



Bridging The Gap

Patient Navigation Beyond Oncology

Boldly Promoting Health Equity Through Novel Transplant Patient Navigator Services

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BACKGROUND

Transplant graft failure outcomes were reviewed at our center by patient race to identify disparities among specific patient populations. Our Native American patients were reported to experience graft failure at a rate of 12% post transplant, which was found to be double the rate of our total patient population.

OBJECTIVES

Reduce transplant specific health disparities and improve Mayo Clinic Arizona's ability to provide culturally agile care, resulting in better pre- and post- transplant outcomes.

METHODS

We applied for internal innovation grant funding to pilot the role for one year. After demonstrating the positive impact within our community, we were able to get approval for a permanent position as part of our Transplant Center. In hiring for this position, we knew it would be important to find the right individual who is part of the Native American community. This individual partnered closely with our Oncology Patient Navigators during their training. Additionally, they have been very actively involved in providing education to dialysis centers, Donor Network of Arizona, and Indian Health Services. Every Native American patient is contacted prior to their evaluation by our Patient Navigator.

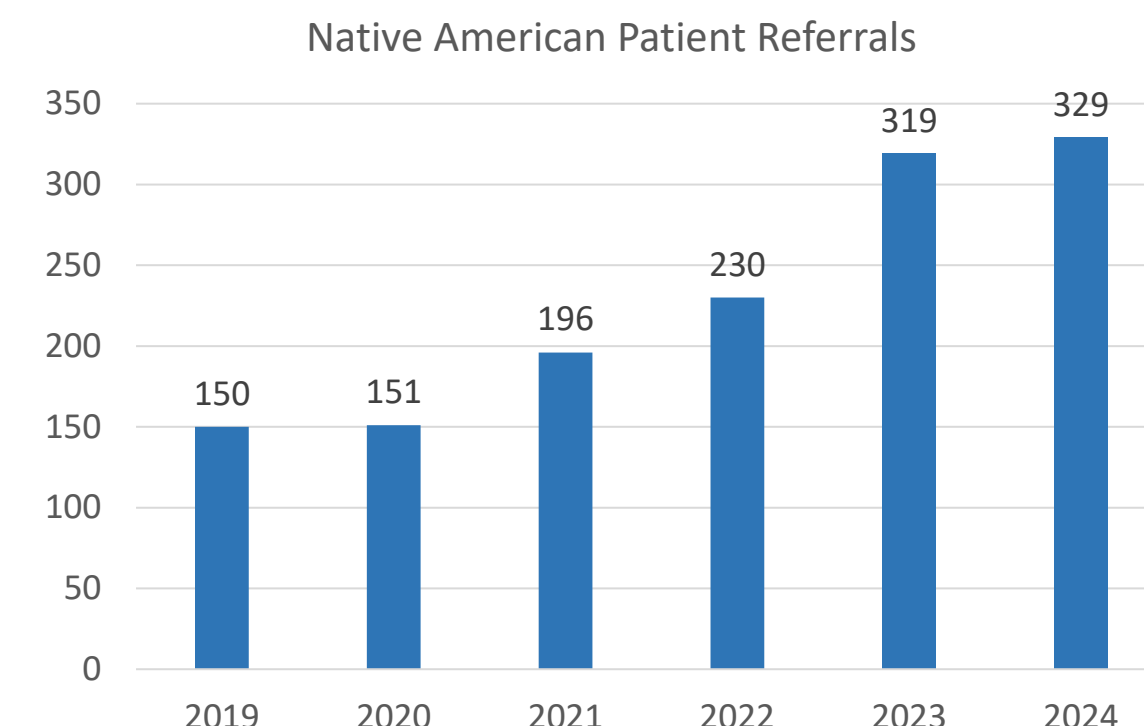
RESULTS

We successfully saw an increase in the volume of referrals and transplant evaluations of Native American patients seeking transplant surgery. Transplant surgeries for this population have also increased from recent years. Since the implementation of the role, our graft loss rate is comparable to our overall patient population. The feedback from our community has been overwhelmingly positive. Our Patient Navigator has been highlighted on the local and national news, has participated in interviews several interviews, and traveled to speak at multiple conferences.

GRAFT LOSS ANALYSIS

Mayo Clinic Arizona Data	January 2010 – July 2021
Total Transplants	5448
Total transplant for Hispanic Population	1181
Total Transplants for Native American population	273
Total Graft Failure	6%
Graft Failure for Hispanic population	7%
Graft Failure for Native American population	12%

IMPACT ON REFERRALS



The Patient Navigator joined our Transplant Center in April of 2022

CONCLUSION

- Post implementation of our Patient Navigator, our Native American transplant patients experienced graft loss at a rate of almost 4% from 2022 through 2024. This was lower than our total patient population during the same cohort, who were shown to have a graft loss rate of 5.5%.
- This reinforces the idea that delivering culturally sensitive care can have a positive impact on patient outcomes.
- Additionally, offering this unique service at our center has greatly increased our patient referrals from the American Indian and Alaska Native populations.