

— PATIENT NAVIGATION —

National Compensation Survey Results

Presented by:



GUIDEWAY
CARE

About the Survey

From late 2017 through early 2018, we invited those working in navigation roles in the U.S. to participate in a survey on compensation. In addition to questions on pay, survey respondents also provided information on their professional experience, the makeup of their navigation teams, training experiences, and more. It is our hope that the resulting data will provide much-needed industry benchmarks and serve as a useful tool for those serving in these critical roles.

More than 400 navigators responded to the survey, including nurse navigators, social workers, lay navigators, care coordinators, navigation managers and more. Navigators from a wide range of healthcare facilities responded, though a majority of respondents are connected to or work in oncology due to many members of the Academy of Oncology Nurse & Patient Navigators (AONN) being invited and responding to the survey.

One of the most significant findings of these survey results is that nurse navigators typically command compensation rates that are higher than the national average for nursing,¹ and non-clinical navigators also have higher earning potential than most other non-clinical roles in healthcare.² The greatest predictor of compensation rates within this survey was whether the respondent possessed a clinical license, followed closely by years of experience. In addition, the survey revealed that two of the biggest unmet needs for new navigators are additional opportunities to shadow and learn from experienced navigators, and more well-defined onboarding processes overall.

We hope that you find the following data useful. If you serve in a navigation role, we'd like to thank you for the critical role you play in improving patients' health and experience within the healthcare system.

Sincerely,

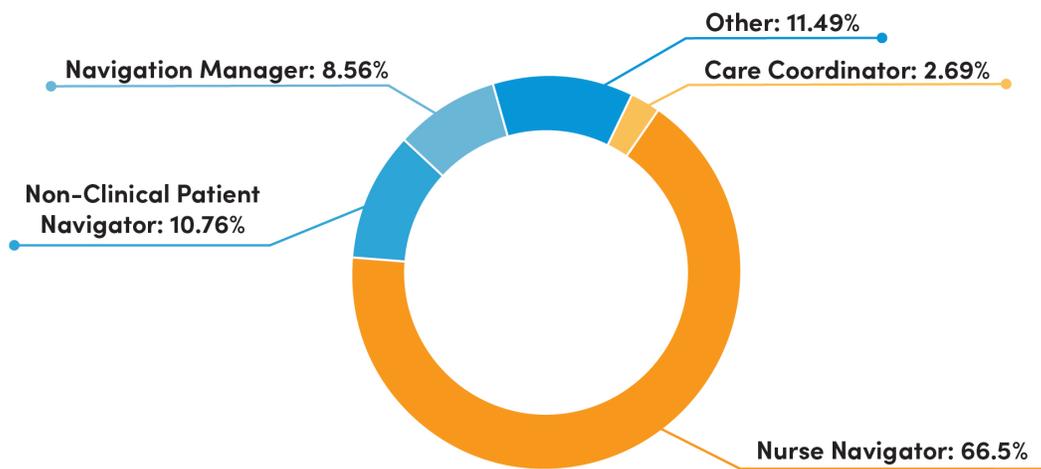
The Guideway Team

¹"Occupational Employment and Wages, May 2017: 29-1141 Registered Nurses." U.S. Bureau of Labor Statistics, U.S. Bureau of Labor Statistics, 30 Mar. 2018, www.bls.gov/oes/current/oes291141.htm.

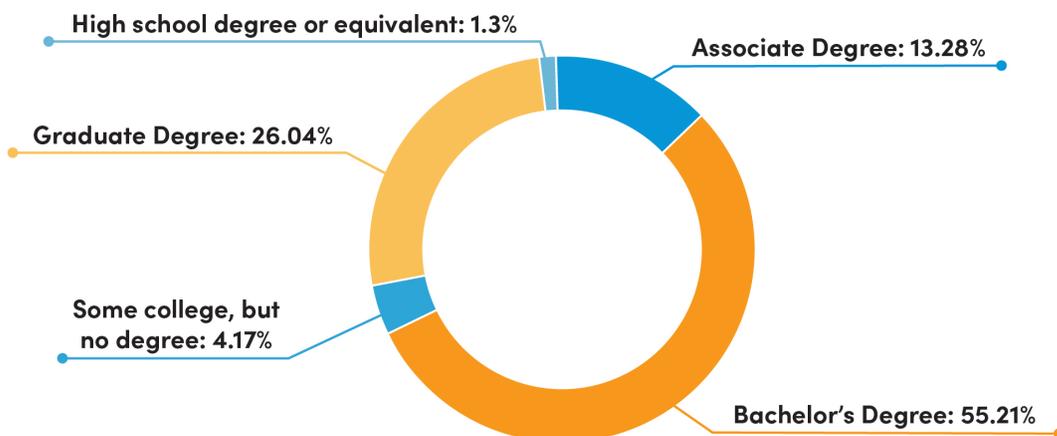
²"Healthcare Occupations." U.S. Bureau of Labor Statistics. U.S. Bureau of Labor Statistics, 13 Apr. 2018, www.bls.gov/ooh/healthcare/home.htm.

A note on survey methodology: Outliers were removed using the interquartile range method. We feel this provides the most accurate figures for average salaries and other metrics in which outliers could significantly skew the data.

