



CANCER PATIENT NAVIGATION TRAINING PROGRAM

TRAINING MANUAL

November 1st - 15th 2021

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WELCOME & FORWARD



Kimberly Badal- Founder of CCRI

It is with immense gratitude and pride that I welcome you to CCRI's third annual Cancer Patient Navigation Training Program.

There is little data on cancer in the Caribbean but what we do know paints a troubling picture. For example, in Trinidad and Tobago the 5-year breast cancer survival rate was reported to be approximately 75%. For contrast, 5-year breast cancer survival rates in more developed countries are over 85%. Several factors contribute to worse survival outcomes in developing countries such as poor health service administration, lack of patient education and support services to facilitate care. We have hosted focus groups with several patients to find out what were their needs during their cancer journey. There was unanimous agreement that their greatest need was someone to coordinate care and provide support and education. A patient navigator can meet these needs.

Patient navigation is a healthcare model that was first initiated in New York in 1990 by Harold Freeman. Since then it has become an integrated part of cancer care continuums in several developed countries across the world. Patient navigation programs have reported success in improving patient reported outcomes, reducing healthcare expenditure and, in conjunction with other interventions, success in improving patient survival.

We at CCRI believe that patient navigation could have immense benefit to the regional cancer care landscape in the Caribbean. As such, we believe that offering training in cancer patient navigation is a worthy investment. Thank you for joining us on this journey. I invite you to approach this training program with enthusiasm, open-mindedness and a burning desire to learn.

My goal at CCRI is to allow the patient and their experience to shape the programs we invest in and our research agenda. Thankfully, there are many others who believe in this philosophy and without whom this program would not exist. I am grateful to our sponsor Dr. Alisha Mohammed, CEO of Maitri Diagnostics, our lecturers and the CCRI team who have contributed to making this program a success.



Kimberly Badal
Founder & Chair



INTRODUCTION TO CCRI & THE PATIENT NAVIGATION PROGRAM

The Caribbean Cancer Research Initiative (CCRI) is a registered not-for-profit organization based in Trinidad and Tobago. CCRI's mission is to build cancer research capacity in the Caribbean that will aid in preventing more cancers and improving of patient outcomes. We aim to bridge the gap between research, medicine and the patient experience. In collaboration with key stakeholders and partners, CCRI's long-term vision is to establish a cancer research institute for the Caribbean.

BACKGROUND TO PATIENT NAVIGATION

Patient Navigation is a patient-centered health-care model that focuses on eliminating barriers to timely diagnosis, treatment and management of chronic diseases such as cancer. Key barriers include:

- Costs of diagnosis and treatment
- Transportation issues
- Overwhelming wait times for appointments
- Misunderstanding about one's diagnosis
- Confusion about the cancer care process

Upon first implementation by Harold Freeman in Harlem, New York in 1990, patient navigation reported impressive success in improving 5-year breast cancer survival rates from 39% to 70% with the detection of early stage breast cancer cases increasing from 6% to 41%. Various iterations of this program have since been implemented across the world. Documented benefits include provision of better and more reliable services to underserved and vulnerable populations; increases in the efficiency and quality of care; and the reduction of gaps in care.

A Patient Navigation Program is successful because it facilitates the timely movement of patients through complex healthcare continuums. This function is most effectively carried out through a one-on-one relationship between the patient navigator and the patient.



OVERVIEW OF THE TRAINING PROGRAM

The CCRI Cancer Patient Navigation Program is a core undertaking of the organization. The goal of the program is to make available patient navigation services to patients across the Caribbean. The navigator will provide support, education and guidance through the healthcare system. The Patient Navigation Program will also serve a key point of data collection for epidemiological and health systems research. The research results can then be used to inform improvements in cancer treatment and management.

In developing the CCRI Cancer Patient Navigation Program, it was first important to define what is patient navigation as intended for the Caribbean setting. A patient navigator is responsible for coordinating and streamlining care in a complex cancer care continuum; providing support in physical, mental and emotional challenges; educating and empowering patients in their journey; tracking patient medical records electronically; and addressing barriers to care.

