The task force developed standardized metrics that focused on the AONN+ certification domains for navigation which concentrated on PE, CO, and ROI. Upon completion of an extensive literature review and after putting each metric through rigorous criteria to ensure accuracy and soundness of each metric, the task force developed 25 metrics. These are baseline metrics all institutions can use regardless of the structure of their navigation program.

The 25 metrics developed are baseline metrics that all navigation programs—no matter what their structure—should be evaluating and monitoring. The task force recognizes that navigation programs are developing at different rates within diverse structural organizations and settings that will determine which standardized metrics will be essential to measure outcomes for their specific navigation program. As disease-specific certification evolves, additional evidence-based disease-specific metrics will need to be developed to align with the standardized navigation metrics.

Institutional Design of Navigation Programs

CONCLUSIONS