

Patient Navigation Committee

Jan. 28, 2026 | Meeting Summary

The Patient Navigation Committee meeting opened with institutional updates underscoring MD Anderson's stable financial standing, strong patient volumes and strategic priorities, before providing a comprehensive review of the Patient Navigation Program. The discussion emphasized the program's rapid expansion and measurable impact, noting that 54,000 patients were navigated in the program's first two years — now representing 69% of all new patients — and that navigation has driven an 8-21% increase in patient satisfaction for select units/centers through an integrated model that covers pre-intake insurance and financial guidance, inpatient case management, specialized intake preparation and one-to-one nurse navigation throughout treatment. Presenters detailed the program's growth to over 200 navigators, national recognition for excellence, the rigorous training and onboarding process and strong employee engagement as nurses transition into roles optimized for their highest clinical capabilities. Leaders also addressed questions related to clinical trial coordination, navigator staffing ratios, access challenges in high-demand disease sites and future opportunities to incorporate AI and expand services to survivorship populations. Financial leaders outlined the program's strong business case, with higher-than-projected patient conversion and retention accelerating its path to self-sustainability. The philanthropy team reported continued momentum toward the \$40 million goal, recognizing recent major gifts, successful committee-hosted events and the role of donor support in speeding institutional rollout. Members were encouraged to serve as ambassadors, share their experiences, identify new advocates and help broaden community engagement to ensure that every patient can eventually benefit from this transformative, institution-defining program.