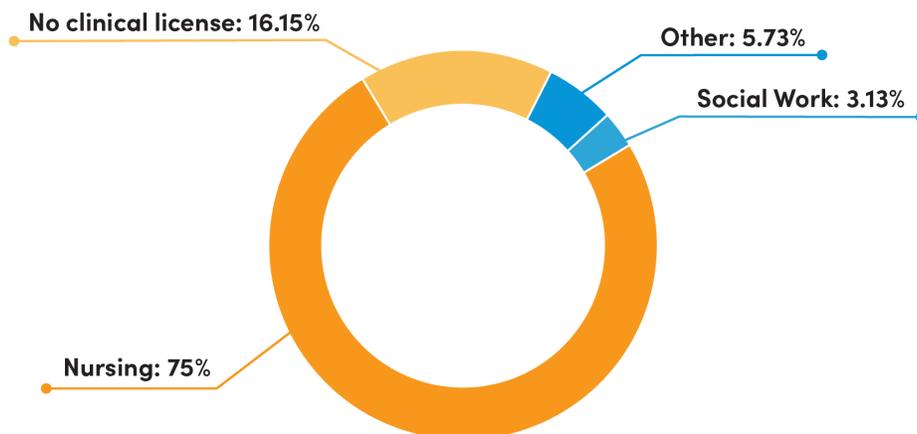
Please select the job title that best represents your role:



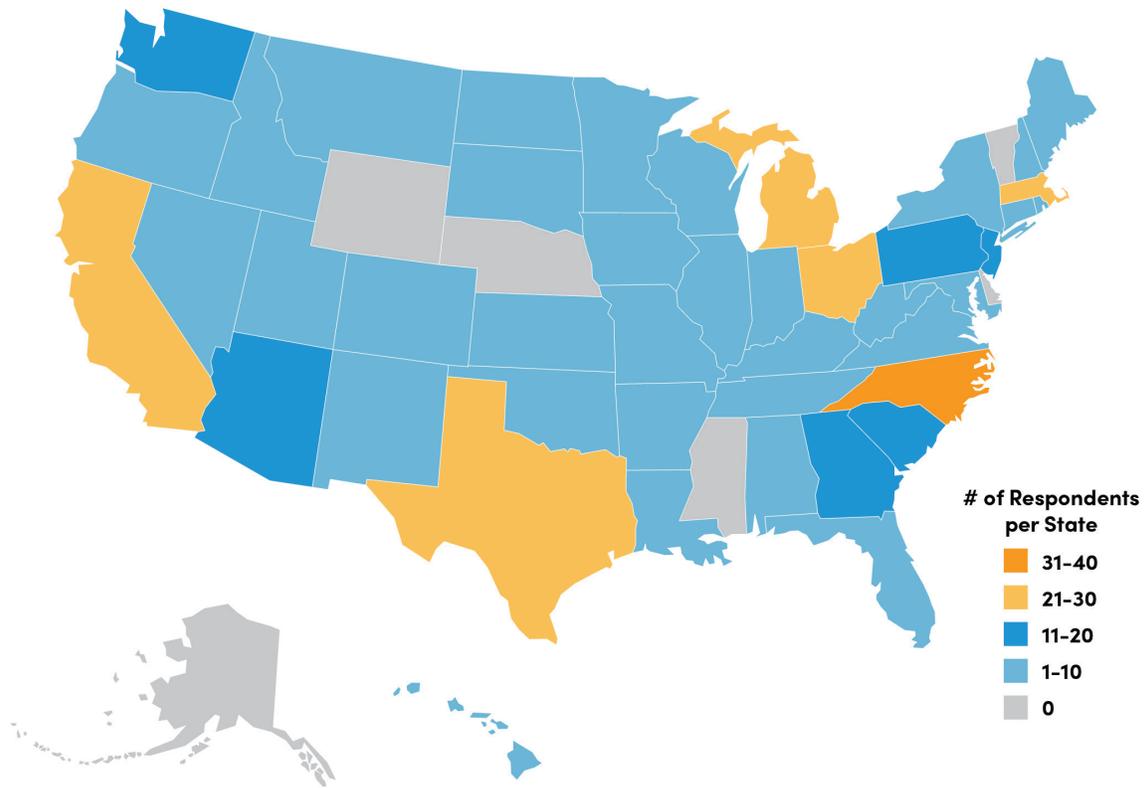
What is the highest level of school you have completed or the highest degree you have received?



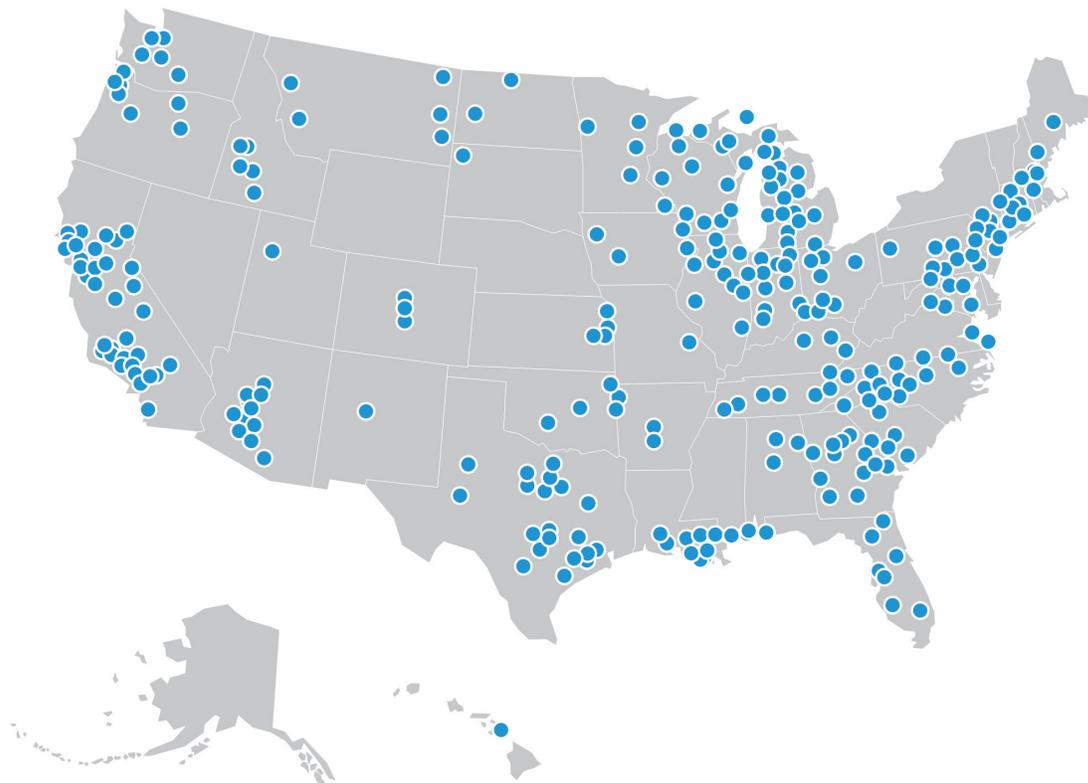
Do you have a clinical license in any of the following areas?



