Establishment and evaluation the effectiveness of navigation service model on breast cancer patient in Taiwan

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Background
Breast cancer is the most common cancer in women and the fourth leading cause of cancer deaths in women in Taiwan. Many cancer patients and families continue to face complicated care issues resulting from cancer diagnosis and side effects of their treatments. The purpose of this study was to establish and evaluate the effectiveness of navigation service model (Seamless Service Program) on breast cancer patient in hospitals in Taiwan.

Method
- This integrated special clinic was built and run by two qualified case managers. The case source was mainly the women with positive screening result (mammogram category 0, 4, 5) or searching for the second opinion.
- A customized diagnostic flow plan is arranged by the case manager and based on the patient preference; the nursing education and consultation are provided as needed.
- A multidiscipline team was built up to provide support of holistic care; the team members include breast surgeons, anesthesiologists, nurses, case manager, social worker and psychotherapist. [Figure 1] [Figure 2]
- A pre-post quasi-experimental design was used. One hundred and twenty-nine patients in a medical center were invited with 71 in the control group and 58 in the experimental group (seamless special clinic).

Results
- The waiting days from schedule-arranged to day-examined has decreased in experimental group. [Table 1]
- The uncertainty in illness and anxiety perceived by patients in the follow-up was decreased in experimental group. [Table 2] [Table 3]
- Satisfaction perceived by patients in the follow-up was increased in experimental group. [Table 4]

Conclusion
- An evidence-based breast care Seamless Service Program was applying in clinical setting and positive feedback from patients and their families.
- A multidiscipline team and a customized care plan, which arranged by the case manager and based on the patient preference are provided.
- These findings can serve as a reference for other clinical nursing staff to improve care quality during the initial breast cancer stage by providing women with individualized and culturally sensitive care.

Keywords: Breast cancer women, navigation service model, seamless nursing integrated special clinic,