

Navigation  
**NATION**



# 2024 Navigation Nation Summit Program

Empowering Every Step:  
Navigating Through Transitions of Care



## EMPOWERING EVERY STEP: Navigating Through Transitions of Care

10:00 a.m. – 10:10 a.m.

### WELCOME

*Kelley Moultry, MPH, CHES, CPF, Susan G. Komen*

10:15 a.m. – 10:40 a.m.

### KEYNOTE: BRIDGING THE CARE CONTINUUM

*SPEAKER: Khadijah Khan, Walgreens*

Discuss the importance of equitable access to innovative health care advances for communities that are underserved.

10:40 a.m. – 12:00 p.m.

### NAVIGATING CRITICAL TRANSITIONS IN CARE

*FACILITATOR: Julie McMahon, MPH, Susan G. Komen*

*SPEAKERS: Molly Guthrie, Susan G. Komen; Danelle Johnston, MSN, RN, OCN, HON ONN-CG, Genomic Life; Jessica Jones, MSN, RN, Stand Up 2 Breast Cancer, Penn Medicine; Sabrina Mayhew, PhD, RN, CN-BN, Breastcancertrials.org; Dolores Moorehead, MS, APCC, Women's Cancer Resource Center*

Explore the breast cancer care continuum from screening to survivorship, defining critical decision points, potential barriers and solutions to support patients through transitions of care.

12:00 p.m. – 12:20 p.m.

### SUSTAINING A PATIENT-CENTERED WORKFORCE: REIMBURSEMENT OF NAVIGATION ACROSS THE CONTINUUM OF CARE

*SPEAKERS: Monica Dean, HON-OPN-CG, Academy of Oncology Nurse and Patient Navigators;*

*Mandi Pratt-Chapman, PHD, MA, HON-OPN-CG, George Washington University*

Effective support for patients requires a skilled and sustainable workforce. Learn about opportunities and resources for navigators to train, become certified and be reimbursed.

12:20 p.m. – 12:50 p.m.

### BREAK

12:50 p.m. – 1:20 p.m.

### SUSTAINING A PATIENT-CENTERED WORKFORCE: MASTERING PROFESSIONAL BOUNDARIES

*SPEAKERS: Mari Montesano, MSW, LCSW, OSW-C, Kristen Scheeler, MSSW, CAPSW, Susan G. Komen Patient Care Center*

Learn about strategies for navigators on maintaining healthy boundaries, stress management and resilience that both support patients through the continuum of care and sustain the well-being of navigators.

1:20 p.m. – 2:00 p.m.

### FINANCIAL NAVIGATION FOR PATIENT-CENTERED CARE

*FACILITATOR: Natasha Seng, MID, MS, Susan G. Komen*

*SPEAKERS: Richard Fahrer, EAO-CRC, Pfizer; Monica Fawzy Bryant, ESQ, Triage Cancer; Toni Lee, Susan G. Komen Patient Care Center*

Finances remain one of the most frequent barriers to receiving high-quality, individualized care and a challenge especially in transitions of care between phases of treatment and providers. Discuss the roles of resource navigation and insurance optimization in overcoming financial barriers to health care and addressing financial toxicity.

2:00 p.m. – 2:05 p.m.

### BREAK

2:05 p.m. – 2:25 p.m.

### ACTIVE LISTENING FOR PATIENT-CENTERED CARE

Learn about active listening as a tool to enhance a patient's preferences and needs as part of their care plan across transitions in care and care teams.

2:25 p.m. – 2:50 p.m.

### RESOURCE SHARING

Collaborate to share resources from partners, the Navigation Nation Community and Komen's Patient Care Center.

2:50 p.m. – 3:00 p.m.

