Patients survey on the assistance from personal breast nurse navigator during their cancer journey

Bartłomiej Synglarewicz, Dorota Zierkiewicz, Adam Maciejczyk, Rafał Matkowski

Department of Oncology, Wroclaw Medical University, Wroclaw, Poland and Breast Unit, Lower Silesian Oncology Centre, Wroclaw, Poland

Background
The position of breast nurse who navigates the process of cancer diagnostics and therapy has been available in our institution since January 2014 in a newly formed breast unit. The aim of this study was to evaluate patients satisfaction from the assistance that they had obtained from their personal breast cancer nurse navigator (BCNN).

Material and methods
One hundred and fifty-five patients were interviewed after the completion of oncological treatment (surgery, chemotherapy, radiation) or during postoperative hormone therapy. We conducted a phone survey using a standardised set of three questions: 1 – was the assistance of your BCNN helpful? 2 – are you satisfied with this support? 3 – is the breast cancer patient navigation important? Patients were asked to answer these questions using a visual analogue scale scored 0–10 when 0 meant “absolutely not” and 10 meant “extremely yes.” Then the scores were calculated all together to evaluate the total perception of the navigation idea by the patients.

Results
There were no lower scores than 8 considering each question. With regard to the question 1 the median score (mean, SD, range) was 10 (9.6, 0.64, 8-10), while regarding questions 2 and 3 median scores were: 10 (9.5, 0.69, 8-10) and 9 (9.3, 0.77, 8-10), respectively. The total score was as follows (median, mean, SD, range): 10, 9.5, 0.72, 8-10. Results are presented in Table 1.

Conclusions
Our results demonstrate the importance of BCNN in coordination of care for individuals affected by cancer. Navigation by the personal BCNN is regarded by cancer patients as very helpful and supportive during their cancer journey. They assess very highly the oncological nurse who offers individualised assistance to them. BCNN seems to be an important element of contemporary breast care service to optimise cancer management and minimise patient anxiety.

Keywords
breast cancer, nurse navigator

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<thead>
<tr>
<th>Question</th>
<th>Score</th>
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<tr>
<td>Was the assistance of your BCNN helpful?</td>
<td>10 / 9.6, 0.64 / 8-10</td>
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<tr>
<td>Are you satisfied with this support?</td>
<td>10 / 9.5, 0.69 / 8-10</td>
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<tr>
<td>Is the breast cancer patient navigation important?</td>
<td>9 / 9.3, 0.77 / 8-10</td>
</tr>
<tr>
<td>Total score</td>
<td>10 / 9.5, 0.72 / 8-10</td>
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