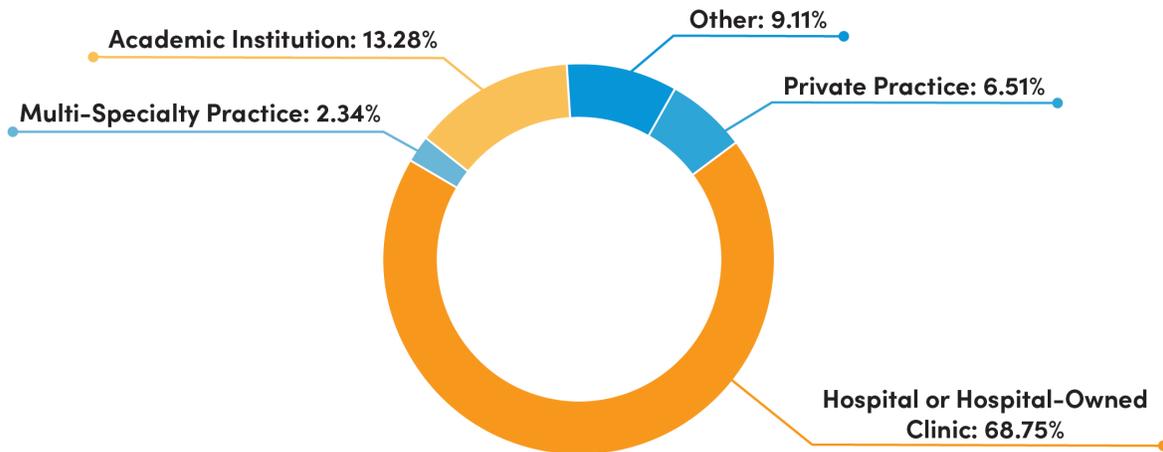
In what state do you serve patients?



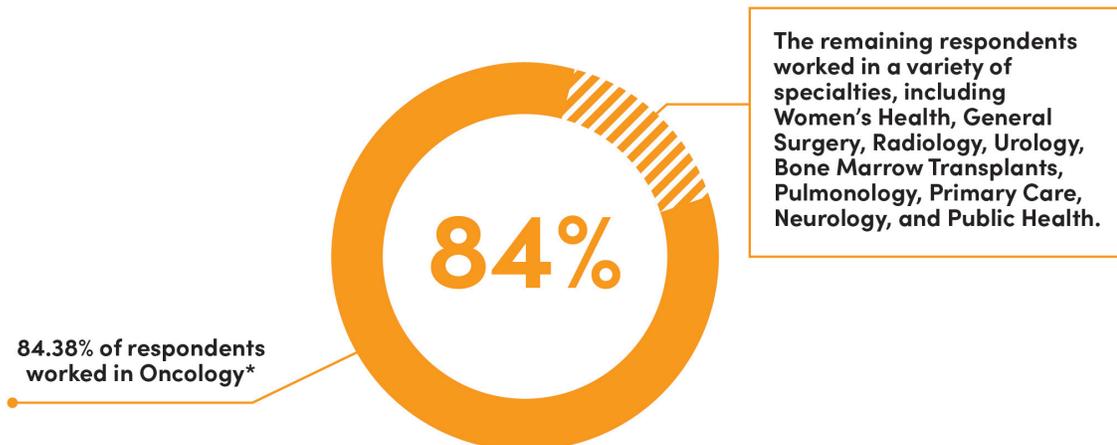
In what city or cities do you serve patients?



What type of organization do you work for?

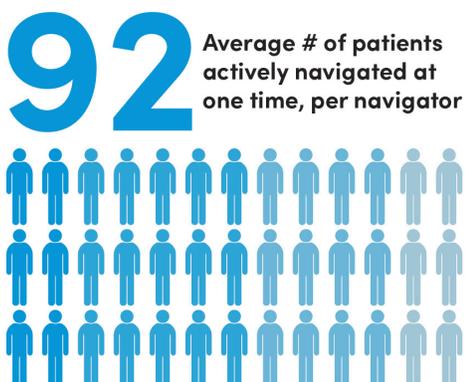


What specialty do you work in?



**The survey was shared with members of AONN (Academy of Oncology Nurse & Patient Navigators), as well as navigators in other specialties. The majority of survey respondents were AONN members.*

How many patients do you actively work with (navigate) at any given time?



There was a wide range within the answers we received for this question, including numbers of patients navigated, total hours worked per week, and differences in how long different types of patients are navigated. This average represents a normalized number of patients being navigated at any one time.

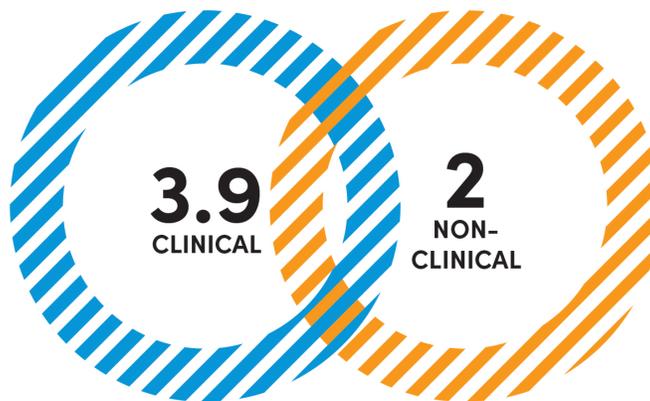
How many total navigators are there in your organization?

