TOOL 3.6: Identify the Barriers!

This worksheet will help you practice your barrier identification skills. Using the barrier definitions of your program, what are the barriers occurring in each example? When you have finished the worksheet, go over it with your supervisor to see how you did.

For each example below, please record the barrier(s) and action(s) that you feel are the most appropriate.

1. Patient Navigator receives voicemail from patient saying, "I moved back to Ohio to be closer to my parents."

       Barriers: _____
       Actions: _____

2. Patient Navigator calls a patient to schedule her diagnostic appointment. Patient refuses, saying "I read about the test online, and they said I'd be in pain for days! No thanks!" Patient Navigator offers to mail patient education information, and to call her back the following week to discuss it.

       Barriers: _____
       Actions: _____

     Patient Navigator calls patient again. The patient is now worried about the outcome of the procedure, saying, "It's going to be a big turn-off for my partner, and we're trying to get pregnant. How am I supposed to get pregnant if he won't touch me?!?"

       Barriers: _____
       Actions: _____

3. Patient Navigator catches a patient to schedule her follow-up as patient is leaving the clinic. Patient tells the Patient Navigator, "I just started my new job and won't have insurance for another 3 months, and can't I come then?"

       Barriers: _____
       Actions: _____

4. Patient Navigator contacts patient about her missed appointment. Patient indicates that she recently was laid off and has been working to get health insurance and heating assistance for herself. She can't deal with her abnormal result right now. Patient Navigator offers support and offers to help her with insurance and heating issues.

       Barriers: _____
       Actions: _____

5. Patient Navigator calls patient about her missed diagnostic appointment but her home & cell phones are disconnected. She mails patient a certified letter.

   Barriers: _____
   Actions: _____

   One week later, the certified letter is returned 'undeliverable'. Patient Navigator calls patient's family member and leaves a message for the patient.

   Barriers: _____
   Actions: _____

6. Patient Navigator sees that a difficult-to-schedule patient is in the clinic for another appointment. When she approaches her to try to make a follow-up visit for her abnormality, the patient replies: "I'm working two jobs and never get my schedule until the week before, and can't take time off." Patient Navigator offers to provide a work letter, but patient is unsure if that will be ok with her employer.

   Barriers: _____
   Actions: _____

7. Patient Navigator asks patient if she could wait a few minutes, and goes to speak to Dr. Ross to see if they would be willing to squeeze the patient in that day. Dr. Ross agrees to see the patient in 30 minutes. Patient Navigator tells the patient, and patient agrees to be seen. She waits with the Patient Navigator, asking questions about the procedure, and Patient Navigator accompanies her to the appointment.

   Barriers: _____
   Actions: _____

8. A new patient is referred to the Patient Navigator who was diagnosed with cancer in her home state of Maine. While they were meeting, Patient Navigator learns that the patient moved to Massachusetts for treatment because she heard that Boston was the best place to get medical care. She has no job or insurance, no friends or family in the area, and has just moved into a tiny room in a basement apartment. Patient Navigator feels the patient may also be suffering from depression.

   Barriers: _____
   Actions: _____