

# **NACI Care™ :**

**A Patient Navigation Data Entry, Tracking  
and Evaluation Program**



**Tutorial: Overview**

August 12, 2022



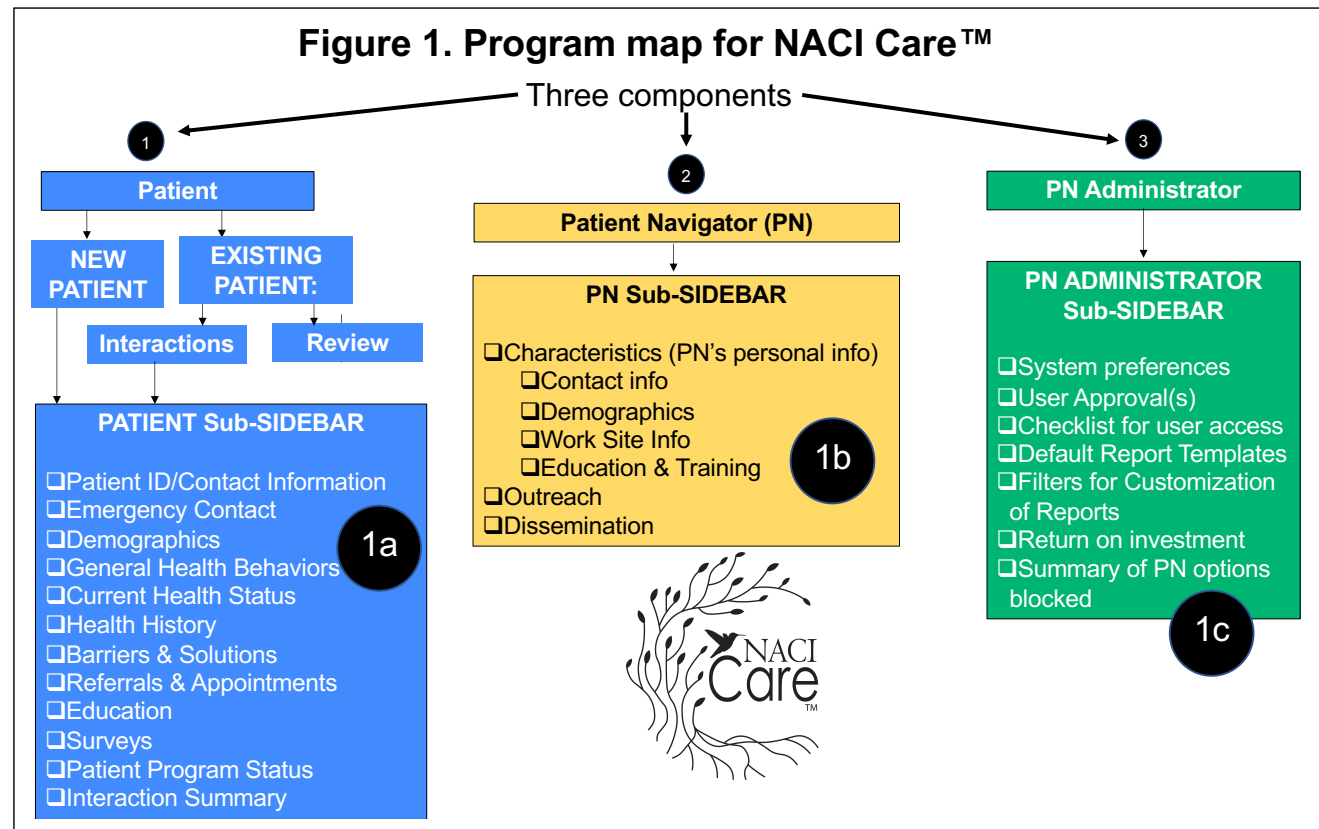
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# Overview of NACI Care™: Map of the 3 Components

1. NACI Care™ has three components:
  - a. Patient information and healthcare visit data (uploaded by the PN/user/PN Adm)
  - b. PN information and activities (uploaded by PN or PN Adm)
  - c. PN Administrator functions and tailoring of NACI Care™ (uploaded/ managed by PN Administrator)