Avg. in organizations with only clinical navigators:

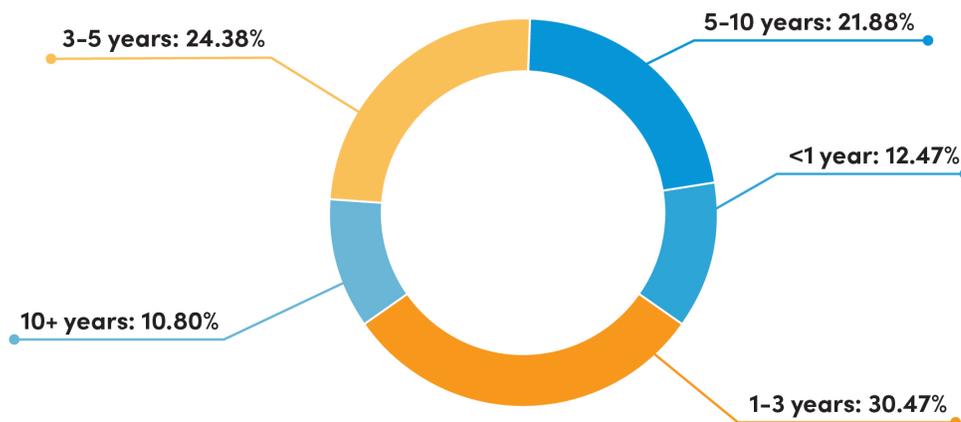
Avg. in organizations with only non-clinical navigators:



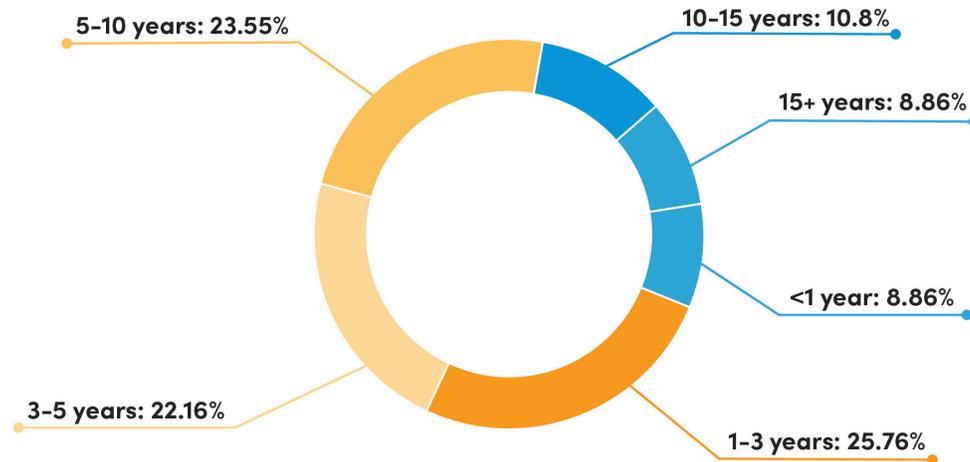
Avg. in organizations with both clinical and non-clinical navigators:



How many years have you been in your current position?



How many total years of experience do you have in navigation?



What is your current salary?

Average pay by education level:

Education Level	Hourly Rate	# Hourly Respondents	Salary	# Salaried Respondents
High school degree or equivalent	\$20.39	4	No data	0
Some college but no degree	\$21.65	9	\$67,500.00	4
Associate Degree	\$32.22	24	\$71,855.56	18
Bachelor's Degree	\$37.38	97	\$75,339.43	92
Graduate Degree	\$37.90	34	\$79,434.07	54

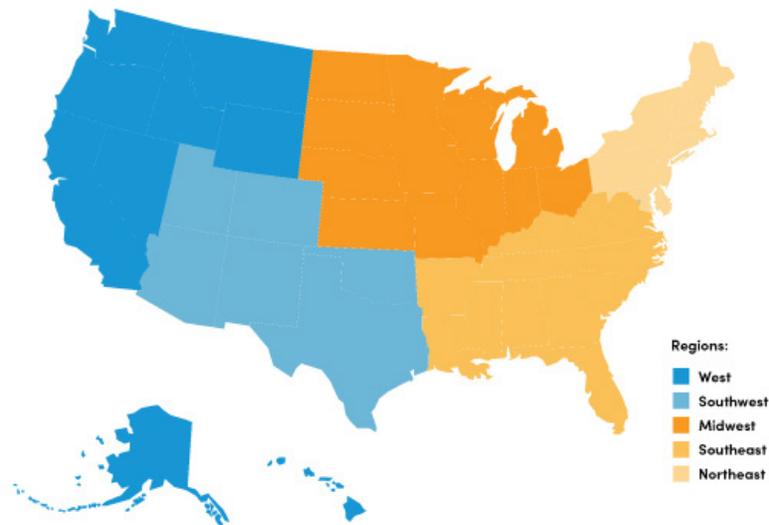
Average pay by job title:

Job Title	Hourly Rate	# Hourly Respondents	Salary	# Salaried Respondents
Non-Clinical Patient Navigator	\$22.09	18	\$44,309.41	17
Nurse Navigator	\$39.96	131	\$81,254.12	111
Navigation Manager	\$38.46	4	\$87,437.50	16
Care Coordinator	\$42.75	4	\$93,400.00	3
Other	\$29.56	21	\$54,368.75	16

Average pay by license:

License Held	Hourly Rate	# Hourly Respondents	Salary	# Salaried Respondents
No Clinical License	\$23.46	23	\$44,885.83	24
Social Work	\$26.02	7	\$59,000.00	3
Nursing	\$40.32	132	\$81,525.05	132
Other	\$31.70	14	\$85,000.00	5