### CONCLUSION

## SPEAKER BIOS



### **KHADIJAH KHAN**

Khadijah Khan is a distinguished health care strategist and the oncology and organ transplant therapy lead for clinical pharmacy strategy at Walgreens. With a passion for innovation and patient care, Khadijah spearheads the development of cutting-edge oncology programs that prioritize patient access to critical medications. Her work is driven by a deep commitment to supporting patients through their cancer journey, ensuring they receive the best possible care. In her

role, Khadijah has been instrumental in launching initiatives that enhance the patient experience and improve clinical outcomes. She collaborates closely with a team of experts to integrate the latest research and treatment protocols into Walgreens' services.

Khadijah's dedication to the oncology space is reflected in her advocacy for patient education and support programs. She believes in empowering patients with knowledge and resources, enabling them to make informed decisions about their health. Her vision for the future includes further bridging the gap between pharmacy services and holistic patient care in oncology, with the goal of enhancing patient outcomes and quality of life.

Outside of her professional life, Khadijah is an active member of the community. She serves on the President's Advisory Council for the Children's Organ Transplant Association and has been recognized with several awards for her contributions to health care and philanthropy.



### **SABRINA MAYHEW, PhD, RN, CN-BN**

Sabrina Mayhew is a certified oncology nurse navigator at Breastcancertrials.org based in San Francisco, Calif., specializing in clinical trial navigation. Her journey into breast cancer advocacy began in November 2011 when she received her own breast cancer diagnosis. Motivated by her personal experience, she started the Angel Pillow Project, a nonprofit organization that has worked over the past decade to offer breast cancer survivors both physical and emotional

support.

Passionate about making a difference at both the local and national levels, Sabrina serves on the board of the National Breast Cancer Coalition and Gilda's Club of Metro Detroit. Her continued involvement in advocacy also includes Sister's Hope, The Pink Fund, YSC, Tigerlily, Komen Advocates in Science and Sister's Network of Greater Metro Detroit. Sabrina's academic pursuits led her to complete her doctoral studies in nursing, where her research included breast cancer survivor advocates and health disparities. She also served as patient advocate for the University of Michigan Integrative Oncology Scholars Program.

With a personal journey marked by resilience and advocacy, Sabrina continues to inspire and empower individuals affected by breast cancer while actively working to advance patient knowledge, awareness and support.



**DANELLE JOHNSTON, MSN, RN, OCN, HON ONN-CG**

Danelle Johnston leads clinical and navigation services for Genomic Life based in La Jolla, Calif., where she operationalizes and integrates workflows with commercial and clinical partners, ensuring seamless services for members. As a nationally recognized leader in oncology navigation, Danelle knows how to facilitate timely access to genomic-based solutions to deliver actionable insights.

Before joining Genomic Life, Danelle served as senior vice president, mission delivery at Cancer Support Community, overseeing all service delivery and patient and family education efforts. She developed oncology navigational initiatives, received awards and improved patient experience.

As chief nursing officer, senior director of planning and initiatives for The Lynx Group based in Cranbury, N.J., Danelle oversaw the strategic and operational responsibilities of professional programs and the expansion of the Academy of Oncology Nurse & Patient Navigators (AONN+).

She currently serves on the Professional Oncology Navigation Task Force and the American Cancer Society National Navigation Roundtable’s Workforce Committee. She also served on the Biden Cancer Initiative (BCI) Advisory Committee. Danelle possesses more than 28 years of progressive leadership positions in diverse oncology nursing.

Danelle earned a Master of Science in Nursing degree, emphasizing leadership and management at Western Governors University in Salt Lake City, Utah. Danelle received a bachelor’s degree in nursing from Azusa Pacific University in Azusa, Calif. She holds two national certifications as an oncology certified nurse (OCN) and as an oncology nurse navigator, certified generalist (ONN-CG).



