



PEER NAVIGATION

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NAVIGATION

Navigation - is a proactive, intentional process of collaborating with a person and his or her family to provide guidance as they negotiate the maze of treatment, services and potential barriers throughout the cancer experience/ journey. To support the cancer patient through his/ her journey as a patient.

Peer Navigation is navigation by a person who has gone through the same / similar experience,

Peer Navigator--- is a person who has lived with the same or similar experience. Peer navigators are trained to counsel other patients.



PEER SUPPORT

Peer support - is defined as :

- Assistance/ help from another individual who has been in the same/ similar situation or who has gone through the same experience
- Shared experience/ awareness of concerns
- Information based on personal experience. It gives a sense of comfort.





BENEFITS OF PEER SUPPORT – FOR THE PATIENTS

- Improves ability to cope with the disease/ treatment.
- Makes the patients more aware of themselves and their needs.
- They are better able to communicate with their HCP's
- They are better able to communicate with their family and friends.
- They feel an increased sense of normalcy.
- They feel less isolated.
- They have a better perspective on their illness.
- They are more active physically and socially.



- Gives a sense of connection
- Helps overcome barriers and helps access to available services.
- Patient feels supported and heard.
- Better mental health.
- More informed and educated.
- Empowered and better able to make decisions.
- More needs are met.
- Receives right treatment and more quickly.
- Timely access to psychological, supportive and palliative care.
- Enhanced sense of acceptance with illness / situation.



BENEFITS FOR THE NAVIGATOR

- ✓ Improved wellbeing.
- ✓ Increased sense of community.
- ✓ Enhanced sense of self-esteem.





BENEFITS FOR HEALTH CARE SYSTEM

- Decreased number of emergency visits.
- Decreased rate of hospitalization.
- Able to address patient problems early.





WHY DO PATIENTS REQUIRE PEER SUPPORT

- They want to talk but not to their spouse/family. They don't want to add to their worries.
- They feel lonely.
- They feel more comfortable and assured with a peer.
- Need answers to various questions and doctors have no time for detailed talk.
- Psychological stress.
- Need information and services available.
- Lack of support in relationships.
- Finances..

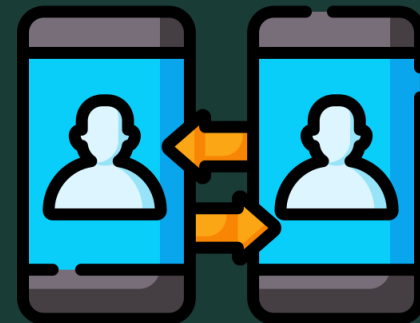




RESPONSIBILITIES OF A PEER NAVIGATOR

- He / she proactively collaborates with the Patient and provides guidance with the complex issues of health, services and potential barriers faced when living with cancer.
- Navigator works with the patient, family members, caregivers and HCP's to identify barriers to care.
- Provides help and resources that can help address and overcome/ remove barriers.
- Navigator addresses nonmedical needs
- The shared experience helps to quickly build trust and the feeling of support.
- Navigator evaluates and understands the physical, emotional, cognitive and logistic needs of the patient based on his own experiences, knowledge.

- Helps foster social networking, promote wellness, improve coping skills.
- Reduce concerns.
- Helps improve QoL.
- Provides information.
- Advocates for the patient and facilitates connections.
- Helps in documentation.
- Reminds appointments.
- Counseling.
- PN. should screen and assess the patient and her family's knowledge about the disease.
- Find and tell about available options and community resources and services.
- Tries to make the patient as independent as possible.





NAVIGATOR MODELS

1. Professional Navigators are paid individuals with a background in health care, trained for the navigator's role.
2. Peer or lay navigators are individuals who shared a similar experience with the patients being navigated or a volunteer without healthcare experience; both trained for their navigator's role.
3. Team navigators are often a mix of professional and peer/ lay navigators.



SCOPE OF PEER NAVIGATOR'S ROLE & KEY SKILLS

Effective Navigators

- Have knowledge about cancer and treatment beyond his/her own life experience including the type of challenges people with MBC/ cancer face and how these challenges can best be handled from within the boundaries of her role.
- Develop and enhance skills to effectively support patients with MBC and their families.
- Personalize the approach to help patients with MBC and their family including assessing concerns and needs, providing support and information and interacting with them and HCP's.
- Set boundaries, maintain confidentiality and privacy, engaging in self care and managing the relationship with the patient she is supporting and navigating.



