Effectiveness of Patient Navigation in Resolving Health-System Related Barriers to Care for Patients with Bleeding Disorders

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INTRODUCTION

Research indicates that financial, relational, social, and environmental factors impact up to 80% of health outcomes. In 2021, 82% of patients surveyed by CoverMyMeds reported delays in accessing prescribed therapy, and 84% of prescribers experienced some level of difficulty starting patients on complex medications." In the bleeding disorders community, 74% of patients referred to the Hemophilia Federation of America's Project CALLS program reported being denied access to a product, and 49% experienced delayed care or went without treatment due to insurance issues.iii

Patient navigation has been defined as, "Individualized assistance offered to patients, families, and caregivers to help overcome health care system barriers and facilitate timely access to quality health and psychosocial care." Patient Navigators are peer, non-medical, and medical professionals who assist patients to coordinate support across the health system providing education, removing financial and other barriers to care, assisting with insurance coverage, facilitating access to community resources, and extending emotional support. Research indicates patient navigation services using peer, medical, or non-medical staff are effective at resolving health-system barriers and result in improved outcomes and increased patient satisfaction. iv,vi

In November 2022, BioMatrix Specialty Pharmacy formalized a bleeding disorders-focused patient navigation program that coordinates support for patients and caregivers experiencing access, insurance, or financial issues. These services are provided to patients at no cost and are available to any member of the bleeding disorders community.

OBJECTIVE

To examine the efficacy of an integrated, multidisciplinary patient navigation program that is deployed by a specialty pharmacy and that helps members of the bleeding disorder community.

CoverMyMeds. (2022). 2022 Medication Access Report. https://insights.covermymeds.com/research-and-analysis/industry-reports/2022-medication-access-reports/

"Meade CD., Wells KJ., Arevalo M, Calcano ER., Rivera M, Sarmiento Y., Freeman HP., Roetzheim RG. Lay navigator model for impacting cancer health disparities. (2014). Journal of Cancer Education. 2014 Sep;29(3):449-57. doi: 10.1007/s13187-014-0640-z.

METHODS

A retrospective 6-month study (Nov. 2022-April 2023) analyzed data from 89 patients referred to the program. A record of the challenges and outcomes was compiled for each patient. Outcomes were measured as resolved, unresolved or in-process. Navigation challenges were grouped according to similarities. A voluntary post-navigation survey was provided to assess patient satisfaction and impact.

Patient navigation challenges were grouped into five categories:



Premium Assistance & Fnrollment Sunnort

& Enrollment Support





S Financial



Disability

Insurance challenges included navigating qualifying events/plan transitions, healthcare provider access, and drug denials. Premium Assistance & Enrollment Support included financial and healthcare coverage support for uninsured patients: available plans were identified, and premium assistance obtained through community 501c3 organizations. Financial obstacles included identifying 501c3 support for deductibles, out-of-pocket expenses, copay assistance programs, durable medical equipment, Medicaid spend downs, and household impediments. Disability challenges included solving problems with SSI and SSDI exclusively. Social obstacles included support for 504 school accommodation plans, vocational training, and employment difficulties. A voluntary, five question follow-up survey was sent to patients after completing patient navigation. During the month of April, ten patients responded to the survey.

CONCLUSION

Providing an integrated, multidisciplinary patient navigation program was effective in helping members of the bleeding disorder community resolve nonclinical, health-system related barriers. Patients who completed the follow-up survey indicated their problem was listened to and understood; that their issue was resolved; that they would use our patient navigation services again; and that they would recommend the services to others. The early data demonstrates that patient navigation services are an effective tool for helping patients overcome obstacles and gain access to care.