Average pay by license + region:



Clinical/Non-Clinical	Hourly Rate	# Hourly Respondents	Salary	# Salaried Respondents
MIDWEST				
No clinical license	\$24.40	9	\$52,687.50	8
Nursing or other clinical license	\$35.18	41	\$76,740.02	28
NORTHEAST				
No clinical license	\$26.31	8	\$47,772.73	11
Nursing or other clinical license	\$46.61	26	\$86,529.09	22
SOUTHEAST				
No clinical license	\$23.70	10	\$42,452.00	5
Nursing or other clinical license	\$34.94	32	\$76,464.48	51
SOUTHWEST				
No clinical license	\$18.75	2	\$46,333.33	3
Nursing or other clinical license	\$40.50	18	\$86,092.53	19
WEST				
No clinical license	\$38.19	3	Insufficient data	1
Nursing or other clinical license	\$52.27	30	\$91,937.50	16

NURSE NAVIGATORS

command compensation rates that are higher than the national average for nursing.

- \$40.32 vs. \$35.36 for hourly employees
- \$81,525.05 vs. \$73,550 for salaried employees

Based on data from the U.S. Bureau of Labor Statistics



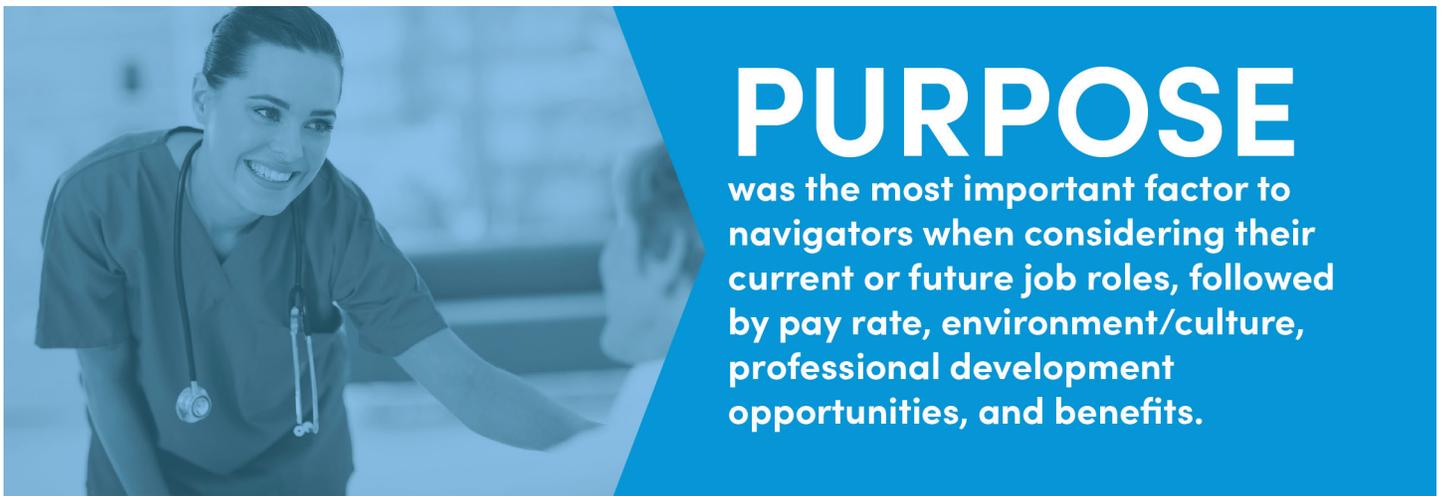
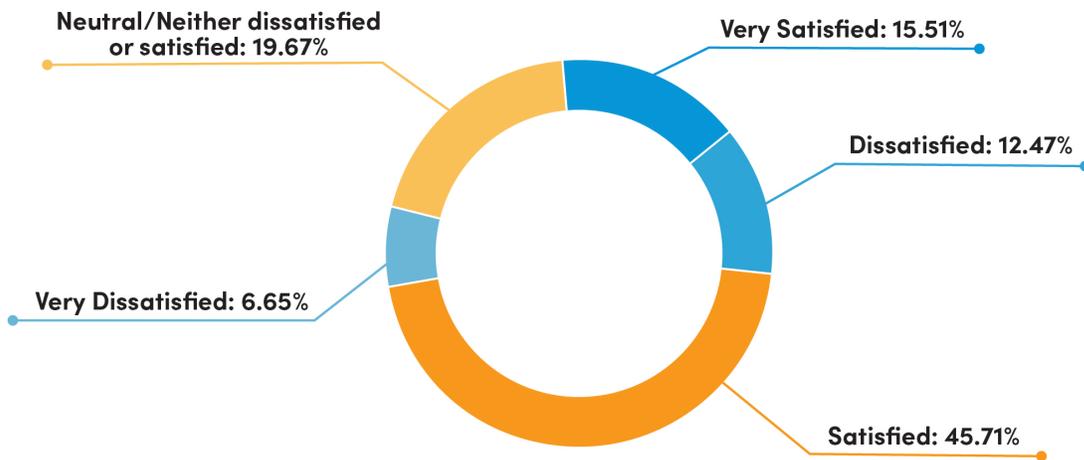
Average pay by license + years of experience:

The clearest predictor of compensation level is whether a navigator holds a clinical license, followed by years of experience.

