



*THE PATIENT NAVIGATION RESEARCH PROGRAM (PNRP)
THANKS ALL THOSE PROVIDERS AND THEIR STAFF WHO HAVE
REFERRED PATIENTS TO OUR STUDY*

Meet Our Patient Navigators

Our Navigators provide support to patients enrolled in the Rochester Patient Navigation Research Program.

ROCHELLE BROCK



Advocate for patient self-activation; worked with HIV children and parents;

volunteer with Women of Color Cancer Support Group; active family care provider and mentor

KEITH CONA



Thyroid cancer survivor, with B.S. degree and work experience

in the field of social work

SHIRLEY POPE



Breast cancer survivor; extensive background in field of

Customer Service; actively involved with youth/young adults through church activities

LETICIA SERRANO



Fluent in Spanish; community outreach experience; pursuing

B.S. Degree in Human Service Administration; daughter and niece of cancer survivors

Our Patient Navigators are culturally competent outreach workers trained to guide breast and colorectal cancer patients through the health care system.

“(the navigator) seems to be able to get through some of the red tape, so-to-speak ... Seems to have access a little deeper into the organization Kinda like having an insider It was very comforting to me.”

~ Breast Cancer Patient

ROCHESTER PNRP STUDY GETS EXCELLENT REVIEWS

In the 2008 site visit report by NOVA Research, the organization contracted by the National Cancer Institute to evaluate navigation programs, commented: “Rochester PNRP is a model program. We recommend that Rochester’s procedures, training program, and implementation of navigation be shared with other PNRP sites.”

In the NCI 2009 site visit report the evaluator wrote:

- “A real strength of this project is the experience, professionalism and tenure of the navigators.”
- “There is high degree of collaboration and project identity within the Rochester PNRP project.”
- “A strength of the Rochester-PNRP project is a focus on conducting qualitative/process level studies, in addition to outcome analyses.”
- “There is a high degree of integration within the team and between the team and the majority of (recruitment) sites helping to ensure access to high quality cancer care by all patients.”

“... (the navigator) helped me with trying to get my insurance to approve me for the surgery out-of-town.”

~ Colorectal Cancer Patient

NAVIGATION EQUALS PATIENT SUPPORT

Over 250 cancer patients have been enrolled in Rochester’s Patient Navigation study, directed by Principal Investigator Dr. Kevin Fiscella, MD, MPH.

‘SUPPORT’ is the one word many patients have used to sum up the benefits they have received.

Patients describe the support received in a variety of ways. One patient commented:

“It’s almost like someone opening their arms around you and saying that we are here to help take care of you and get you the services you need. When you are diagnosed with cancer, your head is spinning I wanted someone to take me by the hand and knowing there is a safety net that you could count on if you had a question I wanted that safety net there and that is exactly what they provided me.”

~ Breast Cancer Patient

NATIONAL CANCER INSTITUTE STUDY

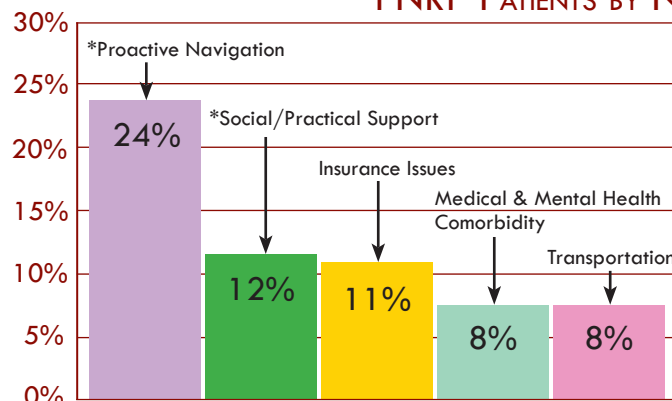
In 2005, the National Cancer Institute (NCI) funded a 9-site collaborative study to evaluate the efficacy of Patient Navigation.

The University of Rochester Medical Center is one of those sites enrolling breast and colorectal abnormal screened patients and newly diagnosed breast and colorectal cancer patients.

“I think the program was wonderful and I don’t think I could have made it without them.”

~ Breast Cancer Patient

THE FIVE MOST FREQUENT TYPES OF SUPPORT PROVIDED TO ROCHESTER’S PNRP PATIENTS BY NAVIGATORS



***Proactive Navigation** - actions taken by the Patient Navigator to **prevent** potential barriers from occurring and/or recurring.

***Social/Practical Support** - patient lacks a person/community to help them through their care.