Utilization of a Comprehensive Training Program to Train Patient Navigators in the Effective Delivery of Navigation Services

- MARY SMITH MD

- ASSOCIATE PROFESSOR, USA HEALTH CENTER USA

Tyeirra Seabrook, MPH, CHES, Sr. Quality Management Specialist
Andre M. Titus Jr. BS, Senior Trainer
Jill Williams, BA, Care Trainer
New York City Department of Health and Mental Hygiene

Disclosures

- (Tyeirra Seabrook, Andre M. Titus Jr., and Jill Williams) have no relevant financial or non-financial interests to disclose.

- Disclosure will be made when a product is discussed for an unapproved use.

- This continuing education activity is managed and accredited by AffinityCE in cooperation with HRSA and LRG. AffinityCE, HRSA, and LRG Staff, as well as planners and reviewers, have no relevant financial or non-financial interests to disclose. Conflict of interest, when present, was resolved through peer review of content by a non-conflicting reviewer.

- Commercial support was not received for this activity.

Learning Outcomes

1. Adopt a team approach utilized in curriculum development, design and delivery

2. Examine the process of collaboration in your jurisdiction and how it applies to education, training and implementation

3. Identify lessons learned applicable across grantee jurisdictions to support duplication of training design

Learning Objectives

By the end of the session participants will be able to:

1. Describe a team approach modeled in curriculum development, design and delivery

2. Discuss collaboration across the Bureau of HIV with a focus on provider engagement

3. List four lessons learned regarding development and implementation of Care Coordination training over the past 10 years

Key Terms

- Patient Navigator – Community Health Worker

- Care Coordinator – Supervisor

- Provider – Funded Agency, Sub-Recipient, Community Based Organization, Community Health Clinic

- Quality Management Specialist (QMS) – Project Officer, Contract Manager

- Patient - Client

Care Coordination
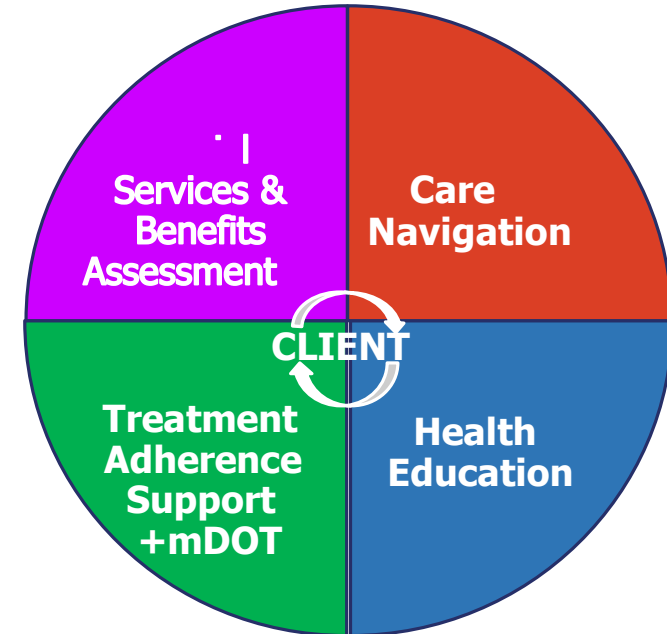
A Client-Centered Team Approach

Client-Centered Team Approach

Care Coordination Model

- Communication across provider roles
- Engages clinical and nonclinical staff
- Includes patient self-assessment

Services & Benefits Assessment

Care Navigation

CLIENT

Treatment Adherence Support +mDOT

Health Education

Team Approach

Training development, design and delivery

- Collaboration with trainers, quality management specialists (QMS), and evaluation staff

- Strategic planning meetings, curriculum review, revision of training module goals and objectives, pre/post knowledge assessments and evaluation tools

Core Elements

Providers:

- Attend annual provider meeting
- Receive technical assistance
- Participate in annual site visits
- Attend required pre-requisite trainings
- **Attend comprehensive core six-day training**
  - Program directors, care coordinators, patient navigators, including *QMS*

Key Characteristics

- Trainers attend provider meetings
- Trainers bring subject matter expertise & experience
- **QMS participate in training**
- Training content incorporates feedback
  - Technical assistance, provider meetings, provider focus groups

Care Coordination

Comprehensive Core Six-Day Training

Six Days of Comprehensive Training

Days One, Two and Three:

Care Coordination Team Model

Treatment Adherence

Cultural Responsiveness

Client Disclosure

Professional Boundaries

Intimate Partner Violence & Field Safety

Six Days of Comprehensive Training

Days Four, Five and Six

Preview Service Types & Flow

Practice Service Plans

Quality Documentation

HIV Self-Management

Health Education

Skills Practice

Treatment Adherence
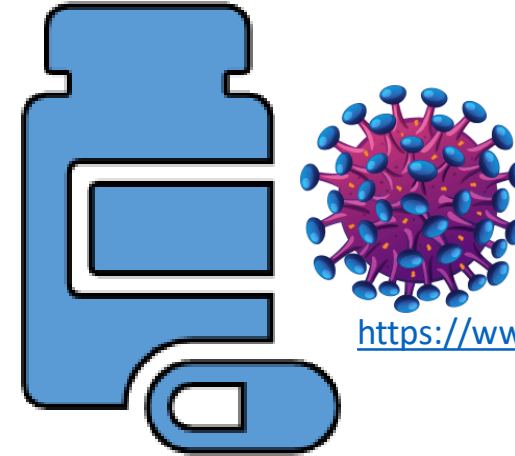
Develop and Demonstrate Understanding of HIV Treatment

Day Two

Focus on Treatment Adherence

- Antiretroviral treatment and HIV
- Barriers to adherence
- Components of treatment adherence

https://www.hiv.gov/

Care Navigation

Building Competencies for Home Visits & Accompaniment

Day Three

Disclosure

Explore client challenges

Develop skills to assist clients

Discuss contact notification services

Intimate Partner Violence

- Define key terms
- Review and discuss LGBT power and control wheel
- Discuss the IPV and HIV connection