89 Patients Enrolled 60 Patients Resolved

Results: November 1, 2022 – April 30, 2023

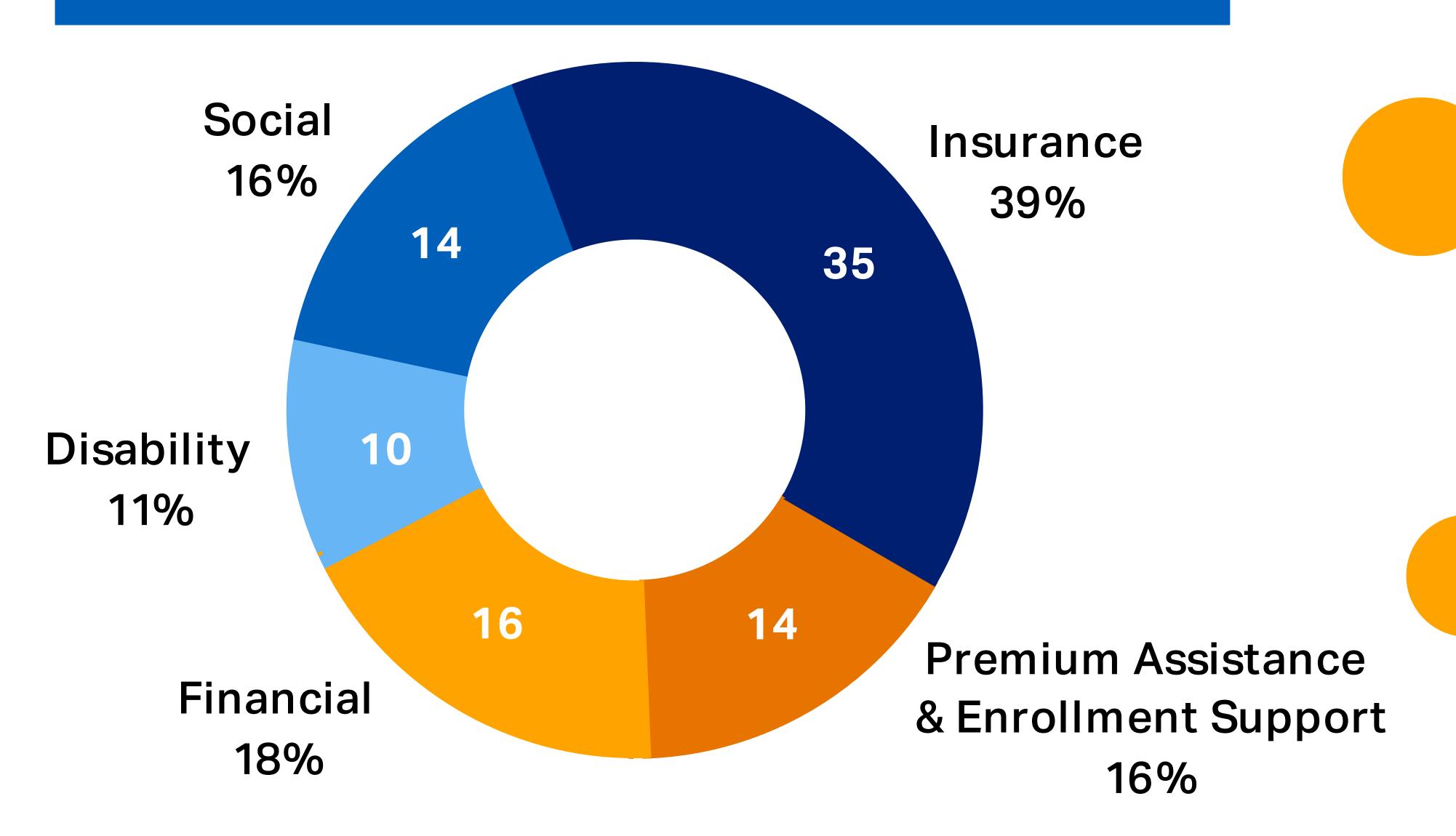
27 Patients In-process

2 Patients Unresolved

10 Post-Navigation Survey Responses

\$91,336.80 - Secured 501c3 Financial Assistance

Patient Navigation Challenges



Post-Navigation Survey Results

Question	Yes	No
Was your problem listened to and understood?	10	0
Was your issue resolved?	10	0
Would you use our patient navigation services again?	10	0
Would you recommend our services to others?	10	0