✨ BCCHP PATIENT NAVIGATION WORKFLOW ✨

A Quick Guide for Staff

WHAT IS PATIENT NAVIGATION?

Individualized support that helps clients overcome barriers to complete breast and cervical cancer screening, diagnostic follow up, and treatment.

WHY NAVIGATION MATTERS

• Helps clients complete timely screening, diagnostics, and treatment • Supports CDC **60-day performance indicators** for time from Abnormal finding to diagnostic follow up, and from Diagnostic follow-up to treatment initiation

STEPS FOR BCCHP NAVIGATION

1. IDENTIFY THE NEED

Does the client need help with? • Screening or rescreening • Diagnostic follow up- • Abnormal results • Treatment coordination • Understanding next steps
If yes, continue.

2. CHECK ELIGIBILITY

A client may be navigated if they are: • Age appropriate for screening • **Under 250% FPL** (any insurance) •**250–300% FPL** *and* receiving breast services • Insured but still need support • Not BCCHP eligible but need help with next steps.

3. ASSESS BARRIERS

Ask: *What might prevent this client from completing services?* Common barriers: Transportation • Childcare • Language needs • Fear or anxiety • Insurance confusion • Scheduling challenges • ***Must document at least two barriers***

4. PROVIDE NAVIGATION

To complete navigation, staff must: Make **2 direct contacts** (e.g., phone or in person. Messages do not count) • Document a **barrier assessment** • Take **actions to address barriers** • **Schedule** the appointment (specifically assist client scheduling, cannot just give phone #) • **Obtain results** • **Follow up** until completion • Document all steps

5. CLOSE THE LOOP

Navigation is complete when: Barriers are addressed • Appointment is completed • Results are obtained • Follow up is completed. **To be reimbursed for navigation,** staff must: obtain client consent, enroll the client, provide navigation services, document all contacts, barriers, actions taken, and outcomes. Staff must: obtain client consent, enroll the client, provide navigation services, document all contacts, barriers, actions taken, and outcomes.