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## DESCRIPTION

Navigating the healthcare system can be complex for newly diagnosed breast cancer patients. This quality improvement project at Humber River Health's Cancer Clinic aims to enhance the support and care provided to breast cancer patients by expanding the availability of educational resources and implementing a dedicated oncology Breast Health Navigator (BHN) role. The breast cancer care resource handout was implemented in June 2024. By offering educational materials including resource handouts, along with personalized guidance from the nurse navigator, this initiative seeks to evaluate and improve patient knowledge, engagement, and overall experience throughout their journey.

## OBJECTIVE

To increase access to educational materials for breast cancer patients and evaluate the implementation of an oncology BHN.

## ACTIONS TAKEN

The following actions were taken by the BHN:

- Provided one-on-one support to each newly diagnosed breast cancer patient throughout their treatment.
- Collaborated with key stakeholders such as surgeons, oncologists, patient and family advisory council, cancer clinic resource nurse and patients to identify needs and education gaps for education development
- Developed and distributed a breast cancer resource handout that addresses various aspects of breast cancer such as treatment plans, fertility preservation, financial aid, transportation, and psychosocial support with positive feedback from stakeholders.

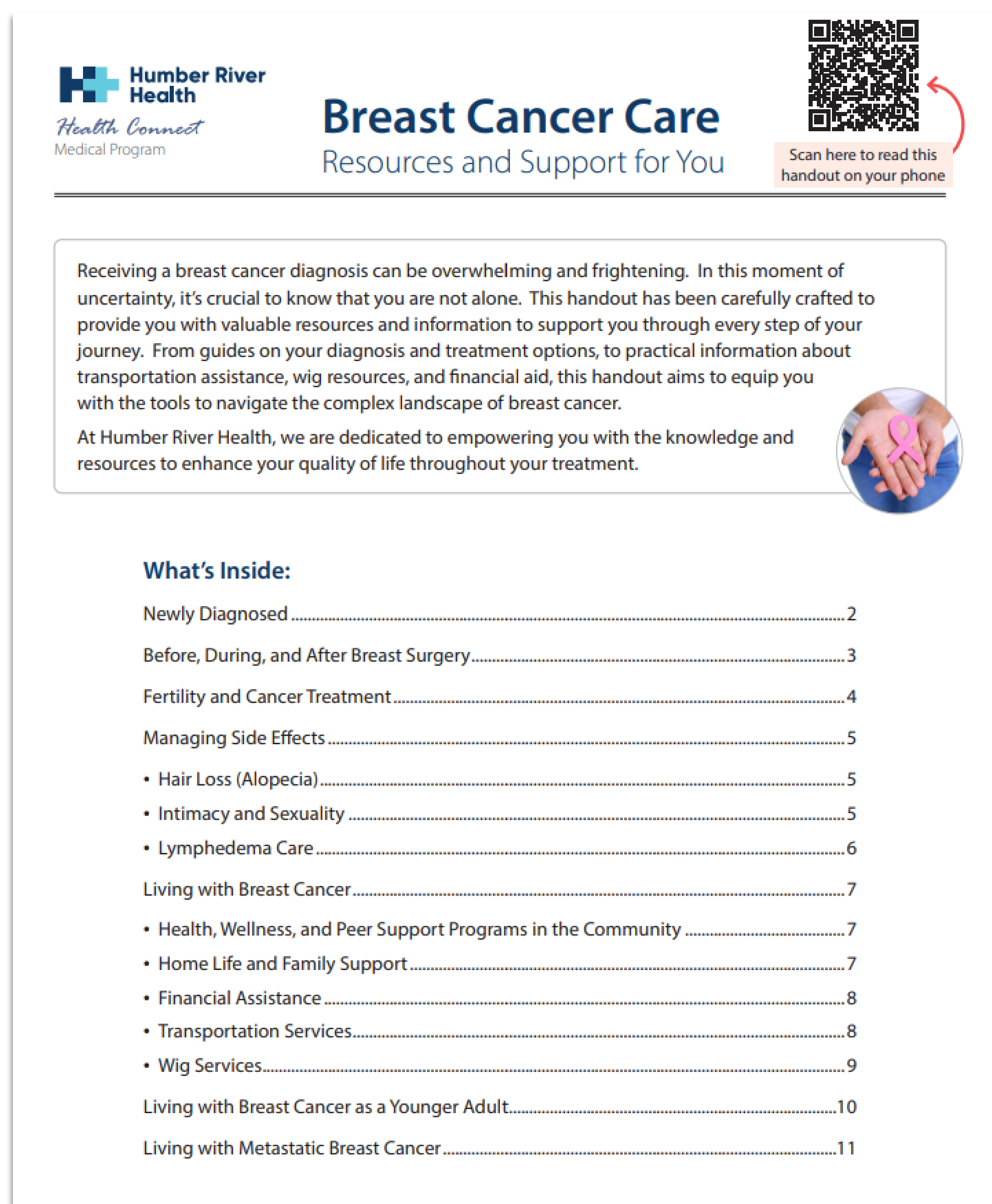


Figure 1. Breast Cancer Care Resource Handout, which is provided to all newly diagnosed breast cancer patients