## Overview of NACI Care™ (cont)

2. There are more than 5,000 fields in NACI Care™ and *no program would use all of them.* The Administrator is the only one who controls the removal of topics / screens.
  - a) If there is no actual administrator (e.g., two PNs, both equal in rank), one of the two may assume the administrator's functions, e.g., omitting fields of no relevance to the local navigation program
3. The first key feature of NACI Care™ is the ability to tailor the program to meet the local navigation program's needs including:
  - a) Selecting how to sequence patient lists
  - b) Choosing which measurement system to use (metric or Imperial)
  - c) Selecting what topics within the Patient and PN components that can be accessed for data entry by the PN/User
  - d) Using filters to tailoring reports



## Overview of NACI Care™ (cont)

4. The second key feature is the Default Report Templates for the 35 navigation program metrics to evaluate the success of an evaluation program
  - a. In 1999, the Institute of Medicine recommended that quality care be measured using a core set of metrics.
  - b. In 2017, the Academy of Oncology Nurse and Patient Navigators identified 35 navigation program metrics that have been supported by nationally recognized patient navigation organizations, such as:
    - 1) American Cancer Society's National Navigation Roundtable
    - 2) American College of Surgeons Commission on Cancer
    - 3) American Society of Clinical Oncology's Quality Oncology Practice Initiative
    - 4) Center for Medicare and Medicaid's Oncology Care Model
    - 5) Merit-based Incentive Payment System / Alternative Payment Models
    - 6) National Accreditation Program for Breast Centers
    - 7) Oncology Nursing Society



## Overview of NACI Care™ (cont)

6. A third key feature is the ability to add or modify filters for any or all summaries and reports. Filters allow the user to tailor based on or by:
  - a) An individual Patient Navigator (PN)
  - b) PN demographics (e.g., PNs' race, ethnicity, education completed, or competencies possessed)
  - c) An individual patient (e.g., patient's last name, code number or medical record number)
  - d) Patient demographics (e.g., by race, gender, age, literacy)
  - e) Date or range of dates (e.g., annually, quarterly or specific start and stop dates)
  - f) Specific type of cancer (e.g., breast, CRC, leukemia, multiple myeloma)
  - g) ... And so on