As a first step to program development, this comprehensive training program was developed.

TRAINING PROGRAM GOALS & OBJECTIVES

Program Goal:

To develop cancer patient navigation capacity in the Caribbean by providing comprehensive training.

Completion & Certification

Trainees will receive a certificate of completion once they have met the criteria of:

- 100% completion of course modules and active participation
- 70% pass rate in the final post training test

CURRICULUM TOPICS & LEARNING

Topic	Competency	Learning Objectives
Introduction to Cancer Patient Navigation	2.1, 2.3	-Define types of navigation and role of the navigator -Brief overview of navigation models in other countries
Cancer Biology 101	2.2, 2.6, 4.2	- Describe mechanisms of cancer development and metastasis at the cellular level - Describe the major causes and risk factors of cancer
Cancer Treatment & Management 101		- Describe the major stages in cancer treatment from diagnosis to survivorship and the protocols or techniques involves in each stage and its purpose
Healthcare System Resource and Solution Mapping	2.4-2.5, 4.1-4.3	-Describe the T&T public and private healthcare system and provision of services for cancer patients. -Describe common challenges patients encounter in the health system and solutions that can be offered
Fear and End of Life Challenges	3.2-3.6	-Provide tools to deal with fear and end of life challenges in patients
Patient Communication & Counselling Tools	3.2-3.6	-Provide training on use of communication tools such as active listening and empathy to accurately assess patient needs and provide support. -Discuss difference between psychological counselling and the counselling a navigator can provide.
Sex & Intimacy	3.7	Be equipped with tools to support patients through evolving challenges related to sex and intimacy that arise as a result of cancer treatment

Topic	Competency	Learning Objectives
Introduction to Clinical Research & Ethics	5.1, 5.4	<ul style="list-style-type: none"> -Give an overview of types of clinical research and their importance. -Provide an introduction to clinical & research ethics covering key theories of justice, beneficence and informed consent.
Personal care	8.1-8.6	<ul style="list-style-type: none"> -Describe techniques for mindfulness & self-reflection with practical exercises. -Learn how to detect stress and compassion fatigue. -Discuss importance of maintaining physical & mental health and resources that can be used to achieve this.
Dealing with professional conflict	7.4, 8.3	<ul style="list-style-type: none"> -Provide scenarios of professional conflicts that may arise and common strategies to deal with them specifically conflicts between the patient, family, doctors and navigators
Legal Patient Advocacy	1.1 – 1.4	<ul style="list-style-type: none"> -Overview of Patient Charter of Rights and its application. -Provide information on accessing legal support in cases of malpractice. -Provide strategies to coach patients to ask questions about and keep track of their care.

PATIENT NAVIGATOR CORE COMPETENCIES

DOMAIN 1: PATIENT NAVIGATION SKILLS

COMPETENCY 1: PATIENT ADVOCACY & EMPOWERMENT

1. Support and provide patients with information on accessing **legal support** and submitting feedback about quality of care.
2. Understand **patient rights** and how it relates to advocating for access to medical information, legal support or accessing quality care.
3. Empower and coach the patient to **communicate their preferences for treatment and care** including preferences for alternative therapies and the right to refuse treatment.
4. Encourage and **provide tools** for patients and family members to track and ask pertinent questions about care.

COMPETENCY 2: EDUCATION & GUIDANCE

- 2.1. Conduct preliminary and ongoing **needs assessments** to guide service delivery.
- 2.2. Provide patients with **evidence-based information** to understand their diagnosis, long and short term side effects, test results, what to expect during their treatment and survivorship relevant to the local cultural and administrative context.
- 2.3. Ensure that the patient **understands the role of the navigator** and all other persons in their clinical team and the limits of navigation duties.
- 2.4. Guide patients through **public and private health sectors** to achieve care that is in the patient's best interest and within their means.
- 2.5. Willingly **answer all patient questions** or point a patient towards a resource that can accurately answer their question.
- 2.6. Have basic competencies in cancer **nutrition** and self-care.

