

ASCO's Quality Training Program

Project Title:

Documentation of distress in Hematology/Oncology Patients

Presenter's Name: Arpan Patel, MD

Institution: Malcom Randall VA Medical Center, Gainesville FL

Date: June 29, 2018

Institutional Overview

Location: Gainesville, FL

Patient Volume: Top 3 highest volume of oncology patients in VA medical centers nationwide

Practice Setting: Malcom Randall VA Medical Center (Academic) with 15-chair Infusion Center

Staff:

15 Fellows, 8 Attendings,
4 Oncology Pharmacists,
2 Patient Coordinators,
1 dedicated Social Worker



ASCO® Quality
Training Program

Problem Statement

61% of hematology/oncology patients at Malcom Randall VA Medical Center experienced distress based on a department NCCN distress tool survey between April to June 2018 which place patients at risk because a failure to assess patient distress may negatively impact patient compliance, patient satisfaction, and the overall patient experience.

Team Members

Team Leader: Arpan Patel, MD

Project Sponsor: Julia Close, MD (Fellowship Program Director, Associate Chief of Medicine)

Core Team Members: Arpan Patel, MD; Priya Gopalan, MD

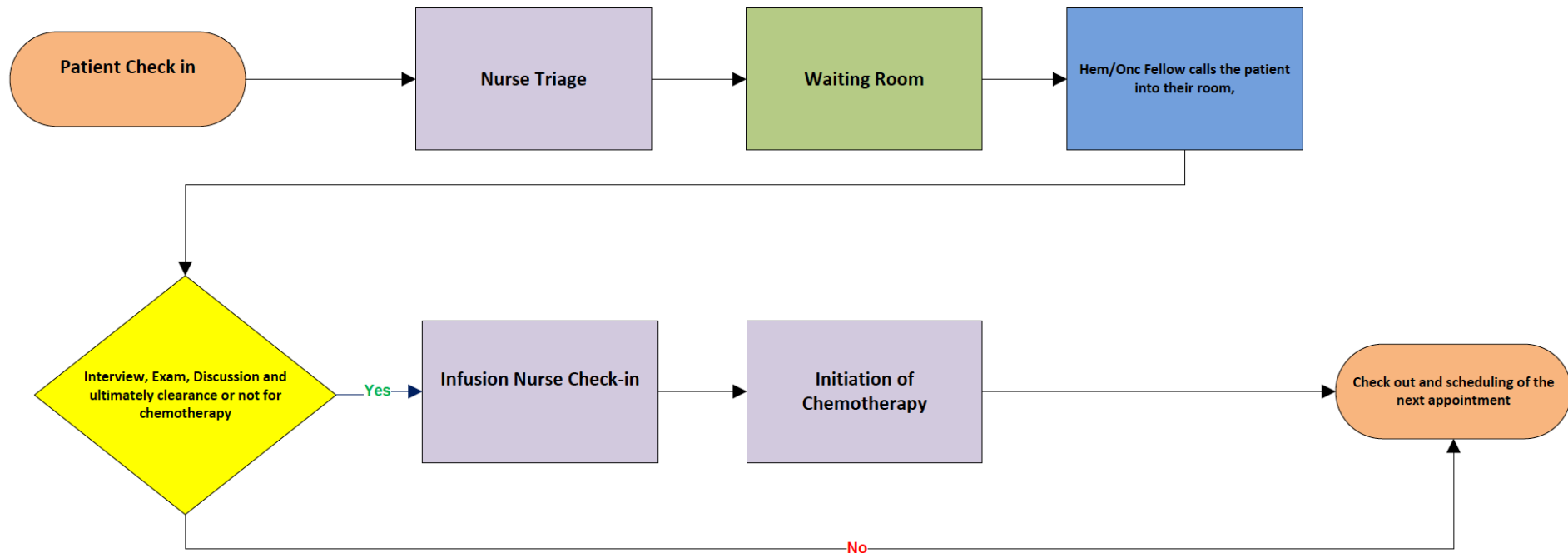
Other Team Members: Dari Entsminger (SW), Samantha Bodner (MPH Intern)