	Hourly Rate	# Hourly Respondents	Salary	# Salaried Respondents
No clinical license:				
0-5 years	\$21.78	18	\$46,298	16
5-10 years	\$32.51	5	\$51,500	7
10-15 years	\$28.58	4	\$67,333	6
15+ years	\$21.00	3	\$79,333	3
Nursing or other type of clinical license:				
<1 year	\$30.07	16	\$76,401	13
1-3 years	\$40.03	35	\$77,298	38
3-5 years	\$41.05	35	\$80,557	29
5-10 years	\$43.16	42	\$82,786	30
10-15 years	\$46.37	15	\$90,940	14
15+ years	\$43.41 *	9	\$83,680 *	16

**The reason for lower pay for those with 15+ years of experience relative to those with 10-15 years of experience is unclear. The lower rate may be a result of a relatively small sample size, but may also be a result of longtime employees starting at lower rates and receiving relatively smaller pay increases over time.*

How satisfied are you with your total benefits package?



How much training have you received for your job?



Was this enough training?

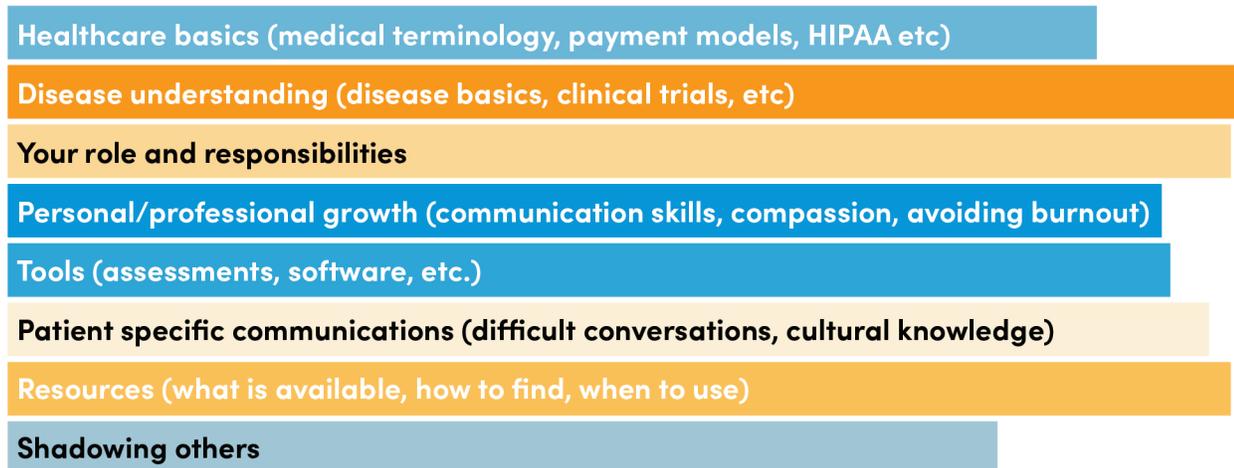
Weeks of Training	Yes	No
1 week or less	22.03%	77.97%
2-4 weeks	43.81%	56.19%
4-6 weeks	71.88%	28.13%
More than 6 weeks	79.55%	20.45%

THE TIPPING POINT

for whether navigators consider the length of their training period adequate is around 4 weeks.

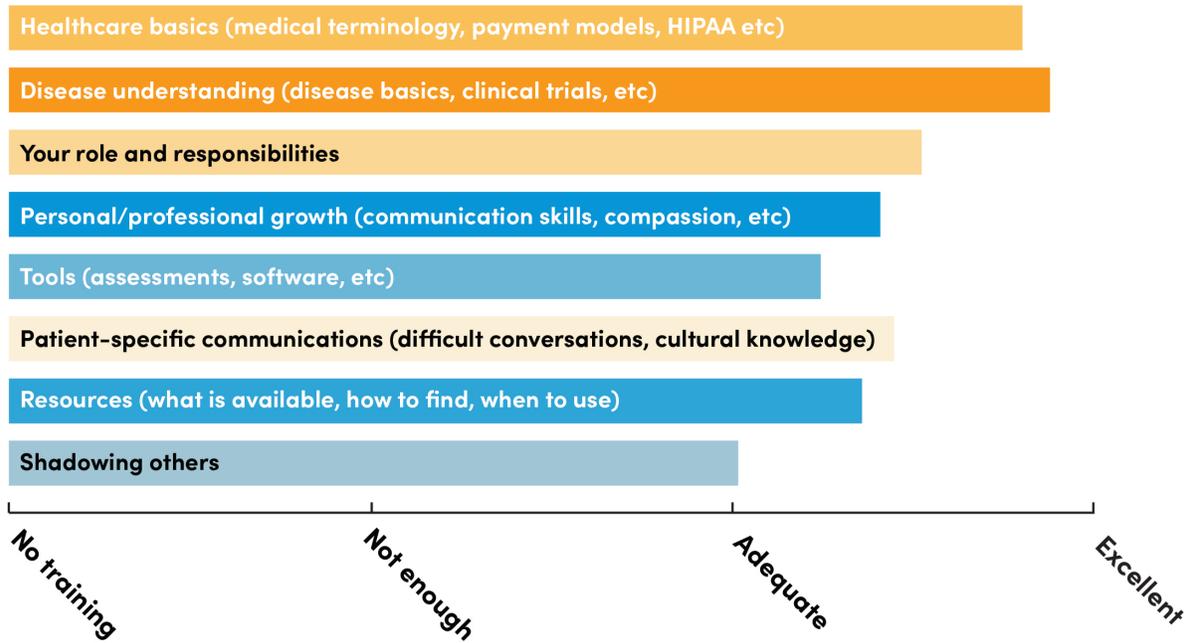


Please rate the importance of these training topics to your job:



— Not important ————— Needed ————— Very important —

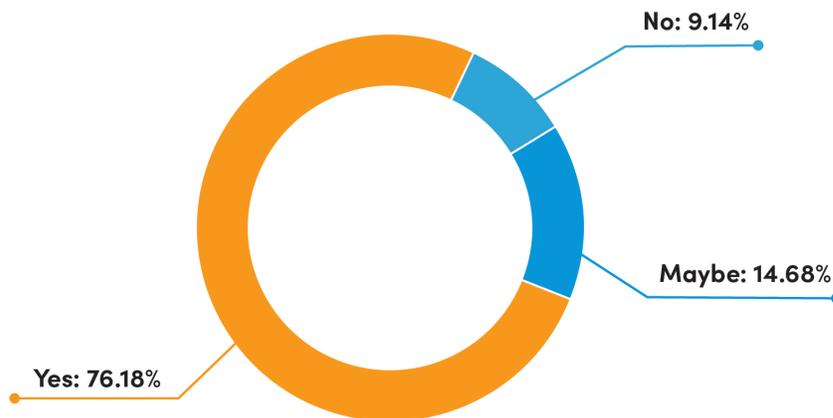
Please rate the training that you received in each of these areas:



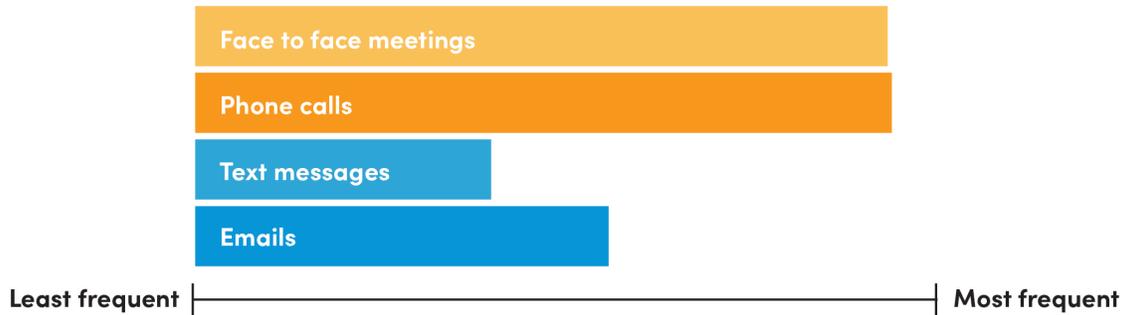
What percentage of your training was delivered by the following methods?

Weeks of Training	Average %
Online or remote	9.96%
In person	17.60%
On the job	26.95%
Self-taught	36.39%

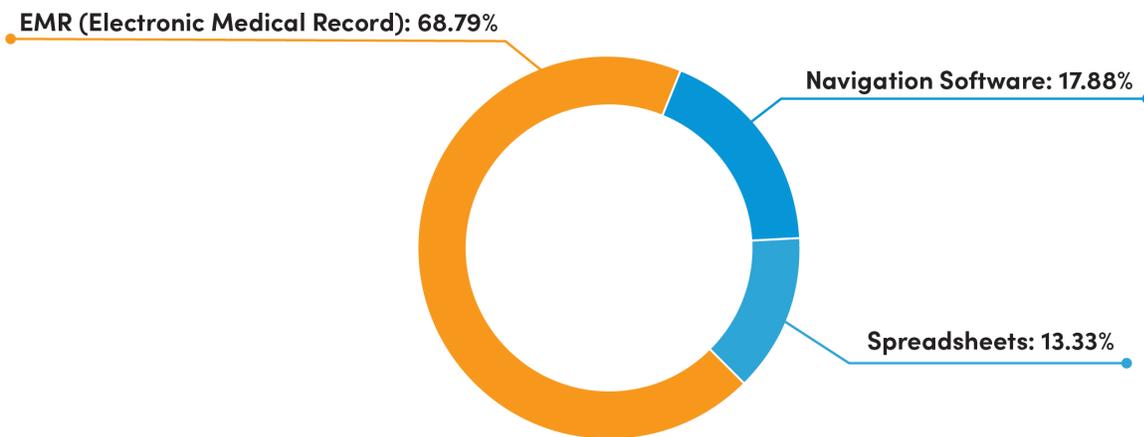
Do you view this role as a long-term position?



Please rank how you communicate with your patients in order of frequency.



Where do you document most of your activities?



What was missing from your training that would have helped?

Survey responses indicated that a lack of shadowing opportunities with experienced navigators and ill-defined onboarding programs for new navigators are the two chief stressors for new navigators. In addition, many respondents indicated that better navigation software is badly needed. These, as well as other common/helpful survey responses, are listed below.

- Shadowing opportunities, especially with other navigators, but also with other members of the care team with whom patients will interact
- Better program overview/objectives, including more education on navigation generally
- Clearer definition of role/job responsibilities
- Being trained by an existing navigator, especially someone within the same specialty
- A network of other navigators to go to with questions/continue learning from
- Longer and more well-defined training process
- Training on how to develop a navigation program, if that is part of the job responsibilities
- Better navigation-specific software, and better software training overall; there is a great need for software that helps automate and prioritize/organize tasks
- Training for the navigators as well as the rest of the care team (including MDs) and administration on the role of navigators and how they fit within the care team and organizational structure; organizational charts helpful
- Documented flow of how patients are to move through navigation process
- Opportunities to receive navigation-specific training remotely, especially in rural areas
- Disease-specific training
- More comprehensive list of local resources/contacts available for use in navigation program, including financial, medications, chemo, research, general support, etc.
- EMR Training
- Conflict resolution
- Administrative support
- Training on intercultural communication
- A manual for the position/program that can be referenced when common questions come up
- Conferences, especially those geared towards navigation
- Training on insurance/financial issues
- More training on mental health issues
- Social work training/support, including training on facilitating support groups
- Education and documentation on clinical flow
- Best practices for managing high/multiple patient loads
- Definition of start and end points for patients within navigation
- Training on the treatment experience from the patient's perspective
- Self-care, avoiding burnout
- Professional development opportunities, including opportunities to renew/maintain relevant certifications
- More information/training on the various assessments/assessment tools used
- Additional training on end of life care, advanced care directives, hospice
- Training on survivorship care plans