https://avp.org/

https://www.thehotline.org/
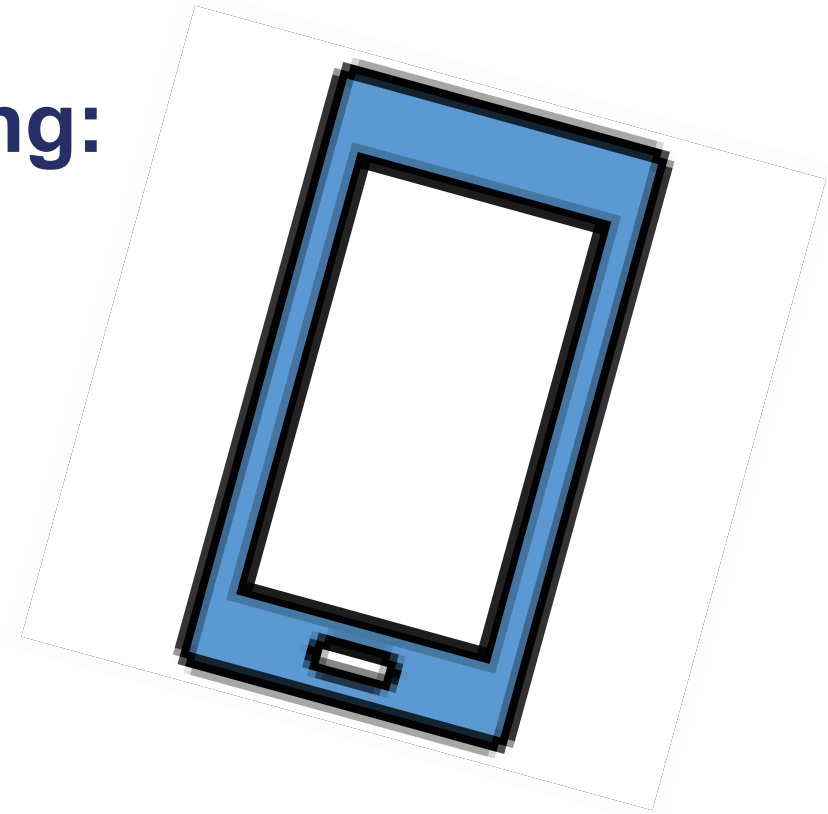
Home Visits

- Preparing for home visits
- Home visit policy and procedure
- Conducting a home visit

The Impact of COVID-19

Considerations for future training:

- Addressing client isolation
- Telehealth
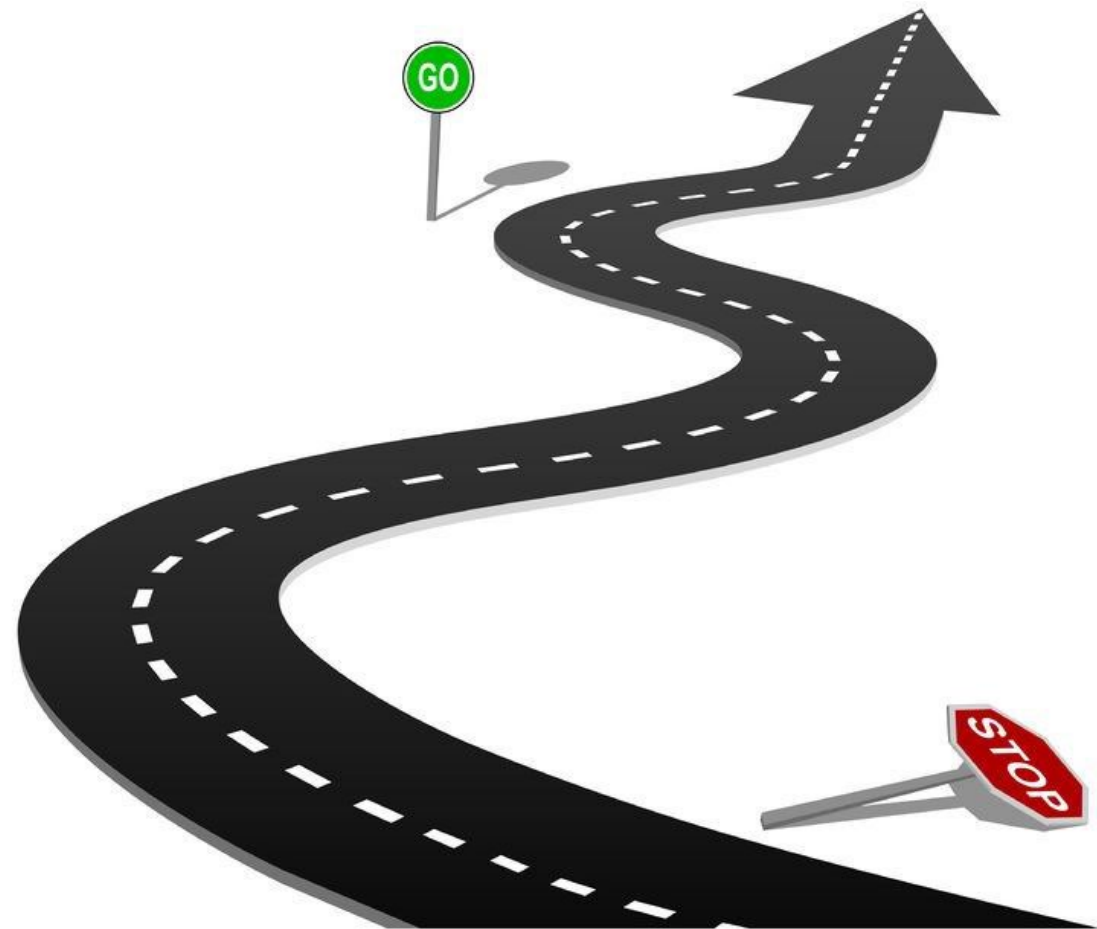- Videoconferencing
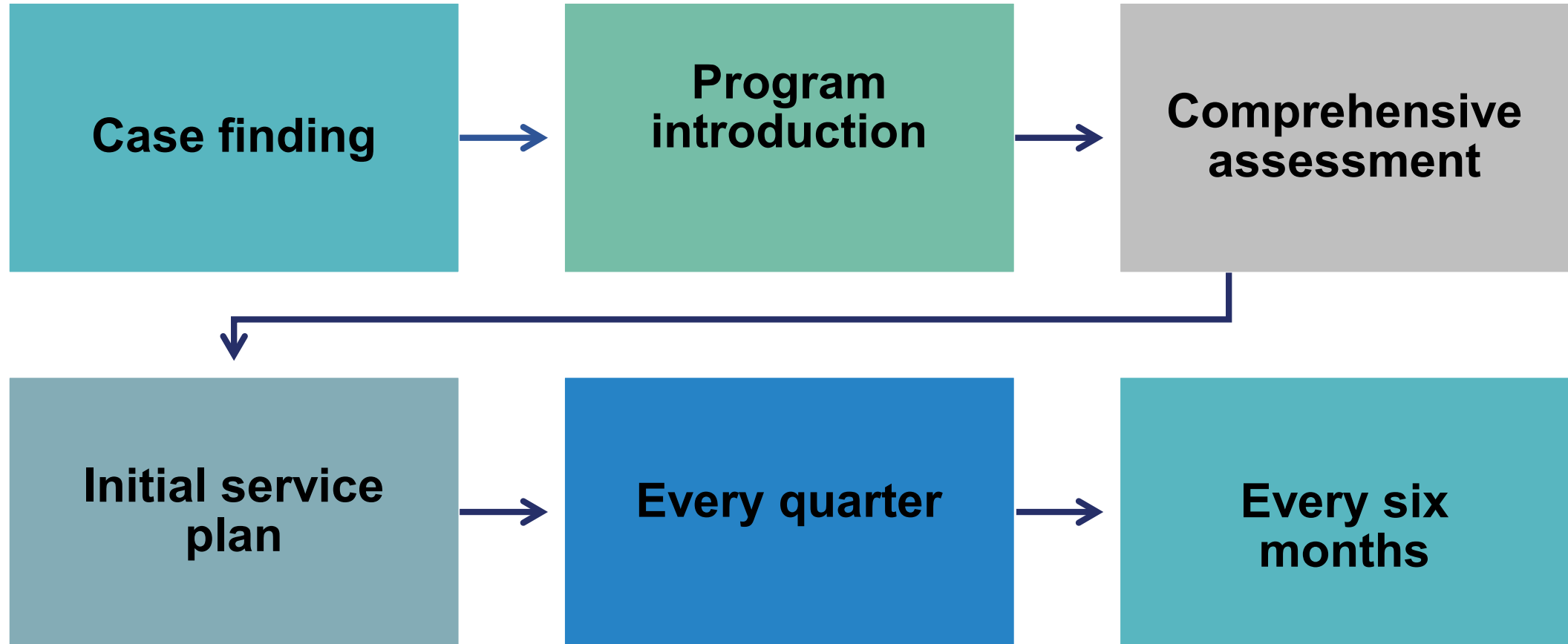- Phone services

Implementation

Training Patient Navigators to Deliver Care Coordination Services

Day Four and Five

Mapping Service Types

- Define service types
- Who delivers the service
  - Care Team
    - Patient Navigator
    - Care Coordinator
    - Primary Care Provider