**DOLORES MOOREHEAD, MS, APCC**

Dolores Moorehead is the community engagement director + client support clinician for the Women’s Cancer Resource Center (WCRC), a nonprofit organization in Berkeley, Calif., dedicated to assisting women with cancer in navigating the complex health care system and improve their quality of life through education and supportive services. Dolores began her tenure with WCRC as a volunteer and board member and has been on staff for 22 years. Previously, Dolores was employed for almost 14 years at the American Cancer Society as a patient services manager. She received a Master of Science in Clinical Mental Health Counseling and a Bachelor of Science in Psychology with honors from Walden University in Minneapolis, Minn. She obtained training from The Center of Mind Body Medicine as a facilitator in mind/body relaxation skills.

Dolores joined a research team at Icahn School of Medicine at Mt. Sinai in New York that focuses its research on breast cancer, community navigation and the experiences of women of color. She completed an in-depth certificate program in March 2023 through City College of New York as a citizen scientist. Dolores has co-authored three published articles.

For over 35 years, Dolores has passionately devoted her professional career to serving individuals with cancer in the San Francisco Bay Area. In her position with WCRC, Dolores acts as an advocate, mental health counselor and program visionary to eliminate barriers that exist in the medical system so that all women diagnosed with cancer receive quality health care. She has worked with diverse populations including African Americans, Latinos, LGBTQIA+ and Asian Pacific Islanders. In 2008, she received the American Cancer Society’s National Lane Adams Quality of Life Award in recognition of exemplary cancer care and ongoing support to cancer patients.



**JESSICA JONES, MSN, RN**

Jessica Jones is a dedicated advocate for breast cancer awareness and research. She has made it her life's mission to empower individuals facing breast cancer and to promote diversity and accessibility in clinical trials. Her journey from an undergraduate degree in public health to becoming a breast cancer research nurse and a leader in the field reflects her unwavering commitment to making a difference in the lives of those affected by breast cancer.

Jessica's educational journey began at Temple University, where she earned her bachelor's degree in public health. Recognizing the need for a more hands-on approach to addressing health care challenges, she pursued a second degree in nursing at the prestigious University of Pennsylvania and a master’s in public health nursing at John Hopkins University. Her passion for research and patient advocacy ignited during her tenure as a clinical research nurse at the University of Pennsylvania.

With a career dedicated to breast cancer research nursing, her mission is threefold: to empower individuals facing a breast cancer diagnosis through education and advocacy, to create accessible pathways to supportive resources and to increase diversity in clinical trials. These pillars stem from her steadfast belief that every person deserves access to the tools, information and representation necessary to confront breast cancer head on.

Jessica's dedication extends beyond her role as a research nurse. She actively contributes as a committee member of diversity, inclusion and health equity at the Abramson Cancer Center, furthering her commitment to promoting inclusivity and equity in health care.



**MOLLY GUTHRIE**

Molly Guthrie is vice president, policy and advocacy at Susan G. Komen®. She joined Komen in 2009 and is responsible for leading public policy and advocacy efforts. Molly oversees Komen’s work to advance key legislative and regulatory objectives at the federal, state and local levels. She focuses on policy campaigns to increase funding for medical research, screening programs, and ensuring access to affordable, high-quality breast health and cancer care services.



**MANDI L. PRATT-CHAPMAN, PHD, MA, HON-OPN-CG**

Mandi Pratt-Chapman is an associate professor of medicine for the GW School of Medicine and Health Sciences, associate professor of prevention and community health for the GW Milken Institute School of Public Health and associate center director, community outreach, engagement and equity for the GW Cancer Center in Washington, D.C. Her personal mission is to make evidence-based health care and disease prevention strategies available to more people as quickly as possible. Her research focuses on patient navigation, cancer survivorship, evidence-based cancer control and health equity for intersectional lesbian, gay, bisexual, transgender, queer and intersex (LGBTQI) communities.



**MONICA DEAN, HON-OPN-CG**

Monica Dean is the director of patient navigation program development at AONN+.

As director, Monica works on strengthening and forging relationships with advocacy groups to advance collaborative projects. She received her bachelor’s degree in health science with a minor in nutrition from Georgia Southern University in Statesboro, Ga.

Monica liaises with pharmaceutical interests to develop funding and support specifically for patient navigation educational initiatives.