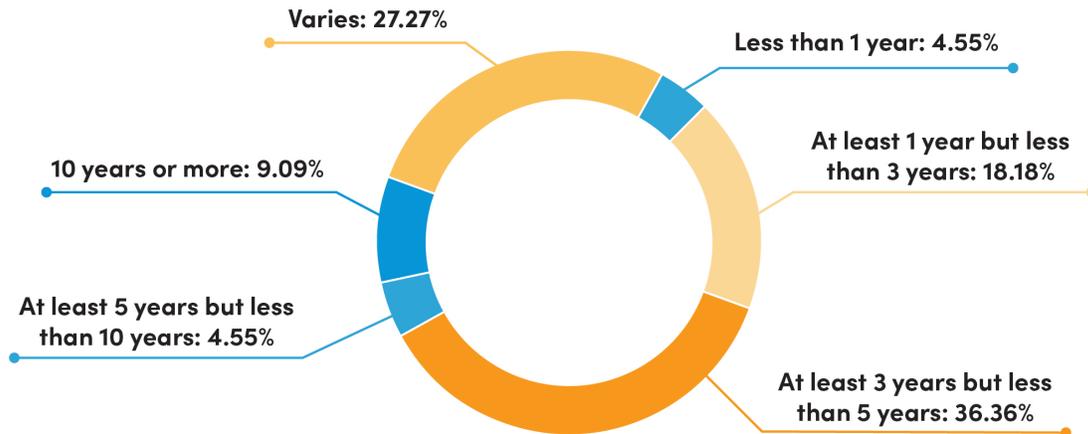
What training did you receive that was helpful but not mentioned in the previous questions?

As mentioned previously, opportunities to shadow experienced navigators are one of the most helpful forms of training that new navigators can receive. Those that did receive such opportunities noted that it was the most helpful aspect of training, followed closely by formal training through navigation- or disease-specific organizations. Other common/helpful responses are listed below.

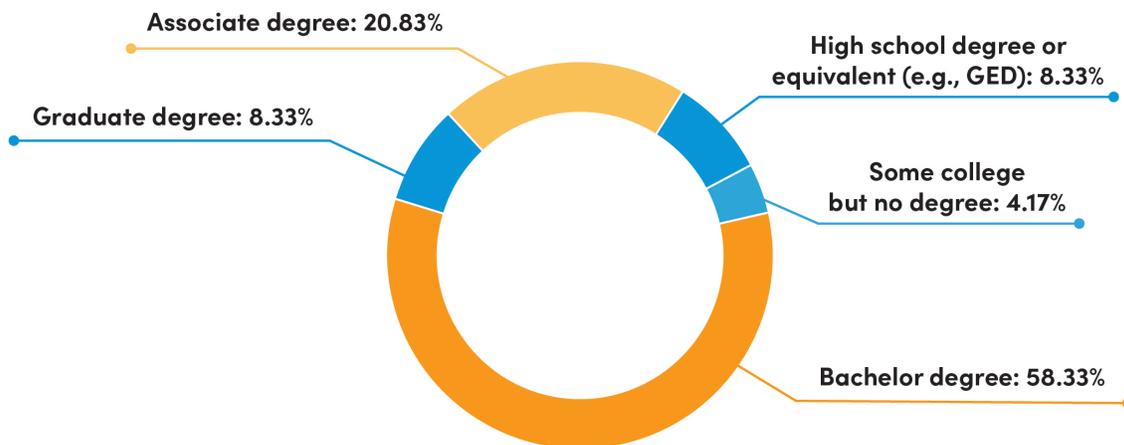
- Training and/or certification through AONN, George Washington University, Harold P. Freeman, etc.
- Support from the navigator community through association memberships, meetings, personal connections, etc.
- Navigation- or disease-specific conferences
- Shadowing other navigators (at our facility and others), members of the care team (including MDs), social workers, etc.
- Mentoring by an experienced navigator
- Websites with information/resources for patient navigation
- Clinical training, including prior clinical certifications
- EMR/systems training
- Nursing and navigation publications
- Education/introductions to internal and external stakeholders, community outreach programs
- Intercultural communication training
- Disease- or treatment-specific training
- Training on end of life/palliative care
- Leadership training
- Interviewing navigators or program managers at other facilities to learn from them
- Physician-led instruction
- Education on history/structure of the organization, information on how to navigate through the system
- Multi-disciplinary team meetings
- Patient safety training
- Training on financial/insurance issues/resources for patients
- Attending tumor boards
- Previous experience as a patient
- Training manual with resources
- Referral (incoming and outgoing) coordination and processing
- Education on facility- or state-specific goals for disease in which I navigate
- Education on the importance of patient navigation, both for myself and the care team
- Training on trauma-informed care

Questions for Navigation Program Managers

How many years of experience do you require when hiring navigators?



What is the highest level of school that you required for your positions?



Please indicate the job titles for positions that you manage:

The most common/general job titles include:

- Case Manager
- Patient Navigator
- Navigation Coordinator
- Dietitian
- Nurse Navigator
- Lay Navigator
- Lead Nurse Navigator
- Navigation Supervisor
- Navigator
- Patient Advocate
- Patient Educator
- Social Worker

About Guideway Care

Guideway Care helps hospitals extend support to patients beyond hospital walls—improving patients' experiences and outcomes, strengthening hospitals' reputations in the communities they serve, and aligning those institutions with quality care initiatives that impact revenue.

Bridging the gaps patients experience in their care journey requires new thinking about how to address the non-clinical issues that affect patient health and experience. Guideway Care offers care guidance (navigation) software and evidence-based protocols, as well as care guidance service, that helps your organization provide individualized, disease-specific support for your patients.

Guideway Care can extend your current patient navigation efforts, removing the burden of non-clinical outreach from nurse navigators while providing patients with the additional support they need. Learn how we can strengthen your navigation efforts—call **844-492-7284** or visit **www.guidewaycare.com/navigate**.



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