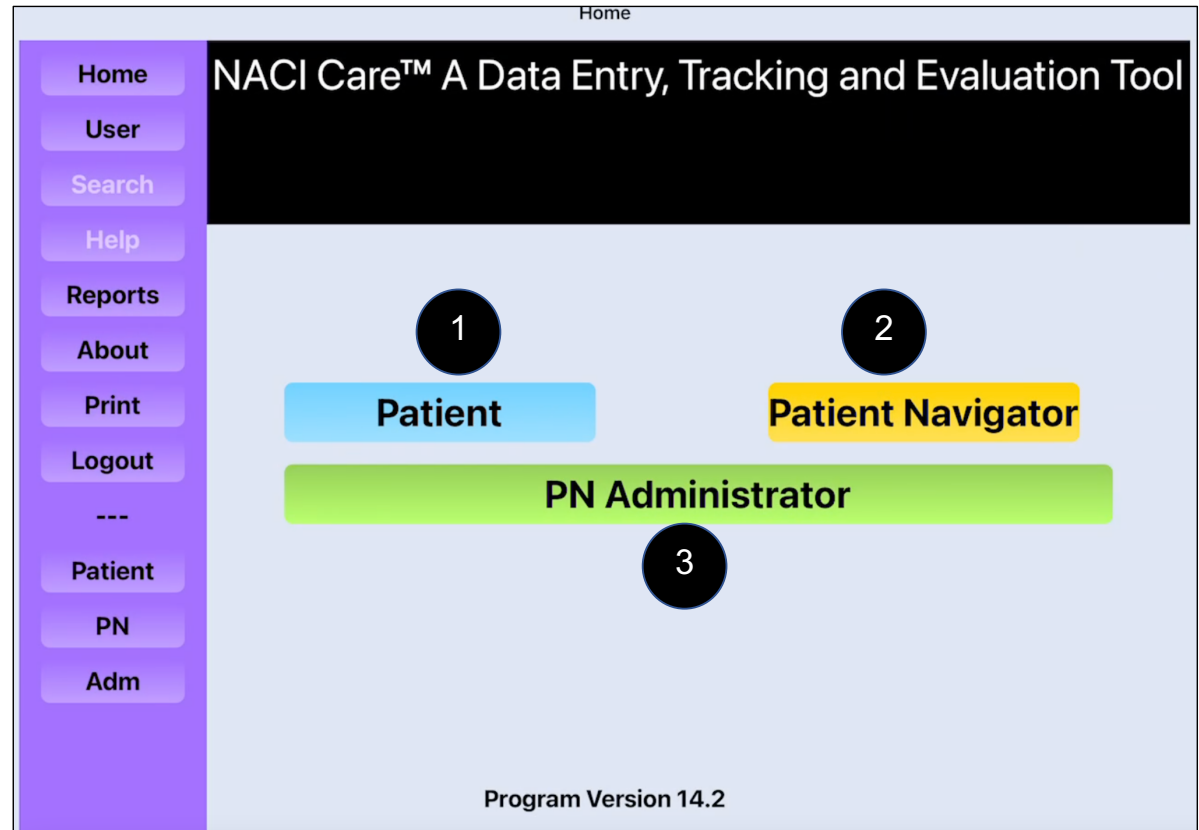


## NACI Care™ Home

The Home screen allows the user to access screens for the:

1. Patient
2. Patient Navigator (PN)
3. PN Administrator

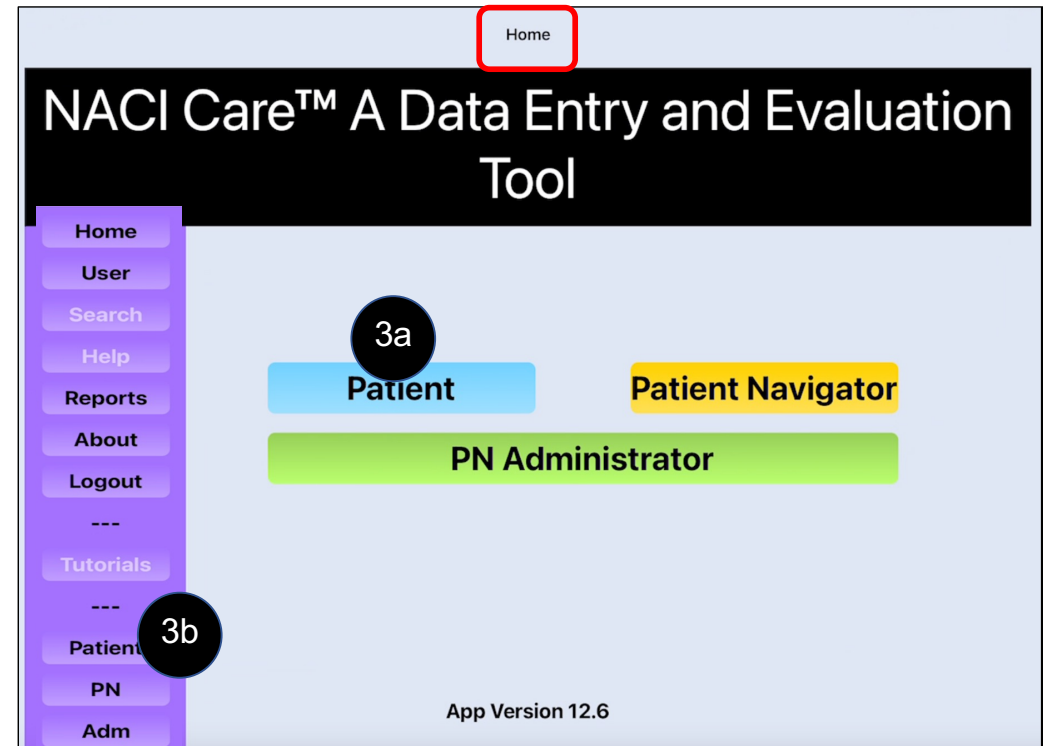
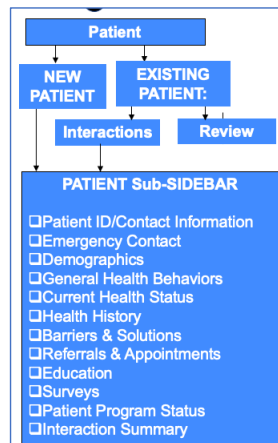
**NOTE:** Only the Administrator can access the PN Administrator functions (the green button ONLY shows on the Administrator's Home)



