



# NURSE NAVIGATOR FRAIL & OLDER PERSON

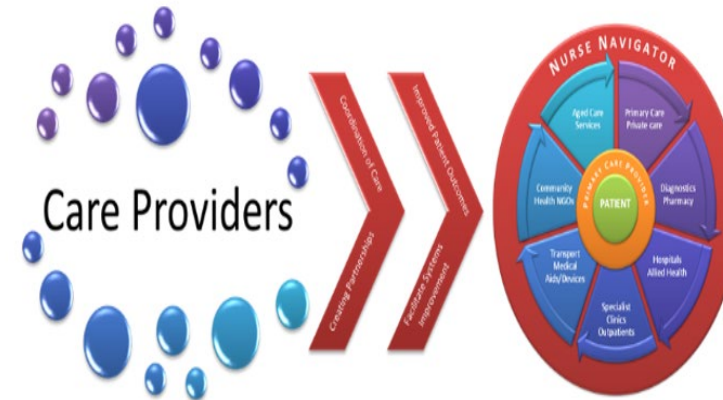
COMMUNITY & ORAL HEALTH  
DIRECTORATE (COH)

METRO NORTH





Navigation's Golden Circle

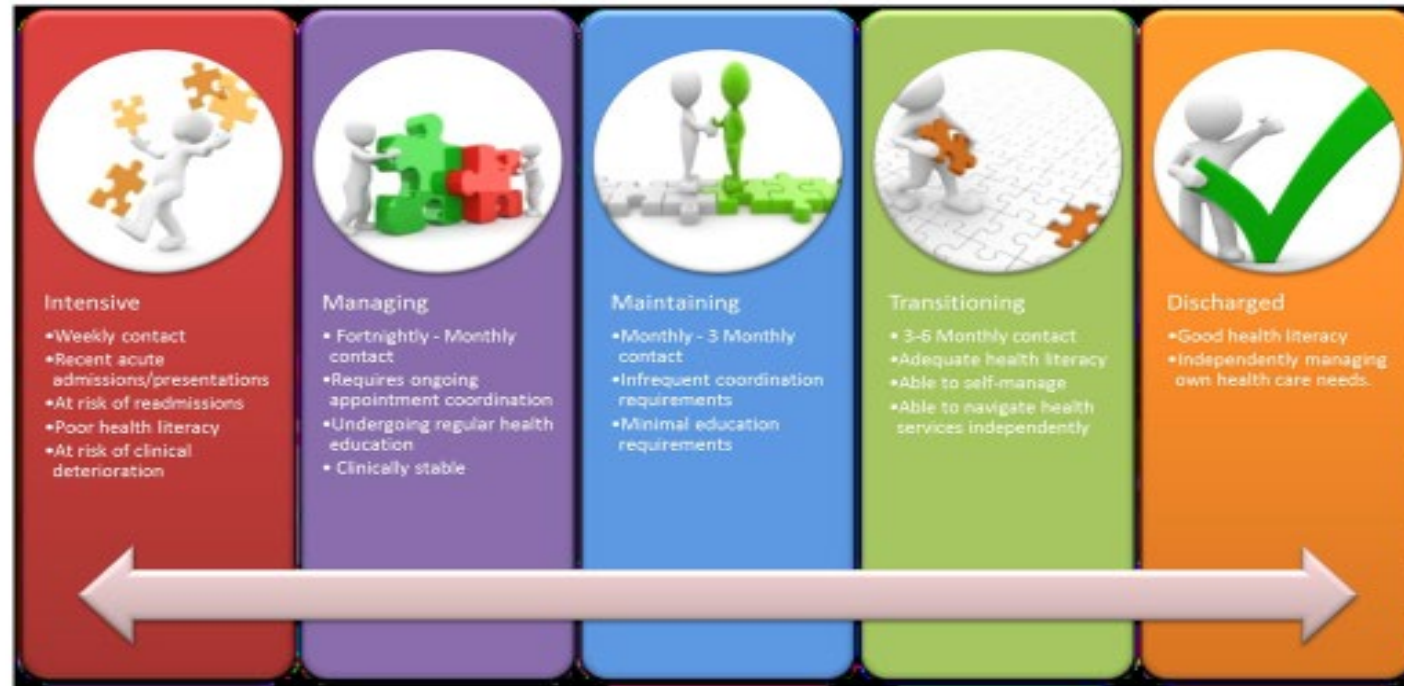


Pre-Navigator

With Navigator

# NURSE NAVIGATOR – PRINCIPLES

## NURSE NAVIGATED PATIENT CARE CONTINUUM

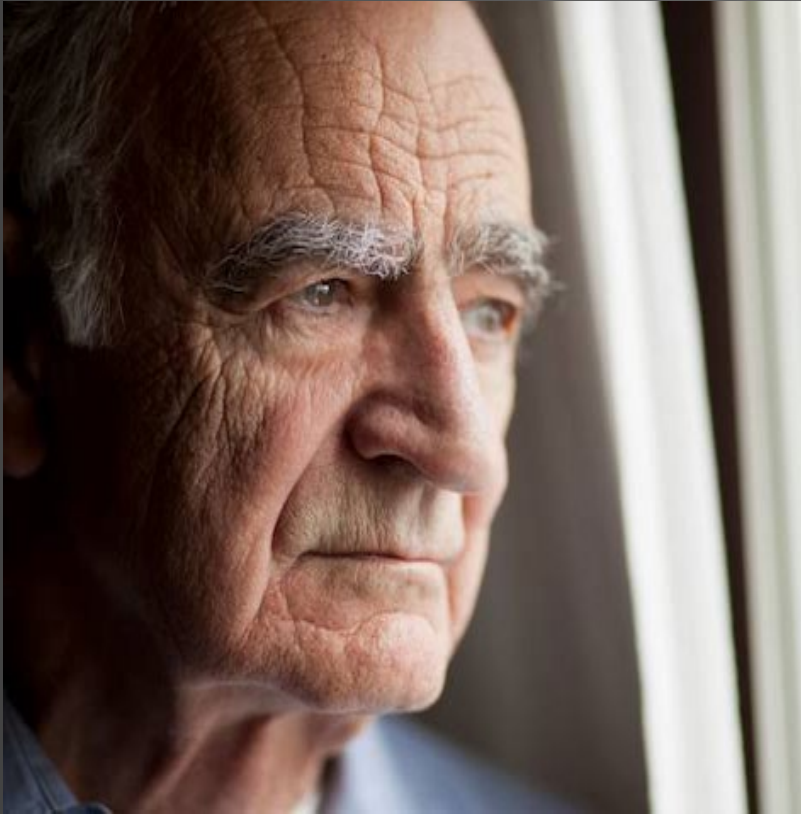


# NN SERVICES – COMMUNITY & ORAL HEALTH DIRECTORATE

- Whom to refer?
  - Multiple co-morbid diagnosis and complex medical concerns.
  - Social complexity of significance.
  - Discharge against medical advice.
  - Refusal of services.
  - Frequent ED presentation.
  - Multiple specialist involvement.
  - Poor coping skills.
  - Poor health literacy.
- What will navigation offer?
  - Health coaching / improve health literacy.
  - Linkage to appropriate services.
  - Establish regular review of patient goals.
  - Care coordinator.
  - Coordinated appointments.



