Oncology Navigation in Epic

Personalized support to help patients overcome barriers

Oncology navigators are individuals who guide patients with cancer from their initial referral through their treatment and survivorship, providing individualized logistical, emotional, and educational support to help patients understand the care they're receiving and overcome barriers to treatment. Studies have shown patients who receive navigation have many improved outcomes, including shorter times to treatment, increased treatment adherence, higher patient satisfaction and quality of life, and more equitable care.

Oncology navigators and their managers can document and track their observations and interventions in Epic, where their work is integrated with other facets of their patients' healthcare. A unified chart facilitates communication between members of the patient's care team, who can view assessments and interventions to gain a better understanding of their patient's health and story.

Identify patients who need navigation

Staff use a dashboard to identify patients who meet criteria for navigation, such as patients who were recently referred, and assign them a navigator.

Create, delegate, and follow up on navigation tasks

Navigators can use a pre-defined checklist of tasks and create new tasks as needed to follow up on specific patient needs. They can also delegate these tasks to others. A dashboard helps navigators stay on top of outstanding tasks to make sure patients receive the follow-up they need.

Tailor care for patient needs

Navigators document outreach with a series of discussion topics and assessments, such as questions about the phase of treatment, barriers to care, social drivers of health, symptoms related to medication, and support options. They can quickly review patient responses and track changes over time to help them determine whether the patient's needs are changing or whether an intervention is working.

Track outcomes

Reports and dashboards help navigators and managers review key outcomes, such as time to treatment, to measure the effects of the navigation program. Self-service reporting tools allow them to identify and investigate trends in their navigation program or stratify metrics to identify differences between groups of patients.

A Foundation System Model

Epic's Foundation System includes workflows for oncology navigators. Using a dedicated workspace to guide the conversation and record patients' responses, navigators discuss treatment with patients and identify concerns that could delay treatment or affect their wellbeing. Navigators can use standardized checklists and assign tasks to themselves or different members of the care team, such as a scheduler, social worker, dietician, or community health worker.

These tools encompass clinical and patient navigation and include workflows for managing navigation programs. You can use these workflows out of the box or customize them to meet your needs.

To get started, refer your IT team to the [Oncology Navigation in Epic](#) white paper on Epic's UserWeb.