## Component 1: Patient

1. For adding information specific to each Patient
2. Both the PN (user) and PN Administrator can add information
3. Two ways to access the Patient component
  - a. Select the Patient button on the Home Page OR
  - b. Select Patient on the side bar

Here is where you are in the program





# Overview of Patient Component: Patient sub-Sidebar and Explanations of Content



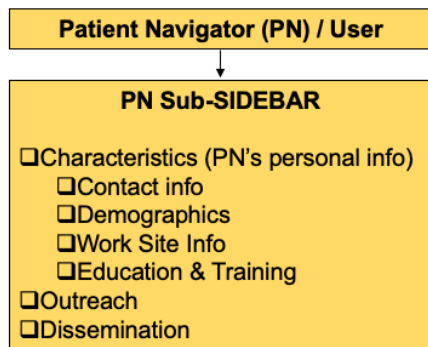
1. Buttons or options specific to patient information have *blue background*
  - a. Topic Buttons (select choices)
  - b. Descriptions (the 2<sup>nd</sup> column contains the information within each topic)

| New Interaction |                          | 1a  | 1b |
|-----------------|--------------------------|---|----|
|                 |                          | Patient Sub-Sidebar   |    |
| Home            | Patient ID/Contact Info  | Specific patient identifiers (medical record number, program ID, etc) and patient contact information   |    |
| User            | Emergency Contacts       | Up to 3 emergency/alternative contacts for the patient  |    |
| Search          | Demographics             | Gender, religion, height, weight, vision, hearing, mobility, literacy, learning, education, employment, living situations                         |    |
| Help            | General Health Behaviors | Diet, food security, physical activity, tobacco, alcohol, substance use, sun protection, vaccines, contaminants                                   |    |
| Reports         | Current Health Status    | Medical conditions (cancer, infection, psychiatric, etc.), surgeries, hospital admissions, ER visits, medications, screening and diagnostic tests |    |
| About           | Health History           | Medical conditions (cancer, infection, psychiatric, etc.), surgeries, hospital admissions, ER visits, family cancer history                       |    |
| Print           | Barriers & Solutions     | Barriers: practical, financial, emotional, physical, spiritual, cultural; Solutions: referrals, appointments, resources                           |    |
| Logout          | Referrals & Appointments | Counseling, complementary, therapy, diagnosis, follow-up, screening and diagnostic testing  |    |
| ---             |                          |   |    |
| Patient         | Education                | Assessment, format, topics  |    |
| PN              | Surveys                  | QoL, BRFSS, stress, distress, patient/program satisfaction, patient goals, alcohol, self-efficacy)  |    |
| Adm             | Patient Program Status   | Tracking the status of the patient within the program (open, closed, suspended, deceased)   |    |
|                 | Interaction Summary      | Summary of the current patient interaction  |    |

