About the Study

The study, published in the *Journal of Oncology Practice*, quantified the savings of two mid-sized community cancer providers that utilize Navigating Cancer’s Patient Relationship Management (PRM) solution for standardized telephone triage with integrated symptom management pathways.

The authors of the study analyzed over 10,000 triage incidents documented at The Center for Cancer and Blood Disorders (CCBD) in Fort Worth, Texas and Northwest Medical Specialties (NWMS) in Tacoma, Washington to isolate incidents that were related to symptom management. Those incidents were then further reviewed to identify the instances where triage nurse management and intervention prevented ER events.

The Findings

**THE IMPACT OF SYMPTOM MANAGEMENT**

The study period spanned six months where the authors identified a 6% to 7% reduction in ER events due to symptom management using standardized pathways. They estimated that the annual number of avoided ER events due to triage was 426. That amounts to a savings of $3.85 million for the two practices.

**THE IMPORTANCE OF DIGITAL TOOLS**

Navigating Cancer’s PRM solution is a powerful digital tool not only for triage nurses to assist patients in managing complicated symptoms and preventing ER events, but also in capturing data to enhance insights to improve care and reduce the cost of cancer care. This study concluded that “ER events and associated hospitalizations can be avoided as well as quantified as a result of the deployment of a practice-level integrated platform that incorporates physician-scripted symptom management protocols and telephone triage pathways.”