PEER NAVIGATION SCOPE

Peer Navigator is :

- Confidential
- Accepting
- Supporting
- Culturally sensitive
- Respectful to others beliefs.
- Listening, listening, listening
- Resourceful
- Based on similar life experiences
- Have patience as it is a process that takes time to make trust.



PEER NAVIGATOR SHOULD NOT

- Advice outside her role.
- Do not provide medical advice
- Comment about religion
- Develop close friendship
- Fixing
- Rescuing
- Professional
- Judgmental



Peer Navigators help the patient & family identify where to seek answers to their questions

- ✓ Which / what type of doctor should I see?
- ✓ What kind of services are available?
- ✓ How do I deal with emotional distress?
- ✓ How can I manage my symptoms?
- ✓ Who can help with end of life planning?
- ✓ What kind of tests should I have?

Note-- Remember to help the patients help themselves. Do not provide medical advice.



BOUNDARIES

- Even while building close relationship with the patient the PN should set and maintain boundaries in the relationship to :
 - Stay on top of her own health needs
 - Take action to prevent and identify compassion, fatigue or burnout.
 - Practice self care activities.
 - Seek support from others when needed.

The very nature of what compels someone to become PN, places her at high risk of burnout or feeling exploited.

Effective PN's set boundaries mental, emotional and physical.

Agreeing on these boundaries is an important first step in the relationship.



EXAMPLES OF CROSSING BOUNDARIES

- Unrealistic demands.
- Advice beyond that of PN's role.
- Overtly personal questions
- Verbally aggressive or abusive.
- Socializing outside the support relationship.
- Becoming a friend.
- Becoming romantically involved.

Note - Don't feel guilty if you cannot solve an issue/issues.



DO'S FOR PEER NAVIGATION

- ✓ Share personal stories in a concise way.
- ✓ Express appropriate concerns.
- ✓ Talk to your supervisor if unsure how to respond.
- ✓ Know when to walk out.
- ✓ Know when and how to say “no” gently.



DON'TS FOR PEER NAVIGATION

- Socialize with those you are supporting.
- Enter into an intimate relationship.
- Offer your patient a place to stay with you.
- Promise to keep a secret.
- Give out private information.
- Use of offensive language.
- Share alcohol or other substances.
- Speak about the patient or family on the telephone, where others can overhear.
- Speak about the patient or family in a public place.
- Speak about patients or family to anyone without their permission.
- Access medical records without permission. Share your role as a PN without patient's permission.
- Respond to inquiries about a patient's health without permission.



RECOGNIZING AND ADDRESSING COMPASSION FATIGUE/ BURNOUT

- ✓ Coping mechanism may help manage the stress of being in a helping relationship.
- ✓ Sometimes the stress can be overwhelming.
- ✓ If you experience these signs & symptoms, acknowledge them and ask for help.



SIGNS & SYMPTOMS OF FATIGUE

1. Poor sleep
2. Irritability.
3. Avoidance or not wanting to be there.
4. Intrusive dreams /thoughts.
5. A negative attitude towards PN's role
6. Personal detachment.
7. Loss of ideas.



ETHICAL ISSUES AND THE ROLE OF PEER NAVIGATION

Particular ethical issues that might arise with the peer navigation:

- Power of attorney.
- Proxy or surrogate decision making.
- Patient not understanding why something is being done i.e. treatment.
- Suicide.
- Desire to stop treatment
- Medically assisted death.
- Seeking a second opinion.



ROLE OF PN WHEN ADDRESSING THESE ETHICAL ISSUES

- Listen to the patient and understand the patient's perspective and values; assist the person in expressing their perspective and values.
- Determine what the person wants. Help the person to be clear about her/his desires.
- Determine if there are any particular/ unique socioeconomic factors that should be taken into consideration.
- Share and discuss your intentions with the patient about contacting HCP's. Contact the appropriate HC team members.



Thank you