COMPETENCY 3: SUPPORT

- 3.1. Support patient **adherence to treatment**.
- 3.2. Maintain an empathetic, compassionate and non-judgmental **disposition** in relating to patients.
- 3.3. Practice **active-listening** in assessing patient needs and concerns.
- 3.4. Be well equipped to coach patients through **fear** and engage in **end-of-life discussions**.
- 3.5. Understand that support services **do not include psychological counselling** to which a patient must be referred to a clinical psychologist.
- 3.6. Be equipped with tools to support patients through **mental health challenges** such as anxiety, depression or suicidal thoughts.
- 3.7 Be equipped with tools to support patients through **evolving challenges related to sex and intimacy** that arise as a result of cancer treatment

COMPETENCY 4: KNOWLEDGE & RESOURCE MAPPING

- 4.1. **Assess patient barriers to care** and work collaboratively with the patient's family, caregivers and the hospital system to resolve such barriers.
- 4.2. Be knowledgeable about **current best practice guidelines** in cancer diagnosis, treatment and management to the extent that is needed for navigation duties.
- 4.3. Develop and maintain an exhaustive list of **credible resources** that can address patient needs.
- 4.4. **Share information** on resources and knowledge with other navigators.



DOMAIN 2: RESEARCH

COMPETENCY 5: RESEARCH & DATA COLLECTION

- 2.1. Understand the **importance of research** in monitoring and evaluating patient needs and navigation service success.
- 2.2. **Collect comprehensive data** on patient treatment, barriers, resolutions, encounters in an accurate and timely manner using an electronic medical record system and other information technology systems.
- 2.3. Maintain **patient privacy and confidentiality** in data collection, research and publication processes.
- 2.4. Use research **results to guide practice** improvement.

DOMAIN 3: PROFESSIONAL SKILLS

COMPETENCY 6: PROFESSIONALISM & COLLABORATION

- 6.1 Understand that the navigator is one part of a **multi-disciplinary team** and **collaboration** is key for patient-centered care; seek and maintain contacts that can address patient needs.
- 6.2. Be **organized, responsive, open to feedback and courteous** in all encounters with patients and clinical staff.
- 6.3. Ensure **adherence to ethical principles** of patient autonomy, privacy and confidentiality and all principles outlined in the Code of Ethics.
- 6.4. Engage in **learning activities** to improve one's knowledge and skills.
- 6.5. Be equipped to **resolve conflicts** with sensitivity and urgency.

COMPETENCY 7: COMMUNICATION

- 7.1. Maintain **open and honest communication** with patients, family, caregivers and clinical staff.
- 7.2. Use **verbal and non-verbal communication** to ensure patients and caregivers feel comfortable and safe.
- 7.3. **Encourage and foster communication** between patients and family, caregivers and clinical staff.
- 7.4. Use appropriate methods and channels to **provide feedback to clinical staff** on patient issues or progress.

COMPETENCY 8: PERSONAL CARE

- 8.1. Practice **mindfulness and self-reflection** to objectively assess performance.
- 8.2. Recognize the **signs of stress** and develop healthy coping strategies particularly to compassion fatigue.
- 8.3. Learn how to **effectively manage personal conflict** that may affect professional life.
- 8.4. Create **personal support networks** where possible.
- 8.5. Learn when and how to access help to **maintain physical and mental health**.
- 8.6. Learn when to let go and how to cope with the **death of a patient**.