Patient Members: 25 patients who participated in the “Patient Voice” interviews

ASCO QTP Coach: Vedner Guerrier, MBA, RTT, LSSBB

Process Map

Current State

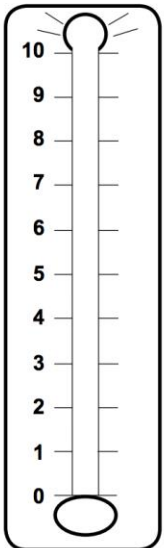


Aim Statement

By June 15, 2018, we plan to document a distress score in 50% of patients followed by fellows in the hematology/oncology clinic at the Malcom Randall VA Medical Center, using the patient self-evaluation distress tool, the NCCN Distress Screening form.

Distress Screening Form

NCCN Distress Thermometer and Problem List for Patients

NCCN DISTRESS THERMOMETER	PROBLEM LIST																																																																																																																																																
<p>Instructions: Please circle the number (0–10) that best describes how much distress you have been experiencing in the past week including today.</p> <div style="display: flex; align-items: center; justify-content: center;"> <div style="margin-right: 20px;"> <p>Extreme distress</p> </div>  </div> <p style="text-align: center;">No distress</p>	<p>Please indicate if any of the following has been a problem for you in the past week including today. Be sure to check YES or NO for each.</p> <table border="0"> <thead> <tr> <th>YES</th> <th>NO</th> <th><u>Practical Problems</u></th> <th>YES</th> <th>NO</th> <th><u>Physical Problems</u></th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Child care</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Appearance</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Housing</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Bathing/dressing</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Insurance/financial</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Breathing</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Transportation</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Changes in urination</td> </tr> <tr> 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Version 2.2018, 02/23/18. The NCCN Clinical Practice Guidelines (NCCN Guidelines®) are a statement of evidence and consensus of the authors regarding their views of currently accepted approaches to treatment. Any clinician seeking to apply or consult the NCCN Guidelines is expected to use independent medical judgment in the context of individual clinical circumstances to determine any patient's care or treatment. The National Comprehensive Cancer Network® (NCCN®) makes no representations or warranties of any kind regarding their content, use or application and disclaims any responsibility for their application or use in any way. The NCCN Guidelines are copyrighted by National Comprehensive Cancer Network®. All rights reserved. The NCCN Guidelines and the illustrations herein may not be reproduced in any form without the express written permission of NCCN. ©2018.