Demonstrate Client Flow

```
┌─────────────────┐      ┌─────────────────┐      ┌─────────────────┐
│                 │      │     Program     │      │  Comprehensive  │
│  Case finding   │ ───▶ │  introduction   │ ───▶ │   assessment    │
│                 │      │                 │      │                 │
└─────────────────┘      └─────────────────┘      └─────────────────┘
        ┌──────────────────────────────────────────────────┘
        ▼
┌─────────────────┐      ┌─────────────────┐      ┌─────────────────┐
│ Initial service │      │                 │      │   Every six     │
│      plan       │ ───▶ │  Every quarter  │ ───▶ │    months       │
│                 │      │                 │      │                 │
└─────────────────┘      └─────────────────┘      └─────────────────┘
```
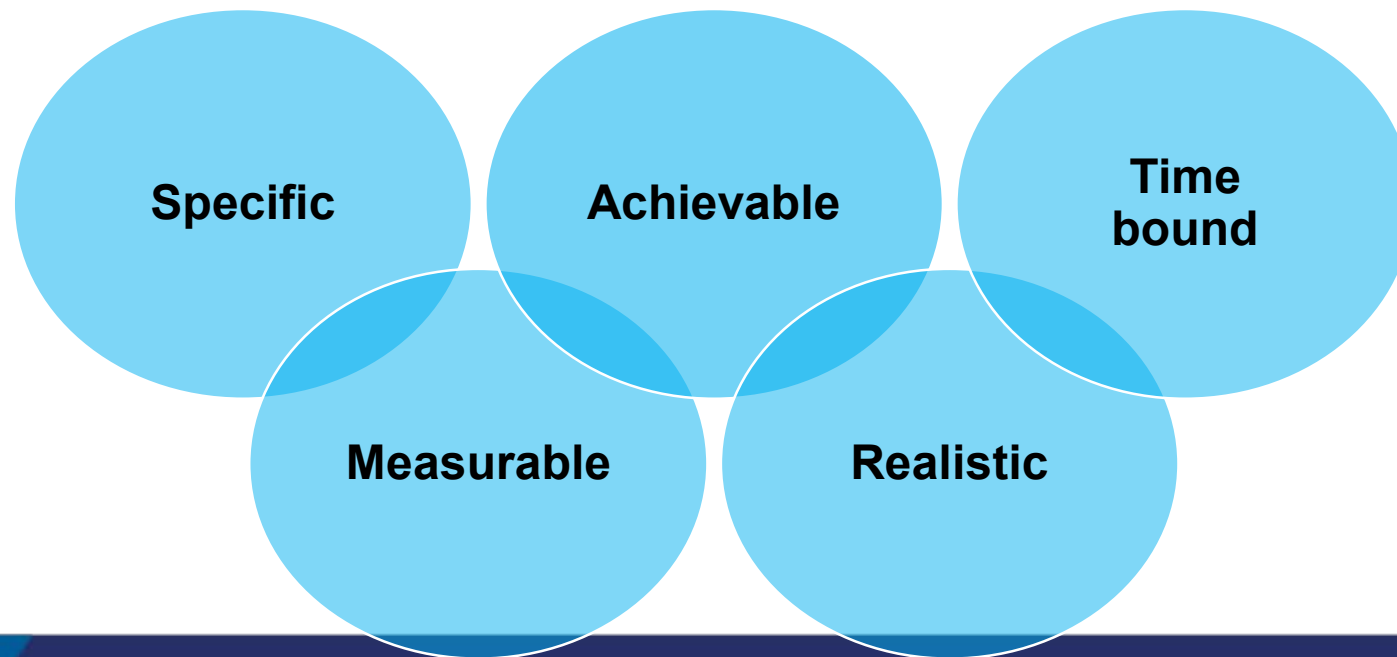
Utilize Case Scenarios

