

Categories	Metric	Meas	Interval	Data Type
Coordination of Care / Care Transitions	1. Treatment Compliance: Percentage of navigated patients that adhere to institutional treatment pathways per quarter	CO ROI	Quarter	Number Percent
	2. Barriers to care: Number and list of specific barriers to care identify by navigator per month	CO ROI	Month	Number
	3. Interventions: Number and specific referrals / interventions offered to navigated patients per month	PE CO	Month	Number
	4. Clinical Trial Education: Number of patients educated on clinical trials by the navigator per month	PE CO	Month	Number
	5. Clinical Trial Referrals: Number of navigated patients per month referred to clinical trial department	PE CO	Month	Number
	6. Patient Education: Number of patient education encounters by navigator per month	PE CO ROI	Month	Number
	7. Multidisciplinary Communication: number of patients who are referred to revenue generating services (i.e., radiology, rehabilitation, palliative care, tumor site-specific pre/rehab programs)	ROI	Month	Number
	8. Diagnosis to initial treatment: Number of business days from diagnosis (date pathology resulted) to initial treatment modality (date of first treatment)	PE CO	Business days	Number
	9. Diagnosis to First Oncology Consult: Number of business days from diagnosis (date pathology received) to initial oncology consult (date of first appointment)	ROI	Business days	Number
Research, Quality, Performance Improvement	10. Patient Experience / Patient Satisfaction with Care: Patient experience or patient satisfaction survey results per month (utilize institutional specific navigation tool with internal benchmark)	PE	Month	Number Percent
	11. Patient Experience / Patient Satisfaction with Care: Monitor one major goal of current navigation program annually as defined by cancer committee (example: Population served)	PE CO ROI	Annual	Text
	12. Patient Transition from Point of Entry: Percentage of navigated analytic cases per month transitioned from institutional point of entry to initial treatment modality	PE CO	Month	Number Percent
	13. Diagnostic Workup to Diagnosis: Number of business days from date of abnormal finding to pathology report for navigated patients <i>"suspicious findings" for bone cancers, myelomas, lymphomas ... Need to confirm these data are being collected and include in the</i>	CO	Business days	Number
Operations management, Organizational Dev, Hlth Econ	14. 30-, 60-, 90-Day Readmission Rate: Number of navigated patients readmitted to the hospital at 30, 60, 90 days. Report quarterly	ROI	Quarterly	Number
	15. Navigation Operational Budget: Monthly operating expenses by line item	ROI	NA	NA
	16. Navigation Caseload: Number of new cases, open cases, and closed cases navigated	ROI	Month	Number
	17. Referrals to Revenue-Generating Services: Number of referrals to revenue-generating services per month by navigator	ROI	Month	Number
	18. Inpatient Oncology Unit Length of Stay	ROI	Days	Number
	19. No show rate. Number of navigated patients who do not complete a scheduled appointment	ROI	Month	Number
	20. Patient Retention through Navigation: Number of analytic cases per month or quarter that remained in your institution due to navigation.	ROI	Month	Number

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Oper management, Organ Dev, Hlth Econ	21. Emergency Department Utilization: Number of navigated patient visits to the emergency department per month <i>[nausea/vomiting/dehydration, constipation, symptom management, sepsis, other on for admission]</i>	ROI	Month	Number
	22. Emergency admissions per Number of Chemotherapy Patients: Number of navigated patient visits per 1000 chemotherapy patients that had an emergency department visit per month	ROI	Month	Number
Community Outreach, Prevention	23. Cancer Screening Follow-Up to Diagnostic Workup: Number of navigated patients per quarter with abnormal screening referred for follow-up diagnostic workup	PE CO ROI	Quarter	Number
	24. Cancer Screening: Number of participants at cancer screening event and/or percentage increase of cancer screening	PE CO	Month / Quarter	Number
	25. Completion of Diagnostic Workup: Number of navigated individuals with abnormal screening that completed diagnostic workup per month/quarter	CO ROI	Month / Quarter	Number
	26. Disparate Population at Screening Event: Number of individuals per quarter at community screening events by Office of Management and Budget (OMB) Standards.	PE CO	Quarter	Number
Professional Roles and Responsibilities	27. Navigation Knowledge at the Time of Orientation: Percentage of new hires that have completed institutionally accepted developed navigator core competencies	CO	Annual	Number Percent
	28. Oncology Navigator Annual Core Competencies Review: Percentage of staff that have completed institutionally accepted developed navigator core competencies annually to validate core knowledge of oncology navigation	CO	Month	Number Percent
Psychosocial Support, Assessment	29. Psychosocial Distress Screening: Number of navigated patients per month that received psychosocial distress screening at a pivotal medical visit with a validated tool	PE CO	Month	Number
	30. Social Support Referrals: Number of navigated patients referred to support network per month [social worker, psychologist, chaplain, Palliative care, financial counselor]	PE CO ROI	Month	Number
Patient Empowerment, Patient Advocacy	31. Patient goals: Percentage of analytic cases per month that patient goals identified and discussed with the navigator	PE CO ROI	Month	Number Percent
	32. Caregiver Support: Number of caregiver needs / preferences discussed with navigator per month	CO	Month	Number
	33. Identify Learning Style Preference: Number of navigated patients per month that preferred learning style was discussed during the intake process	PE CO	Month	Number
Survivorship and End of Life	34. Survivorship Care Plan: Number of navigated patients (patients with curative intent) per month that received a survivorship care plan and treatment summary	PE CO	Month	Number
	35. Transition from Treatment to Survivorship: Percentage of navigated analytic cases per month transitioned from completed cancer treatment to survivorship.	PE CO	Month	Number Percent
	36. Referrals to Support Services at the Survivorship Visit: Number of navigated patients per month referred to appropriate support service at the survivorship visit	PE CO ROI	Month	Number
	37. Palliative Care Referral: Number of navigated patients per month referred for palliative care services <i>NOTE: add separate metric on "Hospice"</i>	PE CO ROI	Month	Number