

Breast Care Center

Role of Nurse Practitioner---Patient Navigator

Goals: To provide clinical as well as emotional support to the diagnostic breast patient; to be readily available for concerns/questions throughout the treatment process; to work closely with the radiologists in accumulating results and conveying difficult results to the patient; to be readily available for consult for patients needing immediate diagnostic work-up; to develop a close working relationship with all breast specialists and their support staff; to develop quality indicators for pain/nausea assessment/others as indicated following surgery and during treatment; to attend weekly breast conferences and provide input on patients; to be involved in community through events sponsored by the Breast Program as well as Community Health Fairs/events

Responsibilities:

1. Work with the radiologists to determine recommendations to patients following biopsies.
2. To assist patient with the scheduling of appointments for follow-up visits to surgeon.
3. To make phone calls to patients instructing them of additional imaging procedures that must be performed to clarify interpretation.
4. To assist with biopsy procedures when requested.
5. To develop assessment tools to assist in treating every aspect of healing; that is, pain assessment, psychosocial, financial.
6. To perform CBE's on those patients who indicate that they have not had this procedure performed or who are high risk.
7. To be readily available to perform assessment on patient presenting with breast problem; discuss with radiologist and work with technologists in getting necessary procedures performed on same day.
8. To follow patient through the entire treatment process: imaging, surgery, chemotherapy, radiation therapy; to remain involved with patient if rehabilitation and/or palliative care are required.
9. To assist in the determination of the necessity of genetic counseling and assist with family history forms and scheduling of counseling session.
10. To orient to the Breast Data Base and utilize information as needed for referrals to Clinical Trials.
11. To assist in the preparation for weekly Breast Conferences.
12. To assist as requested with the High Risk and Second Opinion Clinics.

13. To serve as a resource and consultant for the Breast Center as well as the community.
14. To assist in the development of Quality Indicators, track results, report on a regular basis to the Breast Administrative Team.
15. To participate in outcomes research.
16. To develop and coordinate nursing; procedures and processes pertaining to the Breast Care Center services. Actively supervises nursing activities at the center and serves as a resource to other breast specialties in the care and management of the breast patient.
17. To act as a liaison between healthcare providers, the patients and family and payors.
18. To assure that the program nursing practices meet professional and regulatory standards and to that end participates in Nursing Services meetings and committees as designated.
19. To orient and train new employees and physicians in consumer/patient friendly services.

Major Challenges:

1. Coordination of the Breast Care Center clinical resource services.
2. Coordination of interdisciplinary nursing breast team.
3. Integrating data from multiple sources into one breast center service outcomes report.
4. Flexibility in work schedule to meet center and patient care needs.
5. Immediate response to physician and patient telephone calls.
6. Sensitivity to the needs of the breast cancer patient focused on clinical/emotional skills as well as excellent communication and organizational ability.
7. Continuously building and maintaining referral relationships with all medical staff.