She is also a member of the Professional Oncology Navigation Task Force, where she helped in the creation of the Oncology Navigation Standards of Professional Practice, providing clinical oncology nurse navigators, social work navigators and patient navigators with clear information regarding best practices in the provision of professional care. This includes the knowledge and skills all professional navigators should possess to deliver high-quality, competent and ethical services to people impacted by cancer.

Before joining AONN+, Monica was director of the National Navigation Roundtable (NNRT) at the American Cancer Society global headquarters in Atlanta, Ga. She was responsible for supporting, planning and implementing initiatives of the NNRT, overseeing long-term activities, and enacting strategic plans and task group action plans while creating and maintaining collaborative relationships with external partners and roundtable member organizations. Monica has been working in the field of patient navigation since 2007.



**MARI MONTESANO, MSW, LCSW, OSW-C**

Mari Montesano (she/her) has served as a licensed clinical social worker for almost nine years, where the last six years she spent focused on oncological care at the Knight Cancer Collaborative of Columbia Memorial Hospital – Oregon Health Services University in Astoria, Ore. She received her Master of Science in Social Work from the University of Denver and bachelor of arts specializing in human development and psychology from the Washington State University in Pullman, Wash.

She is currently one of the managers for the Komen Breast Care Helpline.

“I am passionate about supporting individuals and families along their cancer journey. Through this role, I am excited to find new ways to be able to help support and connect more individuals and families with resources. A cancer diagnosis can be very lonely and isolating, and through this Helpline, we have a special opportunity to help connect with individuals at their darkest moment.”



**KRISTIN SCHEELER, MSSW, CAPSW, OSW-C**

Kristin Scheeler is the Breast Care Helpline manager at Susan G. Komen and has worked for over 20 years in social work settings in geriatrics, end of life and oncology, with 10 of those years in oncology, specializing in hematology, blood and marrow transplant, gynecologic oncology and breast care/breast cancer. She also enjoyed a brief stint working for a health insurance company as well as four years of hospice social work, with a strong interest in funeral traditions and green burial. She has been a volunteer with the Association of Oncology Social Workers and won an Award of Excellence from the Cancer Education and Leadership in Social Work Program. She has a Bachelor of Arts in Psychology and Master of Science in Social Work.



**RICHARD FAHRER, EAO-CRC**

Richard Fahrner has over 21 years of experience in health care marketing. He holds the title of director, oncology patients' solutions & alliances where he leads the marketing efforts for Manhattan, N.Y.-based Pfizer's US Oncology portfolio of patient services, including their signature program, Pfizer Oncology Together and MyHealthcareFinances.

Prior to joining Pfizer in 2012, he held customer strategy and analytics roles at various agencies for IPG, Omnicom and Publicis. Richard has successfully launched a myriad of copay, access and reimbursement programs for primary and specialty care.





**MONICA FAWZY BRYANT, ESQ.**

Monica Fawzy Bryant is a cancer rights attorney, speaker and author, dedicated to improving access to quality information on health care-related issues. She is the co-founder and chief operating officer for Chicago, Ill.-based Triage Cancer, a national nonprofit organization that provides education on the practical and legal issues that may impact individuals diagnosed with cancer and their caregivers.

Monica is co-author of the first and only book on cancer rights law, published by the American Bar Association (ABA) in 2018.

In 2019, she received a 40 Under 40 in Cancer Award, and in 2015, was awarded the Legacy Advocate Award by a leading young adult cancer organization. She is an adjunct law professor at the University of Illinois at Chicago School of Law, teaching a class on cancer rights. Throughout her career, she has provided close to 1,000 educational seminars for individuals who have been diagnosed with cancer, their caregivers, lawyers, advocates, health care professionals, elected officials and the general public.