SCHEDULE

Nov 1st, 2021 – Nov 15th, 2021

Due to the current COVID-19 pandemic the 2021 CCRI Patient Navigation Training Program is taking place virtually. There will be a combination of online lectures and live sessions. The online lectures are to be self-completed between Nov 1st and Nov 15th. All participants are required to attend the live sessions at the time that they are scheduled. All participants must take the pre-assessment at the beginning of the course and the post-assessment at the end of the course to earn certification. It is strongly suggested that you identify a quiet, comfortable place to view content and allow uninterrupted time to focus. You will need access to a high speed internet connection and a device with video and audio capabilities. Participants are encouraged to take notes while viewing each lecture and during the live sessions to enhance understanding and retention. You will be able to pause, rewind, and playback the pre-recorded online lectures during viewing. Please allow time for study and review of materials prior to taking the post-assessment.

Monday Nov 1st

- 8am – 8:30am Live session. Welcome. Dr. Kamira Maharaj
- Course opens at 8:30am. Complete pre-assessment by 11pm.

The pre-assessment will provide a benchmark for learners' existing knowledge applicable to cancer patient navigation at the start of the program. Choose the answer you think is best. Do not use outside reference materials while taking the assessment. Once you click "Start", there will be a time limit and only 1 attempt is allowed.

Saturday Nov 6th

- 9am – 10am Live Session– Health Resource Systems and Mapping. Hosted by Mrs. Nalisha Monroe
- 10am – 10.15am – Break
- 10.15am – 11.15am Practicum: Case Studies by Ms. Kimberly Badal

Instructions on how to log into the live session will be emailed to participants.

answer you think is best. Do not use outside reference materials while taking the assessment. Once you click "Start", there will be a time limit and only 1 attempt is allowed.



Saturday Nov 13th

9am – 10am Live Session– Practicum: Case Studies. Hosted by Mrs. Nalisha Monroe

10am – 10.15am Break

10.15am – 11.15am Live Session- Practicum: Case Studies. Hosted by Mrs. Nalisha Monroe.

Instructions on how to log into the live session will be emailed to participants.

Nov 15th Complete post-assessment by 11pm. Course closes at 12 midnight.

The post-assessment will test learners' understanding and retention of knowledge they have covered within the lectures and live sessions. Choose the answer you think is best. Do not use outside reference materials while taking the assessment. Once you click "Start", there will be a time limit and only 1

MEET THE FACILITATORS



DR. Gerald Antoine

Founder of The Stroke & Diabetes
Centre

Dr. Antoine was born in Trinidad & Tobago and immigrated to the United States in 1978. He completed his undergraduate B.S. Biology degree from Virginia Commonwealth University and his Medical Doctorate Degree from Georgetown University Medical School in Washington, D.C. in 1998. Dr. Antoine completed his internship in family medicine at Howard University Hospital and his residency training at The National Rehabilitation Hospital in Washington, D.C. He is American Board Certified in physical medicine and rehabilitation and chief, physical medicine and rehabilitation. Dr. Antoine is a retired United States Army Medical Corp Officer with 31 years of military service. He is the president of Caribbean Medical Providers Practicing Abroad (CMPPA) a (US non-profit organization) and established The Rehabilitation Hospital of the Caribbean and The Stroke & Diabetes Center upon his return to Trinidad & Tobago. He also holds faculty positions at California Southern University and University of Southern Caribbean.



Dr. Akash MAniam

Registrar

Eastern Regional Health Authority

Dr. Akash Maniam has been employed as a registrar in Oncology at the Eastern Regional Health Authority since October 2018. He completed his undergraduate training at University College London, culminating in the dual awards of a BSc in Neuroscience and an MBBS with distinction. Subsequently, he entered into his top-choice postgraduate training programme in London, during which time Dr. Maniam completed his MRCP. Thereafter, he obtained a Specialty Certificate in Medical Oncology.

Dr. Maniam has always been passionate about oncology and thoroughly enjoys teaching, mentorship and training of those interested in the field. In addition, it has long been his ambition to improve cancer care in Trinidad and Tobago, as well as the region at large and he fervently believes that education and awareness are fundamental to this, both to patients and healthcare professionals alike.