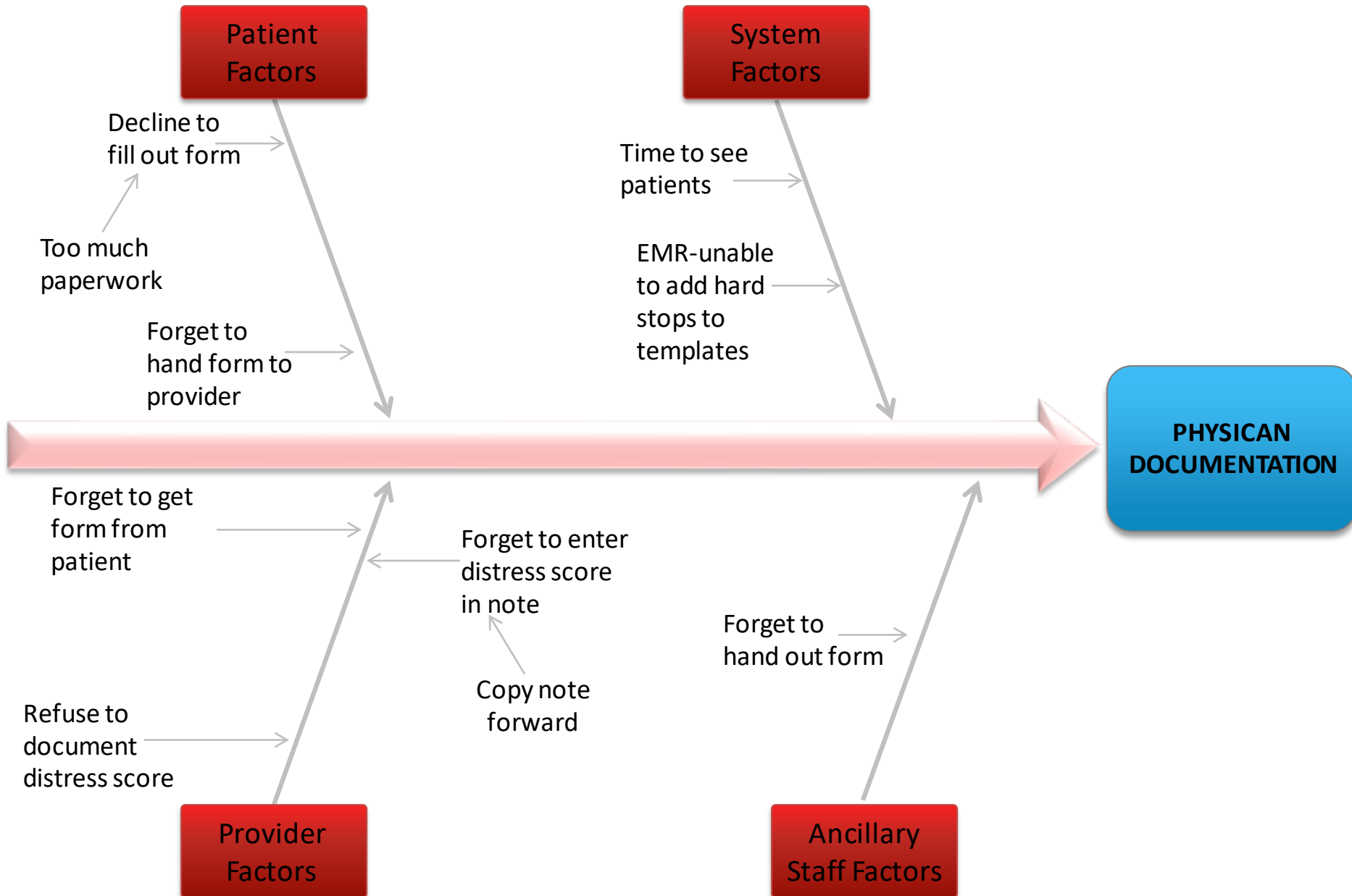
Measures

- Measure:
 - Outcome Measure – Percentage of charts where patient distress score was documented
 - Process Measure – Percentage of forms collected
 - Balance Measure – Increased time for the provider for assessment/documentation, time for intervention if necessary (i.e. calling Social Worker), time for Social Worker
- Patient population: Veterans undergoing chemotherapy
- Calculation methodology:
 - Numerator: Documentation of intervention; Denominator: All patients with distress scores of 1+
- Data source: All patients to the Malcom Randall VA Medical Center who are undergoing chemotherapy
- Data collection frequency: Q2 weeks (Total of 3 PDSA cycles)
- Quality of data (any limitations): Provider Documentation

