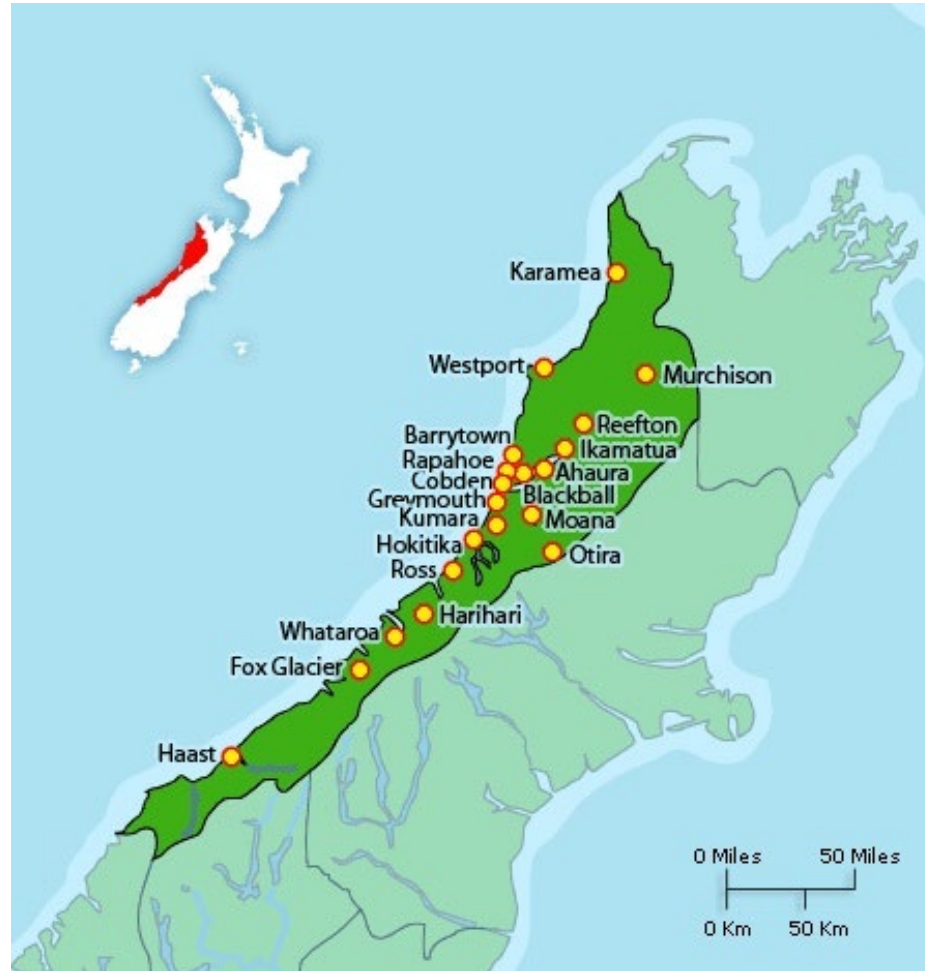


Community lay health navigators for those living with complexity in rural New Zealand

- Professor Fiona Doolan-Noble



Context



The burning platform

The journey of treatment and
care for people with cancer
on the West Coast

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- Living with cancer in a rural and remote area impacts on the cancer journey;
- Travelling for treatment and health care acts as a barrier and can alter choices for treatment and care;
- Organisation and co-ordination of care is limited by geographical distance and human resources, resulting in multiple small delays;
- Māori with cancer on the West Coast face particular challenges.

How did we chose the navigators?

- No right or wrong here;
- Our focus: what skills did they bring that a health professional may not have?
 - JP;
 - Living with a disability;
 - Cancer survivor;
 - Heavily involved in community groups;
- All recognised and trusted in their communities.



Types of services provided

- Logistical services
 - Coordination of appointments;
 - Transportation;
 - Accompaniment to appointments;
 - Referrals;
 - Provision of information.
- Relational services
 - Emotional support;
 - Negotiate broken relationships between clients and health/social care providers;
 - Communication with interdisciplinary team;
 - Support clients into residential care facilities/tertiary learning.

Activity

	2023-2024	2024-2025
Referrals	821	720
Face to face contact	2046	1769
Call contact	1933	1850
Contact on behalf of	982	1577





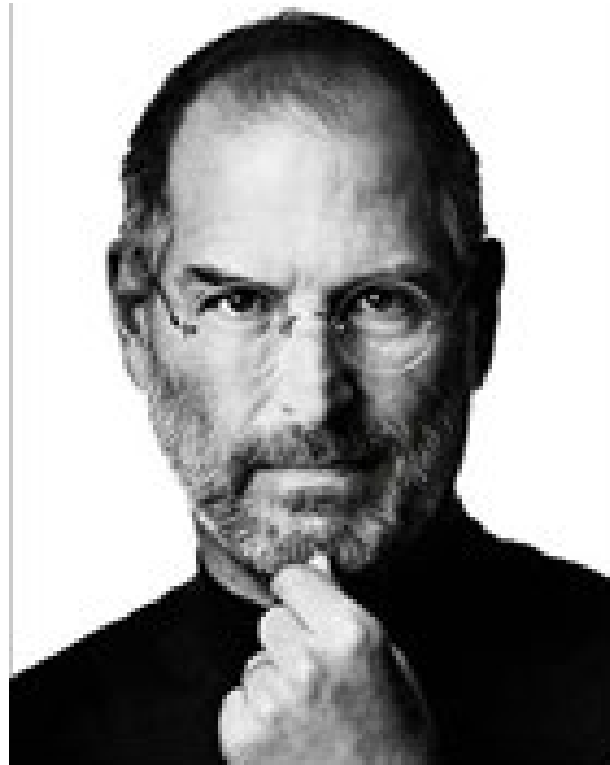
Reflections

- The West Coast lay patient navigation service has shown that it:
 - Relieves health and social care professionals of many of the logistical and organisational demands created by complex patients in a fragmented health system;
 - Patients have a high level of satisfaction with the service and the service has a constant level of patient demand.
- Still need to determine:
 - ‘How’ navigators add value to those with multimorbidity still needs to be untangled;
 - Determining impact metrics for such services remains a challenge.



The final words go to
Steve Job's wife

“One of the big
issues in the
health care
industry is the lack
of navigators that
are the quarter
backs of each
team”.



Curtin University