Mr. L.J. LEWIS
Counselling Psychologist

Mr. L.J. Lewis Counselling Psychologist Psychology means being able to understand person's emotional, psychological and mental challenges from a scientific perspective. Having the ability to empower people to be better able at managing these areas of challenges is very rewarding to me. The art of applying appropriate intervention to the varying needs of the cross section of my clientele, in itself motivates me to keep growing professionally. So in my field of work, not only do my clients benefit from this type of therapeutic intervention but so do I. To see the journey of my clients from inception, to the application of the intervention and seeing the positive impact of the sessions on the clients is tremendous. My journey to psychology began when I had this keen desire to understand why people behave the way they do. At a young age, I found many individual seeking my perspective on personal issues they were dealing with. Choosing psychology as a course of study came as second nature. I went on to complete my master of Arts in Counselling Psychology in 2010. Following this I had the opportunity to work as a psychologist at Elder's & Associates, The Family Court, Cipriani Labour College and MIC Institute of Technology. Shortly after completing my degree, I established my own psychological firm, Optimum Holistic Care & Associates. I offer confidential psychological counselling service which include individual psychotherapy, group counselling, family and marital counseling and child therapy. Services also include staff development services, such as time management, stress management and team building. Our psychodiagnostic services include psychological evaluations, psychoeducational evaluations and pre-employment psychological screening. We also offer Critical Incident Stress Debriefing Program(CSID) and Employee Assistant Program (EAP).



Ms. Elysse Marcellin
Director of Research & Content
MindWise Project

Élysse Marcellin is a queer activist, feminist, and academic. She relies on an intersectional feminist ethic as her frame of reference for advocacy and activist work. Currently, Élysse focuses these efforts on raising mental health awareness, fighting for increased LGBT+ protections, and advocacy to improve the lived experiences of women, girls, and gender minorities. Élysse, a 2018 a Women Deliver Young Leader, is a board member of WOMANTRA, CAISO and MindWise.

Giving way to her professional/personal growth. It is her intention to provide education/health services that are a catalyst for new levels of growth, healing, and transformation throughout her entire community.



Ms. Stacy Camacho
Mental Health Affairs Director
MindWise Project

Stacey Camacho has a master's degree in psychotherapy and a master's degree in buddhist psychology and contemplative psychotherapy from American Psychology Association accredited universities in the United States. She is also a certified yoga and mindfulness meditation teacher.

She has broad clinical experience practicing psychotherapy and teaching children, adolescents, and adults for over 20 years of experience working with various populations in diverse settings all over the world. She also has over 10 years of experience teaching physical fitness, 10 years teaching yoga, and 3 years teaching mindfulness and meditation.

She believes that her professional role at this time is to embody and pass on the mental practices that offered her the ability to explore her own mind in the most profound way possible, thereby giving way to her professional/personal growth. It is her intention to provide education/health services that are a catalyst for new levels of growth, healing, and transformation throughout her entire community.

Her therapy sessions, classes, and workshops are experiential, fun and engaging. Her psychotherapy skills are neuroscience based and effective in helping people heal deeply from trauma and gain a deeper understanding of their mind, emotions, and body. Her teaching style is passionate and compassionate with her ability to attune to ones deep needs. She eloquently presents techniques that are practical, down to earth, and innovative. Drawing from a range of mindfulness, psychotherapy, yoga, and meditation methods, she is responsive to her clients/audience and tailors each session, class, or workshop to their needs.



Ms. Nalisha Monroe
Cancer Patient Navigator
Caribbean Cancer Research
Initiative

Nalisha Monroe is a patient oriented healthcare professional with a strong clinical background. She considers herself fortunate to have been able to work in the oncology profession as a radiation therapist for quite a few years. Nalisha Monroe currently contributes to the Caribbean Cancer Research Initiative as a patient navigator after successful completion of the first Cancer Navigation Training Program in 2018. Ms. Monroe is also currently employed in the public health service as a health care manager.

