Survey
Administered to individuals who completed at least Level 1 of the PNTC courses.

Survey Content
Core PN competency confidence and daily use, professional development aspirations, organization utilization of PN, career satisfaction

Statistical Analysis
SPSS utilized to analyze results. Emphasis placed upon assessing competency utilization and confidence.

» A total of **516** out of **1,014** invitations opened the e-mailed survey

» **318** individuals responded to the survey

» **318** Survey Respondents completed demographics

» **129** Completed Core Competencies

» 15 Core Competencies assessed for daily use and confidence.

» Means of competency confidence, daily use.

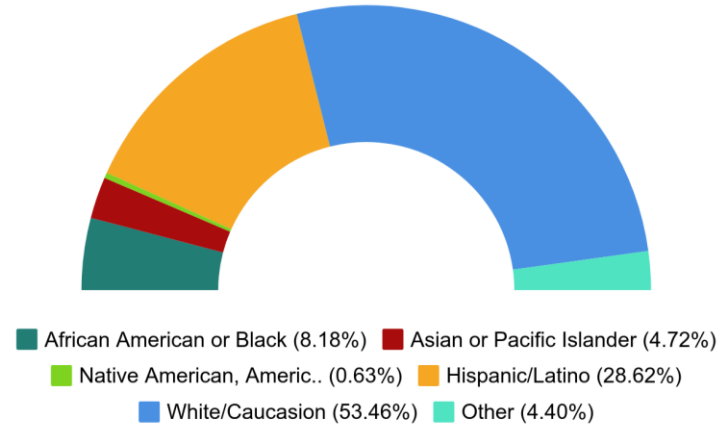» Linear Regression analysis for composite competency variable to identify influencing factors
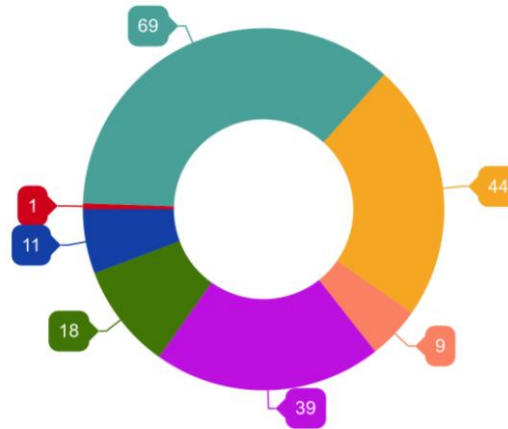
Health Conditions Served by PNs

Navigation Services

- Breast Cancer — 26
- Cervical Cancer — 21
- Colorectal Cancer — 19
- All Cancer — 19
- Mental Health — 31
- Diabetes — 46
- Cardiovascular Disease — 33
- Chronic Disease — 39
- Asthma/COPD — 23
- General Navigation — 97

Legend:
- Breast Cancer
- Cervical Cancer
- Colorectal Cancer
- All Cancer
- Mental Health
- Diabetes
- Cardiovascular Disease
- Chronic Disease
- Asthma/COPD
- General Navigation

PN Preparation After Lvl 1

- Very Well Prepared (31.54%)
- Well Prepared (50%)
- Somewhat Prepared (18.46%)
- Unprepared (0%)
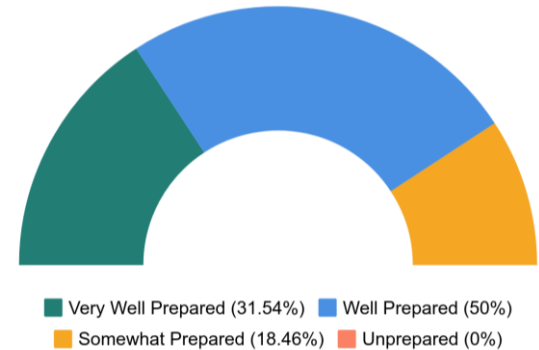
PN Salary

PN Pay Range

Salary was gauged by asking what the current pay range is for survey respondents.

<$20,000 — 7%

$20,001-$30,000 — 19%

$30,001-$40,000 — 34%

$40,001-$50,000 — 19%

$50,001-$60,000 — 12%

>$60,000 — 7%
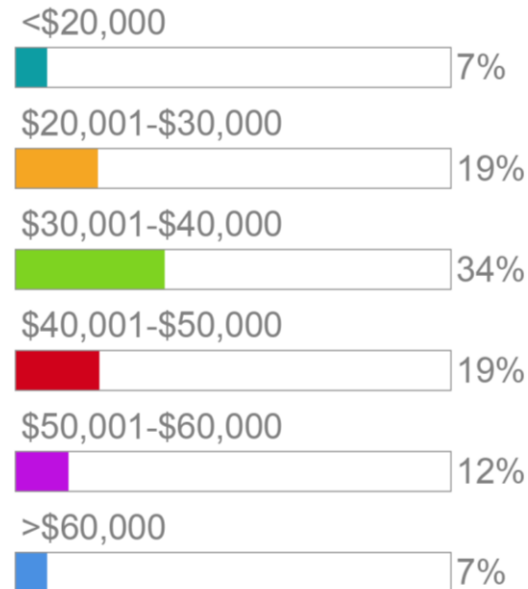
What change(s), if any, have you made in your practice as a result of taking PNTC training(s)?