- Demonstrate service tracking
- Develop person-centered service plans
  - Using SMART goals & objectives

Skills Practice

Putting it All Together

Day Six

Skills Practice:

Mock chart review

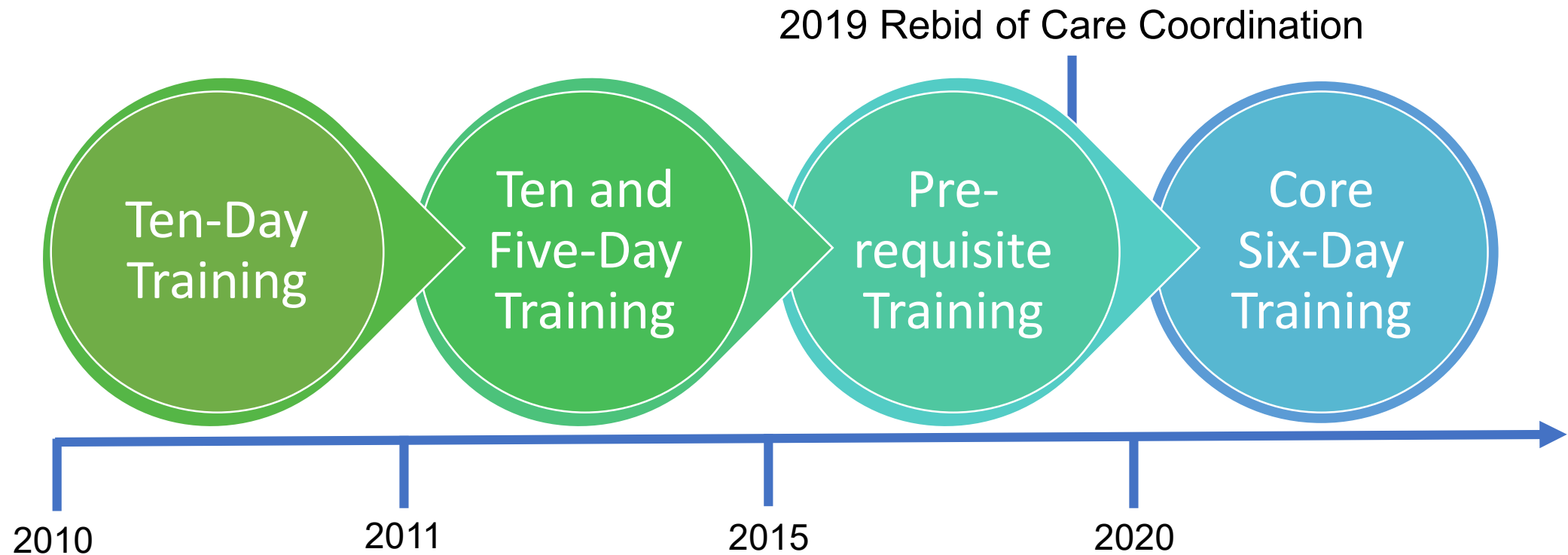Preparation for a home visit

Role play
- Initial client meeting
- Follow up home visit

Lessons Learned
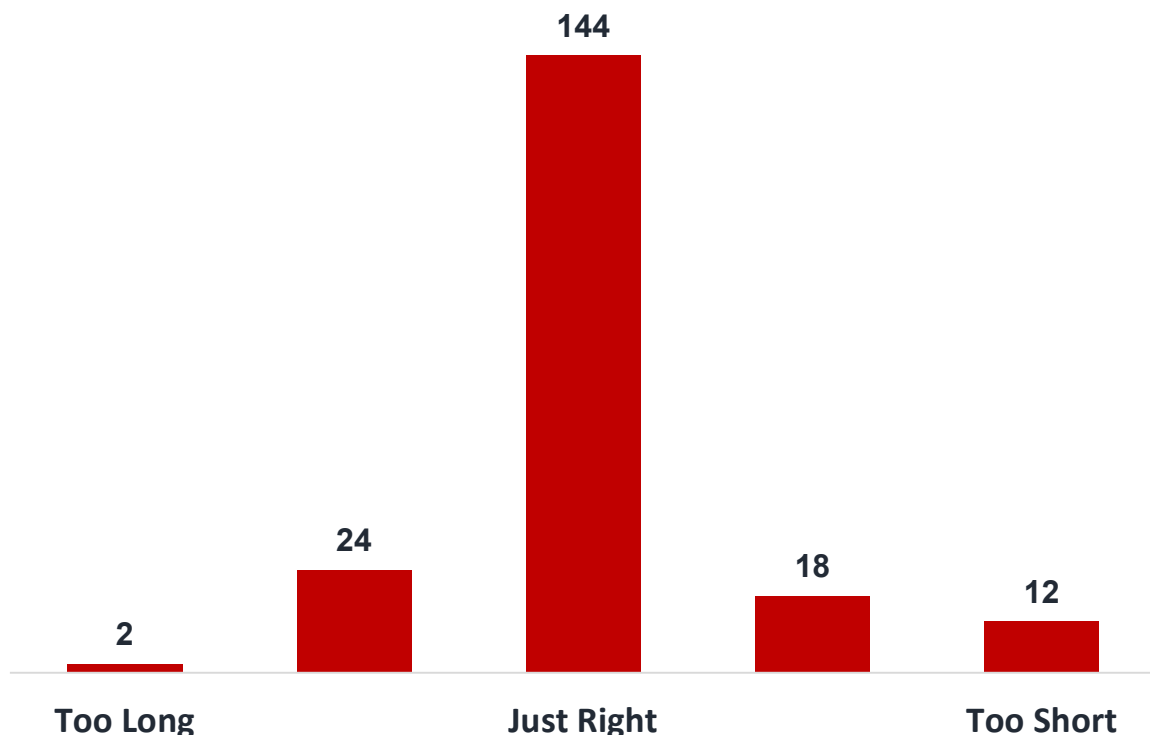
Ten Years of Patient Navigation Training
2010 – 2020

Evolution of Training

2019 Rebid of Care Coordination

Ten-Day Training

Ten and Five-Day Training

Pre-requisite Training

Core Six-Day Training

2010

2011

2015

2020

Core Six-Day Training Evaluation

Participant Rating of Course Length

"Thank [you] New York City Department of Health [and the] amazing trainers for implementing, funding, and knowing how valuable this program is to our population."

- Participant (October 2019)

*Evaluation data extracted from July 2016, July 2017, July 2018, October 2018, July 2019, October 2019 training sessions

Core Six-Day Training Evaluation

Average Knowledge Assessment Score

64%
Pre-course Test

81%
Post-course Test

"The training prepares you with needed knowledge to be successful on the job. It helps you deliver services and helps administrators understand field barriers to job performance."

- Participant (January 2020)

*Evaluation data extracted from January 2020 Participants

Key Takeaways

- Value provider input
  - Training parking lot
  - Knowledge assessments
  - Post course evaluation
- Provider meeting best practice showcase
- Provider focus groups
- Quality Management Specialist collaboration

Training Resources

- Centers for Disease Control and Prevention (CDC) Effective Interventions: STEPS to Care https://www.cdc.gov/hiv/effective-interventions/treat/steps-to-care/index.html

- AIDS Education and Training Center Program (AETC) https://aidsetc.org/

THANK YOU

Tyeirra Seabrook, MPH, CHES, Sr. Quality Management Specialist
tseabrook@health.nyc.gov

Andre M. Titus Jr., BS, Senior Trainer
atitus@health.nyc.gov

Jill Williams, BA, Care Trainer
jwilliams6@health.nyc.gov

How To Claim CE Credit

If you would like to receive continuing education credit for this activity, please visit:

ryanwhite.cds.pesgce.com