**TONI LEE**

Toni Lee is a senior manager of patient navigation with Susan G. Komen®. She is responsible for the operational and day-to-day management activities and administration of patient navigation services focused on breast cancer patient support and coordination of breast care services. Toni has spent over a decade working in the nonprofit health care sector, gaining valuable experience working with and assisting underserved populations in various communities to help them gain access to quality and affordable health care. She has a strong passion for

health equity and eliminating breast health/breast cancer disparities amongst the Black and Latino populations.

Toni attended the University of Pittsburgh in Pittsburg, Pa., where she received a Bachelor of Science in Psychology and is currently working on obtaining her master's in health administration degree at Winston-Salem State University in Winston, Salem, N.C. She currently resides in Charlotte, N.C., and she enjoys spending time with family, reading and traveling. "I am honored to be a part of the mission at Susan G. Komen, and I am excited to continue to keep the mission moving."



**KELLEY MOULTRY, MPH, CHES, CPF**

Kelley Moultry is the program manager for community health training at Susan G. Komen®, where she oversees the Patient Navigation Training Program. With over a decade of experience in chronic disease management, Kelley is a recognized subject matter expert in patient-centered care and health equity. Her work is dedicated to dismantling barriers within health care for historically marginalized communities.

Kelley's professional journey includes extensive work in chronic disease management, self-advocacy and empowerment initiatives. She holds certifications in health literacy, health care quality improvement, practice facilitation and health education. Throughout her career, Kelley has collaborated with numerous organizations to improve the standard of care in America's Black Belt regions, utilizing her expertise in community engagement and education to enhance health care quality and accessibility.

Kelley firmly believes that patient navigation is integral to improving health care outcomes and advocates for its critical role in achieving equitable health care access for all.

**Patient Navigation Training Program**

The Susan G. Komen Patient Navigation Training Program is a cornerstone resource for patient navigators seeking to enhance their skills and impact on patient-centered care. Komen's free patient navigation program offers new navigators the training they need to enter the navigation workforce and offers experienced navigators support to deepen their skills as they sustain and advance their careers. More than just training, it's a thriving community - a Navigation Nation, dedicated to professional growth and health equity. The program offers the foundational courses needed to train new navigators and specialized content to support professional development and a peer support network.

Join and learn more at [komen.org/navigationnation](https://komen.org/navigationnation).

## FREQUENTLY ASKED QUESTIONS

### **What is Komen’s Navigation Nation Training Community?**

Komen’s supportive, interactive “Navigation Nation” learning community is designed to enhance professional skills, provide a peer professional network and support system, and give navigators tools and resources to meet the needs of those experiencing breast cancer inequities. Click [here](#) to learn more.

### **When and where will the summit be held?**

We are excited to hold the Navigation Nation Summit via the Zoom meeting platform on Thursday, Sept. 12, 2024.

### **How can I download Zoom?**

Zoom is available for free download on Windows, iOS and as a mobile app on both Apple and Android devices. To download Zoom on your computer, visit <https://zoom.us/download>. To download Zoom on your smart phone, visit your app store and search for “Zoom.”

### **What if I didn’t receive a Zoom link after registering?**

You should have automatically received a Zoom link after registering. If you didn’t receive a Zoom link, reach out to [navigationnation@komen.org](mailto:navigationnation@komen.org).

### **What if I have trouble logging into the summit?**

As a best practice, try restarting your computer prior to logging into Zoom. If you continue to have issues, visit this [troubleshooting](#) page on Zoom’s website.

### **Will the sessions be recorded?**

Yes, all summit sessions will be recorded and posted on Komen’s Navigation Training Portal for members of our training community. Contact [navigationnation@komen.org](mailto:navigationnation@komen.org) to become a part of the Navigation Nation community, where you can access more free courses, trainings and resources and connect with other professionals and patient advocates.

### **Is the summit continuing education?**

The Academy of Oncology Nurse & Patient Navigators (AONN+) will accept verification of participation toward the continuing education requirements for AONN+ certification. If you are a patient navigator and need verification for pursuing or maintaining certification, or for your employer, please reach out to [navigationnation@komen.org](mailto:navigationnation@komen.org).

