



# Gifford Medical Center

## Patient Safety/Quality Improvement Project

Using Patient Care Navigation to Improve Breast Care

### Purpose

Patient navigation was created to eliminate barriers to timely cancer screening, diagnosis, treatment, and supportive care. Patient navigators have a unique role in patient care. They build strong relationships, solve problems, and provide personal guidance as the patient moves through a complex health care system. They assist patients during a very stressful experience and remove barriers for patients in order to streamline their health care.

**Time frame:** September 2013 – August 2015

### Description

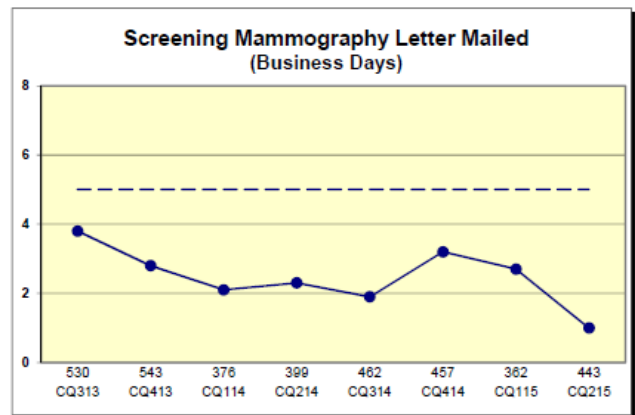
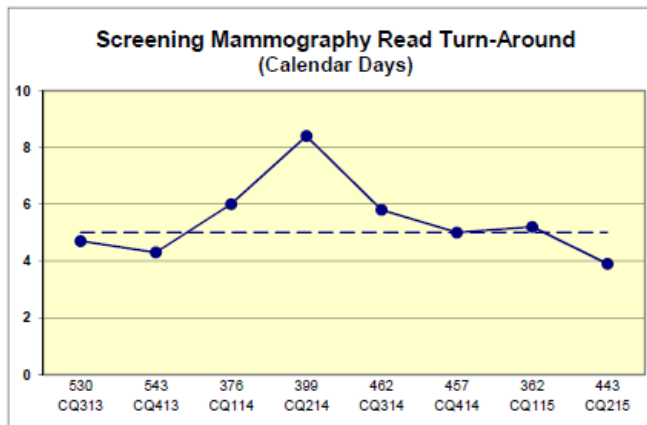
At Gifford the role of our Patient Care Navigator is to assist patients by coordinating their treatment plan after an abnormal mammogram. The navigator uses a breast care tracking and reporting software to keep track of patients electronically through each step of their treatment plan. Our Patient Care Navigator participates on our Cancer Program and manages our breast concordance program.

### Project Activities/Goals

- 1) Implementation of MagView, a mammography reporting and tracking software. The software streamlines the processes associated with managing a Breast Care Program, creating efficiency and improving staff and patient satisfaction.
- 2) Improve reporting capabilities, providing assistance to the Cancer Program and Mammography Quality Standards Act and Program accreditation

### Outcomes

Gifford’s Patient Care Navigator has obtained national certification in patient navigation. Throughout the staged roll-out of MagView, we have streamlined processes and created efficiencies resulting in improved turn-around time for mammography.



These efficiencies have saved over 450 hours of administrative hours that are now available to provide direct patient care. Our patient care navigator has assisted 25 patients with care coordination and support during the past year.

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