Baseline Data

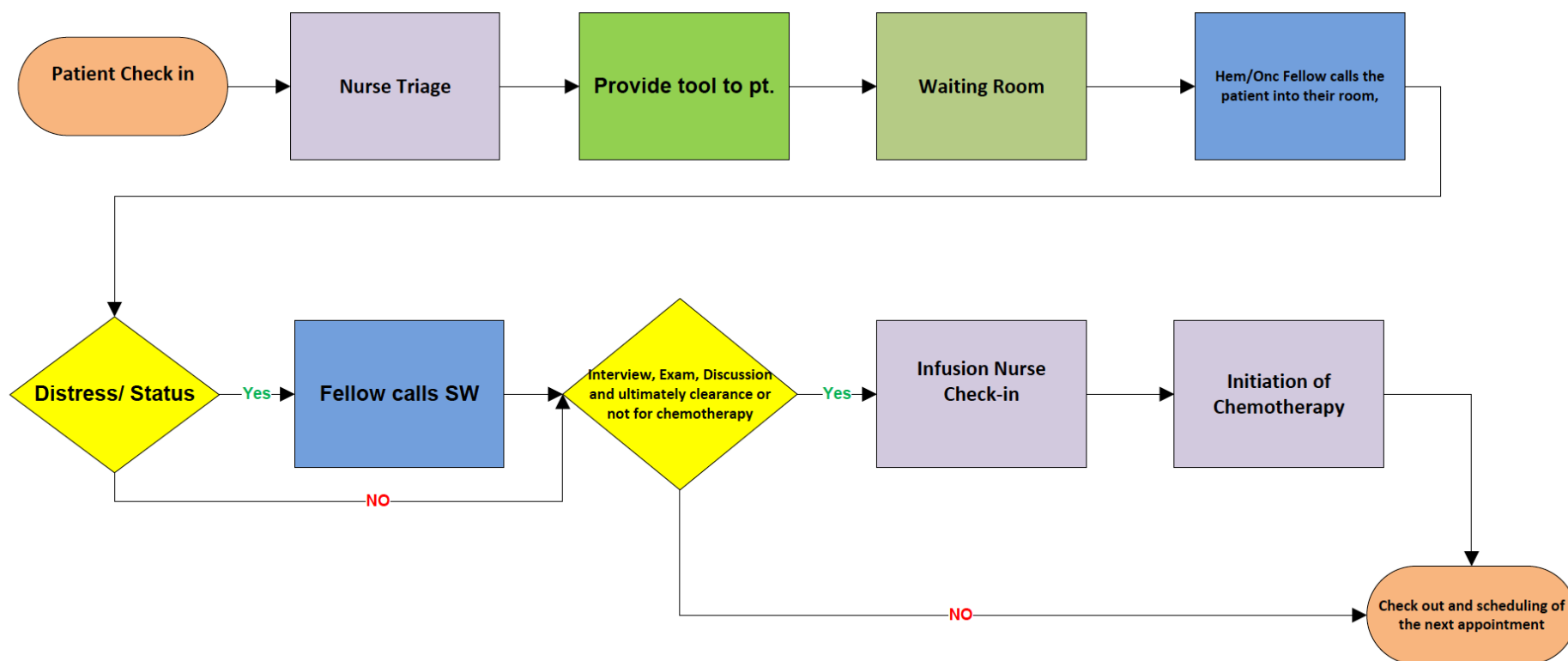
- Currently we do not document the level of distress experienced by patients seen in the Section of Hematology/Oncology at the Malcom Randall VA Medical Center.
- Providers will occasionally comment on distress, but no objective measurement is documented, and no mandate to document level of distress has been instituted.