## KOMEN RESOURCES

We have a robust collection of downloadable and printable breast health resources available on the [educational resources](#) page of [komen.org](#). We also have a wealth of direct patient service and education programs, which are listed below:

[Patient Care Center](#): Your trusted, go-to source for timely, accurate breast health and breast cancer information, services and resources. Our navigators offer free, personalized navigation services to patients, caregivers and family members.

[Center for Public Policy](#): Sound government action is critical for making the broad, systemic and lasting changes we need to save lives and end breast cancer forever. Our policy advocates ensure that the fight against breast cancer remains a priority among our state and national policymakers.

[Metastatic Breast Cancer Series](#) provides people living with metastatic breast cancer and their loved ones a safe, collaborative space to gather information related to MBC and discover practical resources to help make decisions for improved physical and emotional health.

[Worship in Pink Program](#): A volunteer-driven breast health educational program powered by local faith-based communities. The time, support and creativity of volunteer Worship in Pink Ambassadors like YOU is key to the success of the program!

[Share for Cures](#): A breast cancer research registry by Susan G. Komen, connecting researchers with information from people who have or had breast cancer.

[“Breast Cancer Breakthroughs” series](#): To answer the question of “what’s next for breast cancer patients?” Susan G. Komen® is proud to present the Breast Cancer Breakthrough Series: a virtual, shareable educational series in partnership with industry experts, scientists from academic institutions and patient advocates who will directly speak to recent clinical research findings and new treatments. This series will focus on the new science and technologies that are close to becoming available to patients.

[“Know More”](#): You shouldn’t need a medical degree to understand your breast cancer diagnosis. Komen’s Know More series brings you what you need to know about your breast cancer diagnosis and empowers you to face it head on.

[“What’s New In Breast Cancer”](#): This section gives an overview of new breast cancer treatment breakthroughs and recent developments in research that are fueling new ways to assess risk, and prevent, detect, diagnose and treat breast cancer.

## MORE RESOURCES

- [AONN – Navigation Reimbursement Resources](#)
- [Actively Manage Metastatic Breast Cancer](#)
- [Community Health Bridge: Resources by Category and Location](#)
- [CDC Plain Language Thesaurus](#)
- [Coping with Side Effects and Symptoms of MBC](#)
- [Dealing with Financial Issues Related to Metastatic Breast Cancer](#)
- [Financial Literacy Document from PatientNavigation.com](#)
- [GW – Spotlight on Breast Cancer Survivorship](#)
- [Guide for Patient Navigators](#)
- [Health Equity Toolbox](#)
- [Komen Financial Assistance](#)
- [Komen Patient Care Center Resource Repository](#)
- [Managing the Emotional Impact of a Metastatic Breast Cancer Diagnosis](#)
- [Men Can Get Breast Cancer Too](#)
- [Motivational Interviewing Resource](#)
- [National Breast and Cervical Cancer Early Detection Program](#)
- [Navigation Nation Medical Unwinding Course](#)
- [Navigation Nation Metastatic Breast Cancer Panel Discussion](#)
- [National Navigation Roundtable Call to Action Series](#)
- [Novartis – Understanding the Risk of Recurrence](#)
- [Oncology Patient Navigator Training: The Fundamentals](#)
- [Patient Navigation Barriers and Outcomes Tool \(PN-BOT\)](#)
- [Patientnavigation.com](#)
- [Peer Clinical Trials Support Program](#)
- [Pfizer – Myhealthcarefinances.com](#)
- [Pfizer This is Living With Cancer](#)
- [Practice Patient-Centered Care Poster](#)
- [ProQOL Measure](#)
- [Questions to Ask Your Doctor](#)
- [Resources By Breast Cancer Type](#)
- [Self-Care Handbook](#)
- [Updates to the Oncology Patient Navigator Training: The Fundamentals](#)
- [You are Welcome Here Poster](#)

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