Answer Choices	Response
Change in current best practice guideline in my own work	**40.51%**
Change in my professional practice	**34.18%**
Change in a policy or procedure	**15.19%**
I didn't make any changes in my practice	**27.22%**

"

The following was asked:

Please give us examples of how you made changes in your practice as a result of taking PNTC trainings

"

"Asking open-ended questions, trying to find the motivation for each patient to move them to change, breaking barriers of care: lack of understanding, transportation, money, limited resources."

"

"I ask about social determinants of health as well as medical issues when speaking with clients."

"

"I am keeping better boundaries, I remind myself what slippery slopes can lead to and I feel supported - I don't feel like I am the only one in a navigator position and I know I can always reach out to the PNTC for help. Additionally, I am always impressed by how PNTC continues to...be on the cutting edge of Patient Navigation"

Top 3 skills

PNs were asked to provide 3 examples of the most important skills learned from PNTC courses that have been most useful in their job roles.

Motivational interviewing, open-ended questions, general communication skills	152
Goal setting, action plan development, assessing readiness to change and addressing barriers	46
Identifying community resources, referrals, PN Tools	23
Cultural awareness, SDOH, Disparities, LGBTQ community needs	19

Survey Analysis

Descriptive Statistics: Competency Confidence (Q24)	N	Mean	Descriptive Statistics: Competency Utilization (Q25)	N	Mean
Maintaining healthy boundaries with clients	125	3.4000	Maintaining healthy boundaries with clients	121	2.7769
Strategies to improve communication with clients	125	3.3280	Helping clients identify barriers and problem solve solutions	122	2.7295
Collaboration within and across a care team (i.e. nurses, MDs)	125	3.3040	Finding new or better resources for clients	121	2.6777
Tailoring health messages to client needs	125	3.2720	Tailoring health messages to client needs	122	2.6557
Asking open ended questions	125	3.2640	Strategies to improve communication with clients	122	2.6557
Helping clients identify barriers and problem solve solutions	125	3.2560	Collaboration within and across a care team (i.e. nurses, MDs)	119	2.6471
Finding new or better resources for clients	125	3.1600	Asking open ended questions	122	2.6393
Using motivational interviewing reflections to decrease client resistance	124	3.1210	Using appropriate strategies for checking whether or not a client understands health information.	122	2.6148

Descriptive Statistics: Competency Confidence (Q24)			Descriptive Statistics: Competency Utilization (Q25)		
	N	Mean		N	Mean
Using appropriate strategies for checking whether or not a client understands health information	125	3.1120	Identifying client risk factors	121	2.5702
Identifying ways to provide culturally competent services.	123	3.1057	Using motivational interviewing reflections to decrease client resistance.	121	2.5702
Identifying client risk factors	124	3.1048	Develop a collaborative action plan with patients.	120	2.5583
Working with clients to address language barriers.	123	3.0813	Identifying ways to provide culturally competent services.	119	2.5294
Assessing client readiness to change	125	3.0800	Working with clients to address language barriers.	118	2.4831
Develop a collaborative action plan with patients.	123	3.0488	Assessing client readiness to change	122	2.4590
Assisting clients with information pertaining to health insurance and/or payment options.	119	2.9244	Assisting clients with information pertaining to health insurance and/or payment options.	115	2.3565

Average confidence across all competencies: 3.17

Confidence
Confidence was measured on a scale of **1-4** with 4 being most confident.

Average daily use of competencies across all: 2.59

Daily use
The average daily use of competencies was measured on a scale of **1-3** with 3 being most frequently used.

Could Supervisor Support play a role?
A composite supervisor support variable was used in a linear regression to analyze potential influence on competency confidence.

Or perhaps the number of courses a PN has taken?
An additional variable was included to examine if taking more than 1 course influences competency confidence.

Linear Regression Results

Supervisor Support was found to be a **statistically significant** factor on the **confidence of PNs** to execute competencies in their job roles while taking multiple PNTC courses was not found significant.

P = 0.038

Discussion

Good news for the PNTC
The survey results suggest strong confidence and daily use of competencies. These results indicate a strong course curriculum offered by the PNTC.

Supervisors?
Supervisor support is a content area the PNTC should continue focusing and potentially expanding on in the future.

Limitations
With strong audience response totals the primary limitation is selection bias and response bias.

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I wouldn't be here today without help.
Thank you all.

» **Patient Navigator Training Collaborative**
» **Patricia Valverde, MPH, PhD**
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