Nalisha got into the health care profession because she wanted to do what she could to add value to the health care environment of Trinidad and Tobago. She has advocated for the many patients that came through the doors of the cancer treatment centres where she worked, assisting to ensure they received optimal standards of practice and care. The feeling of making a difference when it really matters inspires her work as a patient navigator. She believes that research, patient support, education and guidance can assist in creating better outcomes for the cancer patient.



DR. Oscar Ocho
Director
UWI School of Nursing (UWISoN)

Dr. Oscar Noel Ocho is a qualified Registered Nurse (RN) and has served in a number of departments within the Ministry of Health encompassing registered nurse, nursing educator, health education officer, director as well as the acting chief nursing officer. Dr. Ocho is a packard/gates population leadership fellow from the University of Washington, Seattle, USA as well as one of the first cohort of professionals who participated in the Caribbean Health Leadership Institute scholarship programme for health leaders in the Caribbean. His research focus for his doctorate was in the area of public health with an emphasis on public health and policy and was attained from the London School of Hygiene and Tropical Medicine. Dr. Ocho has served as a motivational speaker to youth in the Caribbean including Trinidad and Tobago as well as Grenada, St. Vincent, Barbados and Guyana. He currently serves as the director of the UWI School of Nursing (UWISoN).



Mr. Ravi Rajcoomar
Lawyer
UWI School of Nursing (UWISoN)

Ravi Rajcoomar was called to the Trinidad and Tobago Bar in 1987 and is currently at Invictus Chambers as Head of Chambers.

In the course of his practice he has worked with Caribbean Legal Luminaries, Karl Hudson Phillips QC, Desmond Allum SC and Ramesh Lawrence Maharaj SC. He has appeared in several high profile local and international cases including matters that were concerned with patients' rights, mental health and related medical issues which have created precedent in both Trinidad and the Caribbean.

He is an author and has published several articles. Since 2005 he has lectured at the Hugh Wooding Law School and for a brief time at the Faculty of Law, University of the West Indies as an adjunct Professor of Law.

He is a former Commissioner of the Securities Exchange Commission and of the Law Reform Commission. He was a senior member of the Law Association of Trinidad and Tobago and of the Criminal Bar Association as well as a Member of Verification Team for Ministry of Health Quality Awards, where he contributes to the development of curriculum and general standards for the local health sector.



Ms. Onika Henry
B.A. M.Ed. CSC

Onika Henry is a trained educator, facilitator, counselor, theatre arts and life skills tutor, with university qualifications in theatre arts, psychology and human sexuality.

Trained both locally and internationally she utilizes her combination of skills for the benefit of her clients and students, in an environment that is healthy, fun, productive and most of all, safe and non-judgmental.

Ms. Henry is a regular contributing writer for the Newsday and Tobago Newsday, a trainer of sexual health facilitators, as well as the cofounder of a top performing arts company in Tobago. She is a proud volunteer at several NGO's, including Tobago's only halfway home for ex-prisoners and deportees.

She is a strong proponent of Theatre for Development (TID) and applied arts. She actively uses the arts as tools for social and behavioral change.



Dr. Kamira Maharaj
Scientific researcher
Moffitt Cancer Center

Dr. Kamira Maharaj is a postdoctoral research fellow at the Moffitt Cancer Center in Tampa, Florida where she works in lab-based cancer research. She obtained a BSc in Biology at Florida A&M University in Tallahassee, Florida concentrating in molecular and cellular biology. During this programme, she became involved in several lab-based research projects and developed a passion for biomedical research. Subsequently she joined the cancer biology graduate program at the University of South Florida in Tampa, FL where she conducted basic and translational cancer research focusing on characterizing novel molecular therapeutic targets and cellular mechanisms to improve immunotherapeutic approaches for leukemia patients. Her research has been published in several manuscripts. She enjoys experimental design, implementing new technologies, attending scientific conferences, and collaborating with a team to get exciting interdisciplinary projects done. She is also interested in advocacy, education and training and believes that investing time in these activities today will lead to improvement in local cancer care for future generations.



For further information please contact:

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