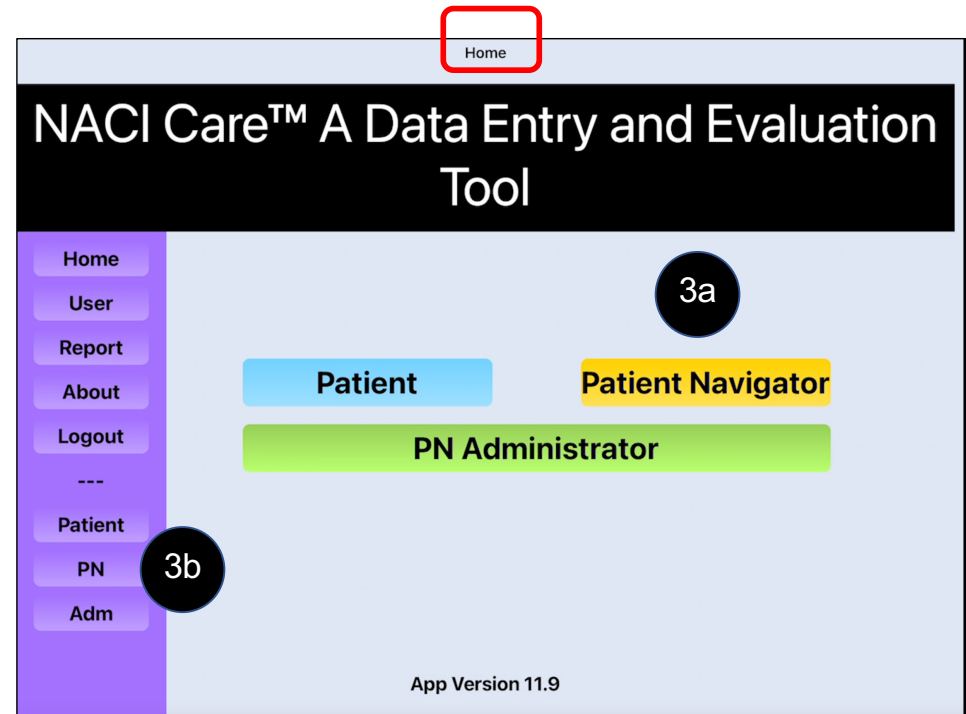


## Component 2: Patient Navigator (PN)

1. For adding information specific to each PN
2. Both the PN and PN Administrator can add information
3. Two ways to access the Patient Navigator component
  - a. Select the Patient Navigator button on the Home Screen OR
  - b. Select PN on the side bar



Here is where you are in the program





# Overview of Patient Navigator Component

Buttons or options specific to PN have *goldenrod background*

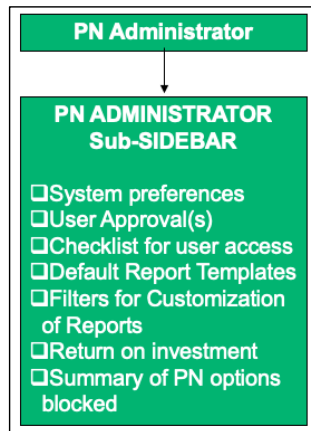
- a. Topic Buttons (select choices)
- b. Descriptions (the 2<sup>nd</sup> column contains the information within each topic)

|                |   |
|----------------|---|
| <b>Home</b>    | PN ID: 3 PN Name: Linda Burhansstipanov   |
| <b>User</b>    | Today's Date: Feb 02, 2022  |
| <b>Report</b>  | <b>1a</b> <b>1b</b>   |
| <b>About</b>   | <b>Characteristics</b> Contact info, demographics, worksite information, education & PN training (including continuing education), competencies                     |
| <b>Logout</b>  | <b>Outreach</b> Documentation of events where cancer information was presented: includes type of event / activity (cancer walk, education, oral presentation, etc.) |
| <b>---</b>     | <b>Dissemination</b> Media (print, internet, press conference, radio/tv interview), logistics, evaluation method and results  |
| <b>Patient</b> |   |
| <b>PN</b>      |   |
| <b>Adm</b>     |   |

