Many oncology nurses have taken up nurse navigator roles that are second to their education and disease-specific training. They face big challenges: notably, a dearth of evidence-based resources or the professional standards that help them to develop effective programs. Laying the groundwork for greater support of nurse navigators, ONS launched the oncology nurse navigator (ONN) project in fall 2012. Come learn about the project’s development, including its role definition of an oncology nurse navigator, the creation of core competencies, and how these competencies are taking root across medical institutions.

Content Area: Administration

Content Level: Intermediate

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Nothing to Disclose

Objectives:
At the end of this session, participants will be able to:
1. Summarize the process involved in the development of the ONN competencies.
2. Apply the ONN competencies to develop and grow oncology nurse navigation programs.

Content Outline:
I. Why core competencies?
II. Laying the foundation
   A. Navigation vs. oncology nurse navigation
   B. ONN Professional Practice Framework

III. Read, write, review, repeat
IV. Making the competencies work for your program

Bibliography:

Oncology Nursing Society. (2010). Oncology Nursing Society, the Association of Oncology Social Work, and the National Asso-


Competency Defined

- The quality of being adequately or well qualified
- The ability of an individual to do a job properly
- Set of defined behaviors that provide a structured guide enabling the:  
  – the identification, evaluation and development of behaviors in individual employees

Why Competencies

- Differentiates an organization from its competition
- Allows an organization to identify potential resources needed to help an employee develop and learn
- Assists in the recruitment of qualified individuals to fill a specific job position
- Performance management – shared understanding of what will be monitored, measured and rewarded

Foundational Tools for Oncology Nurse Navigator Programs: Implementing Oncology Nurse Navigator Core Competencies

Judy De Groot RN, MSN, AOCN
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Competencies Defined

- Not the same as job task
- What people need to be successful in their jobs
- Include all the related knowledge, skills, abilities and attributes that for a person’s job
- The process of competency development is a life long series of doing and reflecting

ONS ONN Competencies

- Role Delineation Study identified the need to clearly define the role
- Support the growth and standardization of the role
- Intended to describe the fundamental knowledge and skills that novice ONNs should possess or acquire

Navigation versus ONN

- Multiple terminology used to describe navigators
  – Case managers
  – Lay navigator
  – Social work navigator
  – Patient navigator
  – Care navigator
  – Insurance navigator
  – Professional nurse navigator
Navigator versus ONN

• Challenging to determine exact role in professional literature
• Confusing to patients and health care providers
• Need for standardization of definition of navigator, job descriptions, educational preparation, related experience required to fulfill the role

ONN Professional Practice Framework

• Value of a Practice Framework
  – Guide navigator practice, differentiates between nurse and non nurse navigator
  – Compliment exiting nurse navigation models
  – Promotes key processes/relationships that influence how ONN's work, and the outcomes desired as the result of the work


ONN Professional Practice Framework

• What is the framework
  – ONN functions using the nursing process
    • Assess, plan, implement, evaluate
  – Functional Skill
    • Educate, facilitate, advocate within context of cultural sensitivity
• Works for and within two operational domains to promote positive outcomes
  – Patient
  – Healthcare system

ONN Practice Framework

Read and Write

• The Process
  – seven member team from across the country
  – aimed at novice ONN
• Extensive Literature Review
• Brain storm session resulted in 47 competencies across 4 categories:
  – Professional Role
  – Communication
  – Education
  – Coordination of Care

Review (and Repeat), Read and Write

• Field Review
  – Provide validation
  – NN SIG and any ONS member self-reported to be a navigator
    – 29.2% response rate
• Field review results analyzed/edited by project team
  – Two competencies were deemed redundant by the field reviews and subsequently dropped,
  – Five were combined to improve clarity, for a
• Total of 40 ONN Core Competencies across the four categories
Review (and Repeat), Read

• Expert Review:
  – Experts were chosen based upon their years of experience and leadership role in oncology nurse navigation.
  – Expert reviewers were asked to comment on the flow, clarity, completeness, and appropriateness of the overall competency listings, as well as to provide further feedback on individual statements.

….and Write

• Expert review led to writing assignments divided among the group to prepare project for publication.
• How to access the competencies
  – ONS web site
  – Google search

How are navigators using the competencies?

• Vignettes
  – Professional Role
    • Claudia Miller milleri@musc.edu Hollings Cancer Center, SC
    • Donna Fernandez dfernandez12@aol.com Multicare Regional Cancer Center, WA
  – Communication
    • Sara Morrill morrilsa@cmhc.org Central Maine Medical Center, ME
    • Linda Aeschliman Linda.Aeschliman@snmh.dignityhealth.org Sierra Nevada Women’s Imaging Center, CA

How are navigators using the competencies?

• Education
  • Terri Bentler Theresa.bentler@sandfordhealth.org Sandford Health, MN
  • Wanda Strange Wanda.Strange@USOncology.com Mary Crowley Cancer Research Center, TX
• Coordination of Care
  • Barbara McHale Barbara.mchale@sphp.com Samaritan Hospital Cancer Treatment Center, NY
  • Margaret (Peggy) Kane Margaret.kane@kp.org Kaiser Permanente, Largo Medical Center, FL