***We help clients to walk through the system***

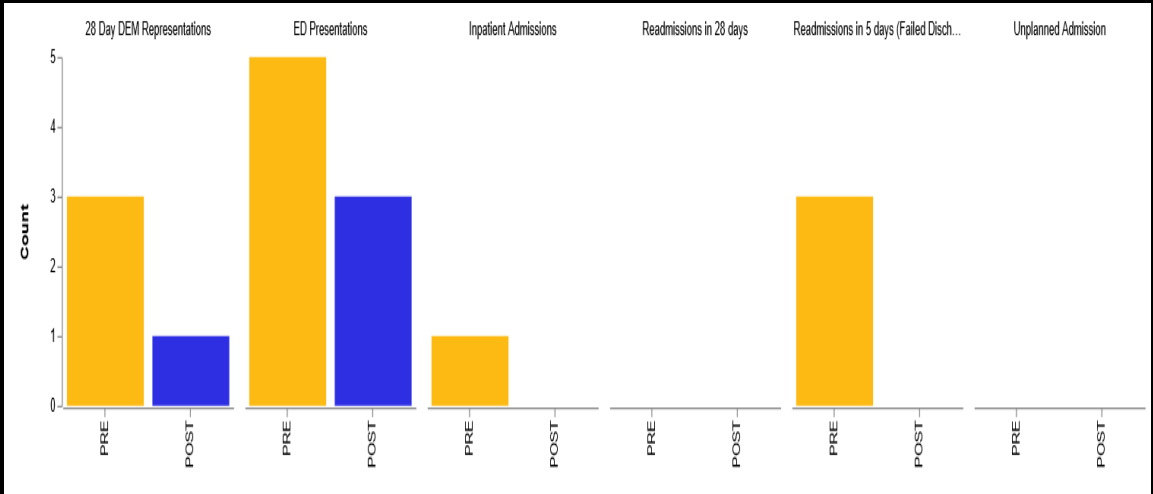


## MR S – JOURNEY WITH NAVIGATION

- 72 YEARS OLD MALE WITH MULTIPLE CO-MORBIDITIES (IHD, AF, ADVANCED PROSTATE CA WITH BONE METASTASIS, PARASTOMAL HERNIA, HTN, R THR, FE DEFICIENCY ANEMIA, RESTLESS LEGS SYNDROME, TIA, DVT).
- FREQUENT ED PRESENTATION.
- MULTIPLE SPECIALIST INVOLVEMENT AND MULTIPLE OPD APPOINTMENT.
- COGNITIVE ISSUES IDENTIFIED.
- MINIMAL SOCIAL SUPPORT.
- MINIMAL COMMUNITY SUPPORT.
- POOR GP ENGAGEMENT.
- FINANCIAL HARDSHIP.

# INTERVENTIONS WITH NURSE NAVIGATOR – CASE MANAGER

- GP LINKAGE RE-ESTABLISHED.
- OPD APPOINTMENTS COORDINATED.
- MEMORY CLINIC REVIEW FACILITATED (MCI).
- EMERGENCY FOOD PACKAGES.
- TRANSPORT SERVICES FOR OPD APPOINTMENTS RE-ESTABLISHED WITH FEE WAIVER.
- SERVICE COORDINATION WITH 100 % FEE WAIVER - NURSING SERVICES TWICE A WEEK, DOMESTIC SERVICES, SOCIAL SUPPORT INDIVIDUAL, SHOPPING ASSISTANCE.
- PHYSIO WITH ESP FUNDING.
- MEDICATION RECONCILIATION AND WEBSTER PACK.
- ACAT ASSESSMENT AND REVIEW FOR HIGH PRIORITY HCP APPROVAL.
- SHORT TERM RESTORATIVE CARE.
- ONGOING HEALTH COACHING.
- ADVANCE CARE PLANNING.
- CONNECT CARE AND OPMH TEAM INPUT.



# OUTCOMES OF NURSE NAVIGATOR SERVICE

JOURNEY TOGETHER



# TYPE OF NURSE NAVIGATOR SERVICES WITHIN COH

- NURSE NAVIGATOR FRAIL & OLDER PERSON
- NURSE NAVIGATOR DISABILITY
- NURSE NAVIGATOR COMPLEX CARE
- NURSE NAVIGATOR INDIGENOUS
- SYSTEM NAVIGATOR