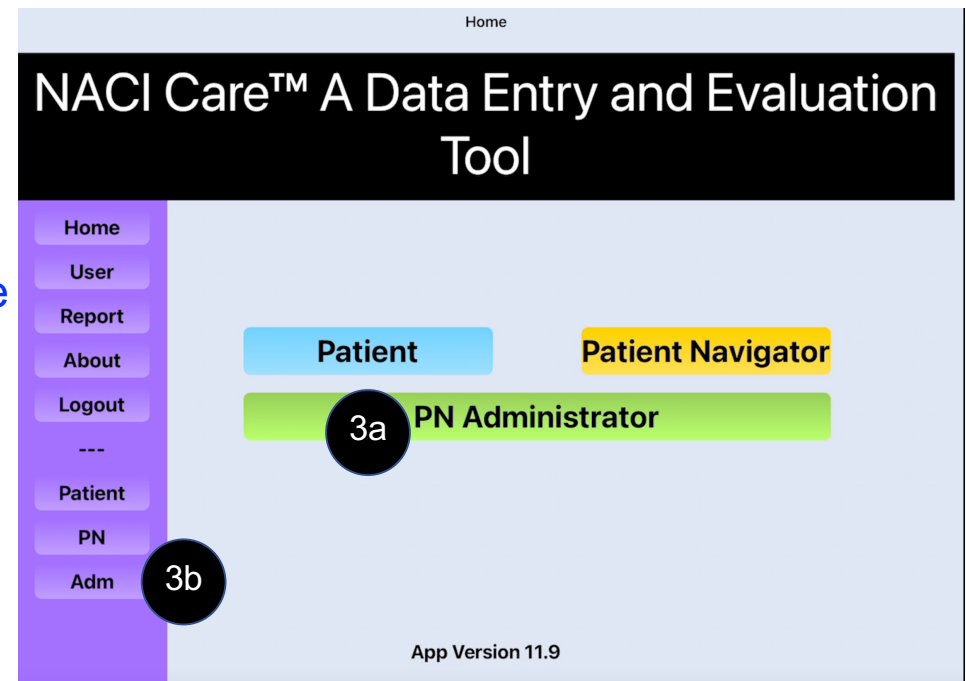


## Component 3: PN Administrator (Adm)

1. Exclusively for Administrator functions
2. Only one Administrator is allowed to customize NACI Care™ options (to avoid contradictory information)
3. There are two ways to get to the Administrator's component:
  - a. Select the PN Administrator button on the Home Screen, OR
  - b. Select Adm on the side bar



Here is where you are in the program





# Overview PN Administrator Sub-Sidebar

1. Buttons or options specific to PN Administrator have *green background*
  - a. Topic Buttons (select choices)
  - b. Descriptions (the 2<sup>nd</sup> column contains the information within each topic)

| Patient Sub-Sidebar |                                      | ADM Sub-Sidebar   |  |
|---------------------|--------------------------------------|---|--|
| Home                | System Preferences                   | Use Imperial or Metric for measurements; link to EHR  |  |
| User                | User Approval                        | Form to approve PN and Staff access to NACI Care  |  |
| Search              | Checklist for PN / User access       | Identifies program content and options Administrator wants removed.   |  |
| Help                | Default Report Templates             | Clarifies filters, includes sidebar/buttons to access default report templates for evaluating PNs and the navigation program (components and total program) |  |
| Reports             | Filters for Customization of Reports | Customization options for reports for individual or group of PNs and program evaluation items; reports available only to Administrator                      |  |
| About               | Return on Investment                 | Revenue Generating Organizations and Referrals  |  |
| Print               | Summary of PN options blocked        | Shows selected checklist in report  |  |
| Logout              |                                      |   |  |
| ---                 |                                      |   |  |
| Patient             |                                      |   |  |
| PN                  |                                      |   |  |
| Adm                 |                                      |   |  |



## Tutorials

1. A button for “Tutorials” will be added to the sidebar
2. There are 9 Tutorial categories:
  - a. 1. Overview
  - b. 2. Getting Started
  - c. 3. How to Maneuver
  - d. 4. Sidebar
  - e. 5. Adm Tutorial
  - f. 6. PN Tutorial
  - g. 7. Patient Information Tutorial
  - h. 8. Reports Tutorial
  - i. 9. Practice scenarios
    - 1) There are multiple practice scenarios. It is recommended that the user practice uploading data from these scenarios. It helps the user learn where items are located in NACI Care™ and how to enter data and generate reports
3. Tutorials can be printed directly from the sidebar in NACI Care™