Patient Satisfaction With Care Provided by Oncology Nurse Navigator (n=14)

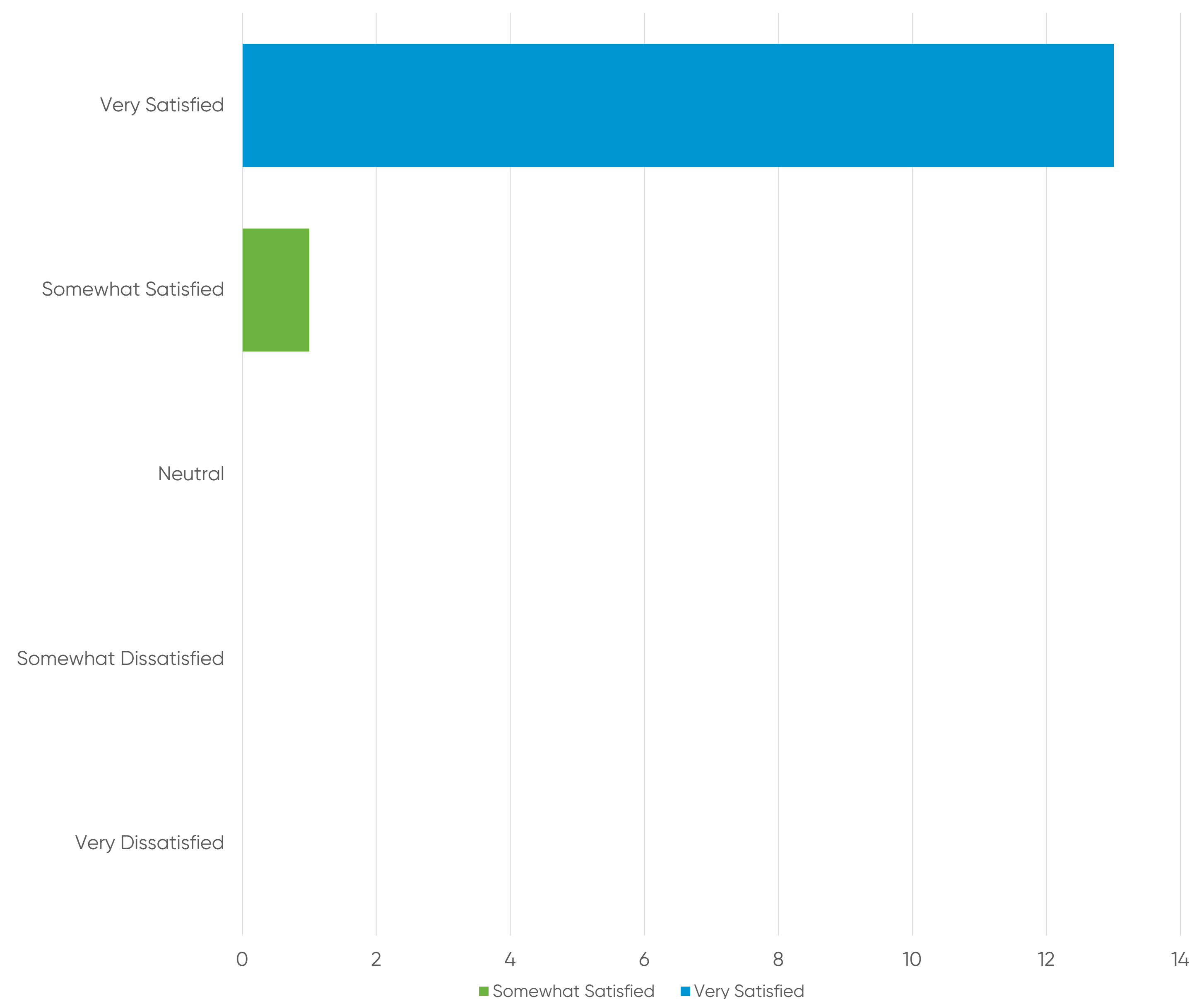


Figure 2. Patient satisfaction with the oncology BHN role survey results

Care Needs for Newly Diagnosed Breast Cancer Patients

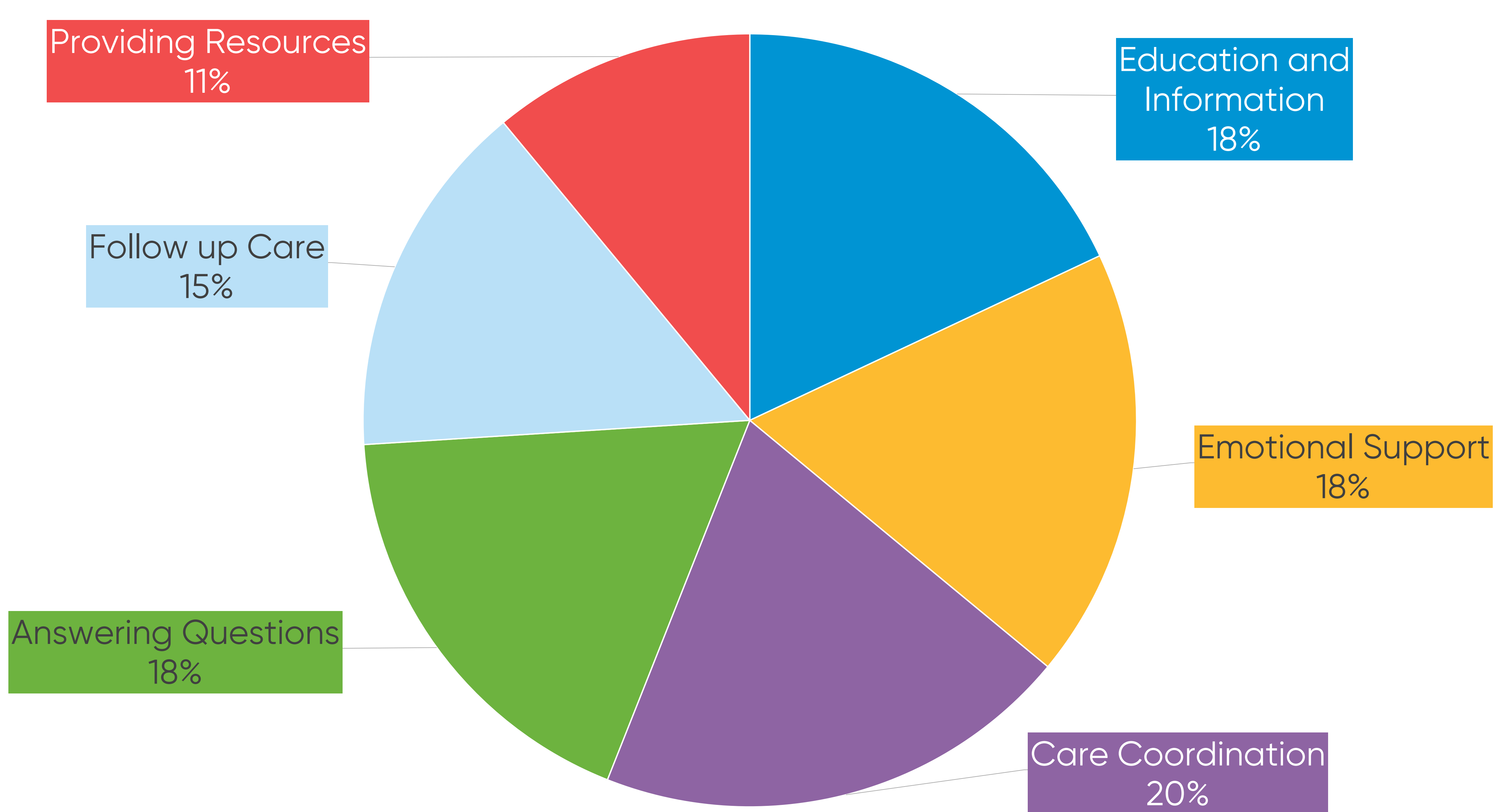


Figure 3. Reported care needs of newly diagnosed breast cancer patients, highlighting key areas of support essential for their journey. The data collected reflects patients' priorities and concerns, which were instrumental in informing the oncology BHN in tailoring patient care

## SUMMARY OF RESULTS

Over 93% of breast cancer patients report significant reduction in stress and 92% of patients were highly satisfied in the care and help provided by the oncology BHN. Through care coordination by the BHN, there has been a reduction in wait times for imaging and referrals. There is 100% satisfaction among oncologist and surgeons with the role of the BHN and the breast cancer care resource handout. Care needs will guide the BHN by identifying resource gaps, tailoring educational programs, and enhancing support services.

## LESSONS LEARNED

The oncology BHN supported patients along their care journey through improved care coordination, decreased stress and increased access to resources.

