

# The Role of a Health Professional Navigator in Cancer Rehabilitation

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## Background

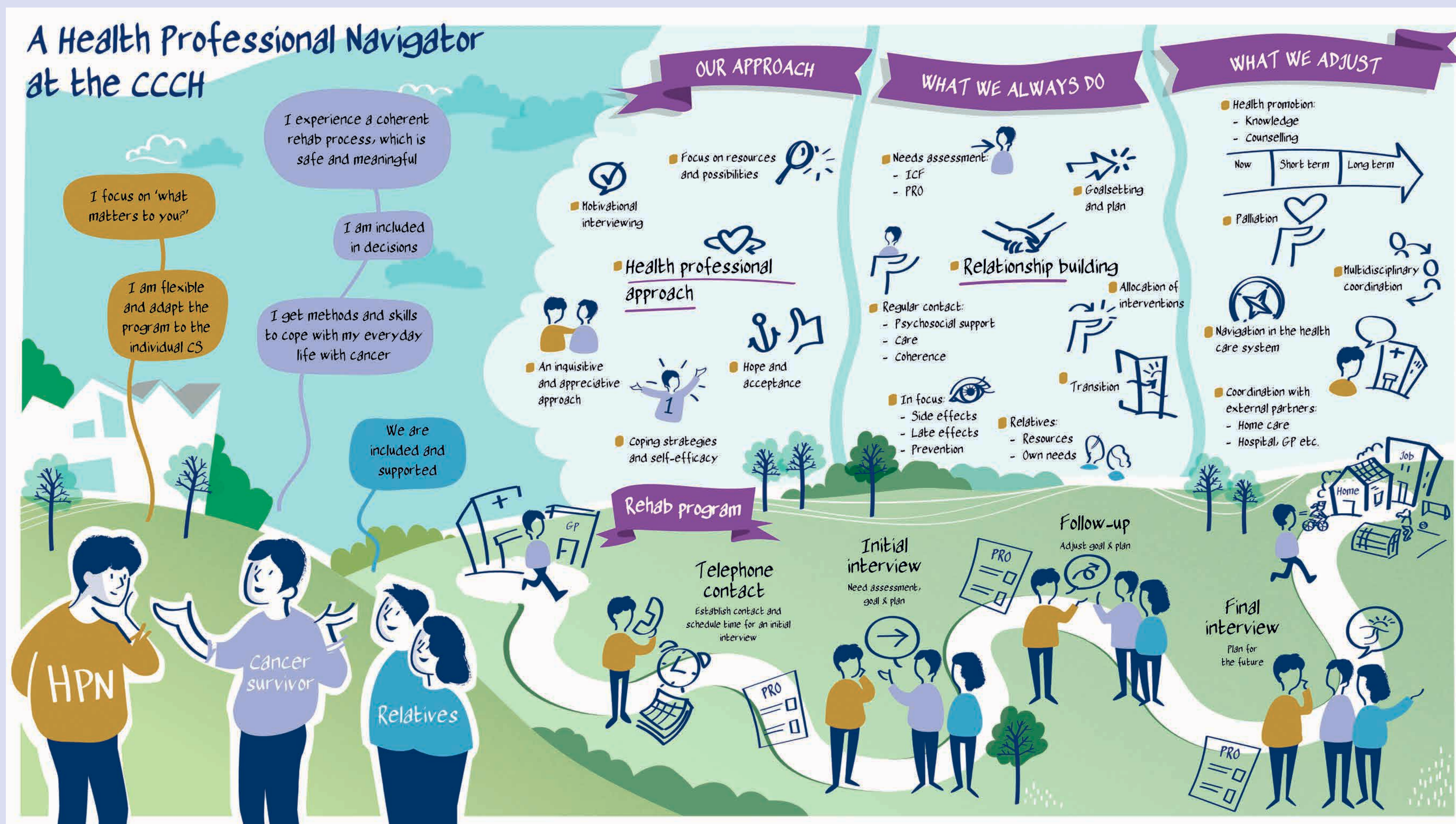
The Copenhagen Centre for Cancer and Health (CCCH) offers rehabilitation programs for 1,500 cancer survivors annually. Each survivor is partnered with a health professional navigator, who is responsible for customizing the program to address cancer-related symptoms, side effects, and late effects. This project aims to describe the navigator's tasks and responsibilities, establish quality benchmarks for evaluation, and assess survivors' experiences. This study was conducted at CCCH.

## Results

We developed:

- **An illustration** describing tasks and approach for the navigator, emphasizing that relationship-based care, psychosocial support, and health promotion are important efforts and adjustable factors promoting health literacy.
- **Quality indicators and targets** for the navigator, using Patient Reported Experience Measures. Cancer survivors reported a navigator who was well-prepared at the initial needs assessment interview, conducted a final interview with a plan, included them in decisions, and overall satisfaction with the programs in achieving their goals.
- **A questionnaire survey** showing that cancer survivors find the navigator vital to the rehabilitation process, aligning the programs with individual priorities, providing dignity and care, and helping them navigate the healthcare system.

Read more about the Health Professional Navigator at CCCH



## Conclusion

Health professional navigators are an essential component of municipal cancer rehabilitation programs, promoting patient-perceived quality. They have significant potential to enhance equity in health by ensuring a socially differentiated rehabilitation program.