Cause & Effect Diagram

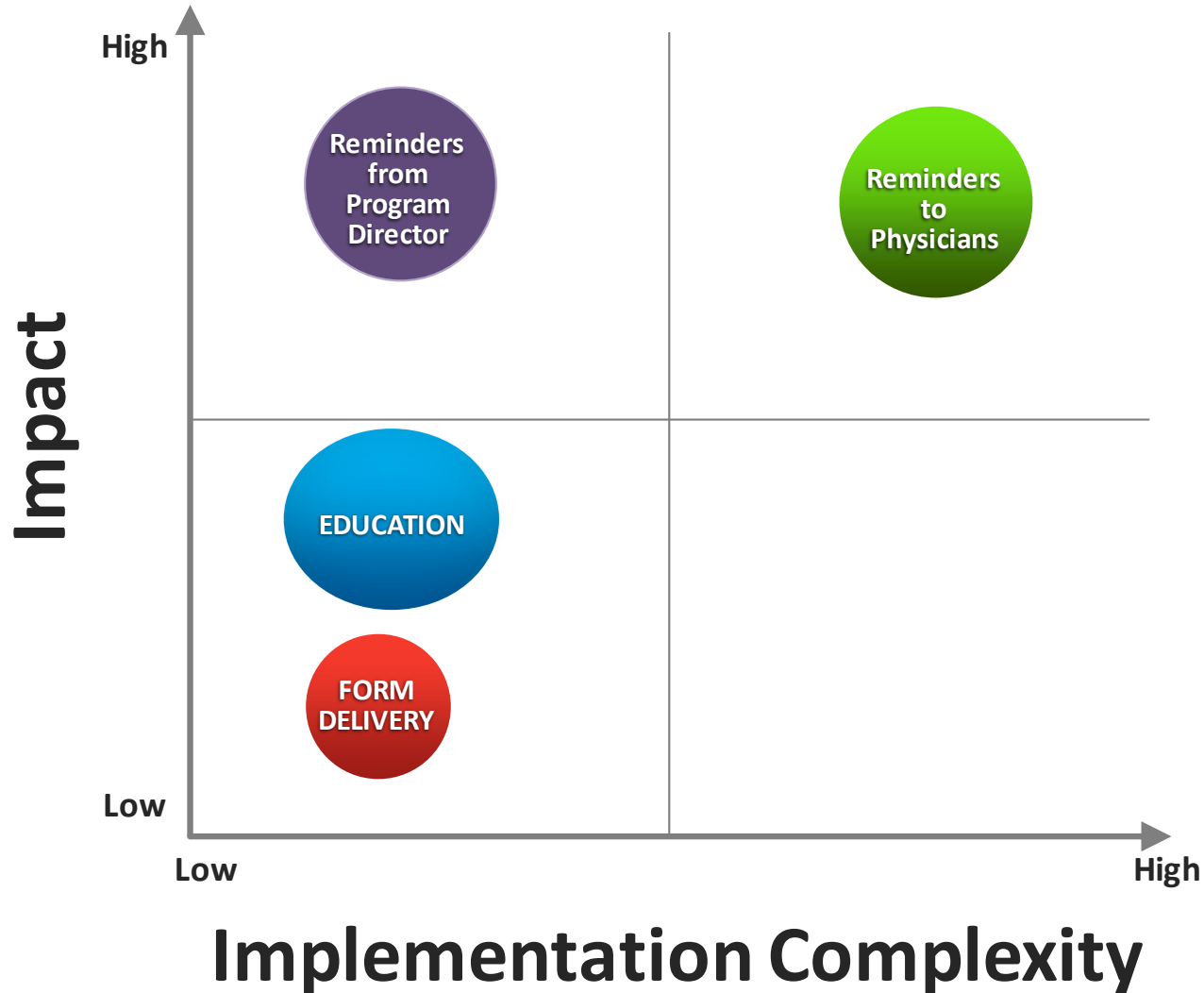


Process Map – Future State

Future State



PRIORITY MATRIX

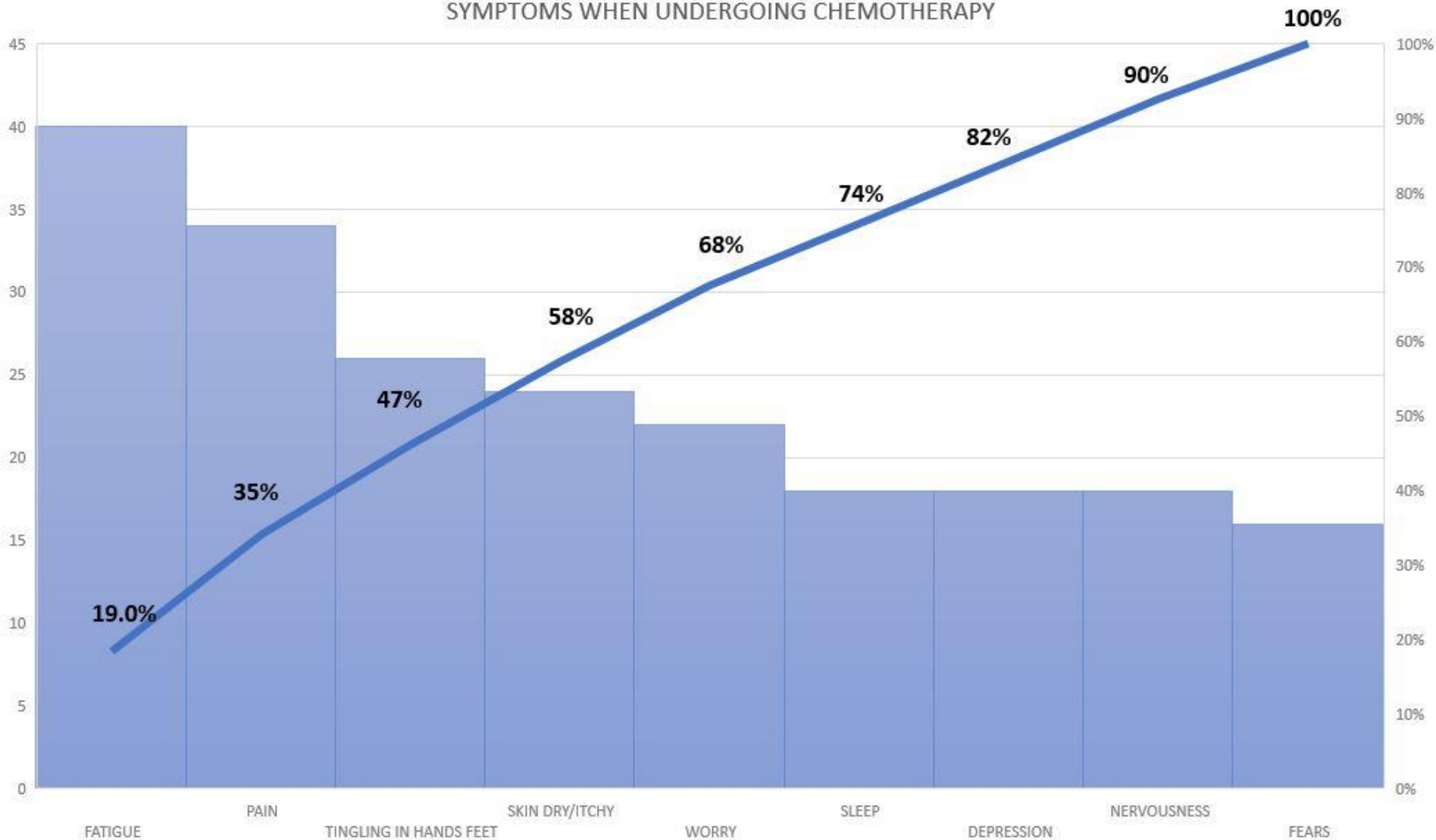


PDSA PLAN

Date of PDSA Cycles	Description of Intervention	Results	Action Steps
PDSA 1 (4/23/18-5/4/18)	<ol style="list-style-type: none"> 1. Education of providers (at conference) and check-in personnel in the previous week. 2. Email reminders to all fellows on Monday morning. 	<ol style="list-style-type: none"> 1. Realized difficulty in engaging providers 2. Non-compliance 3. Resistance 	Continual Reminders Allow providers to hand out Distress Screening Forms
PDSA 2 (5/7/18-6/1/18)	<ol style="list-style-type: none"> 1. Personal reminder to check-in personnel prior to every clinic. 2. Forms given to providers at the beginning of each clinic to give to patients. 3. Pens in the waiting room 4. Personal reminders to providers prior to every clinic. 	<ol style="list-style-type: none"> 1. More compliance 2. Positive reinforcement 	Discussed with Program Director
PDSA 3 (5/1/18-6/15/18)	<ol style="list-style-type: none"> 1. Email reminder from Program Director 	<ol style="list-style-type: none"> 1. More compliance 	

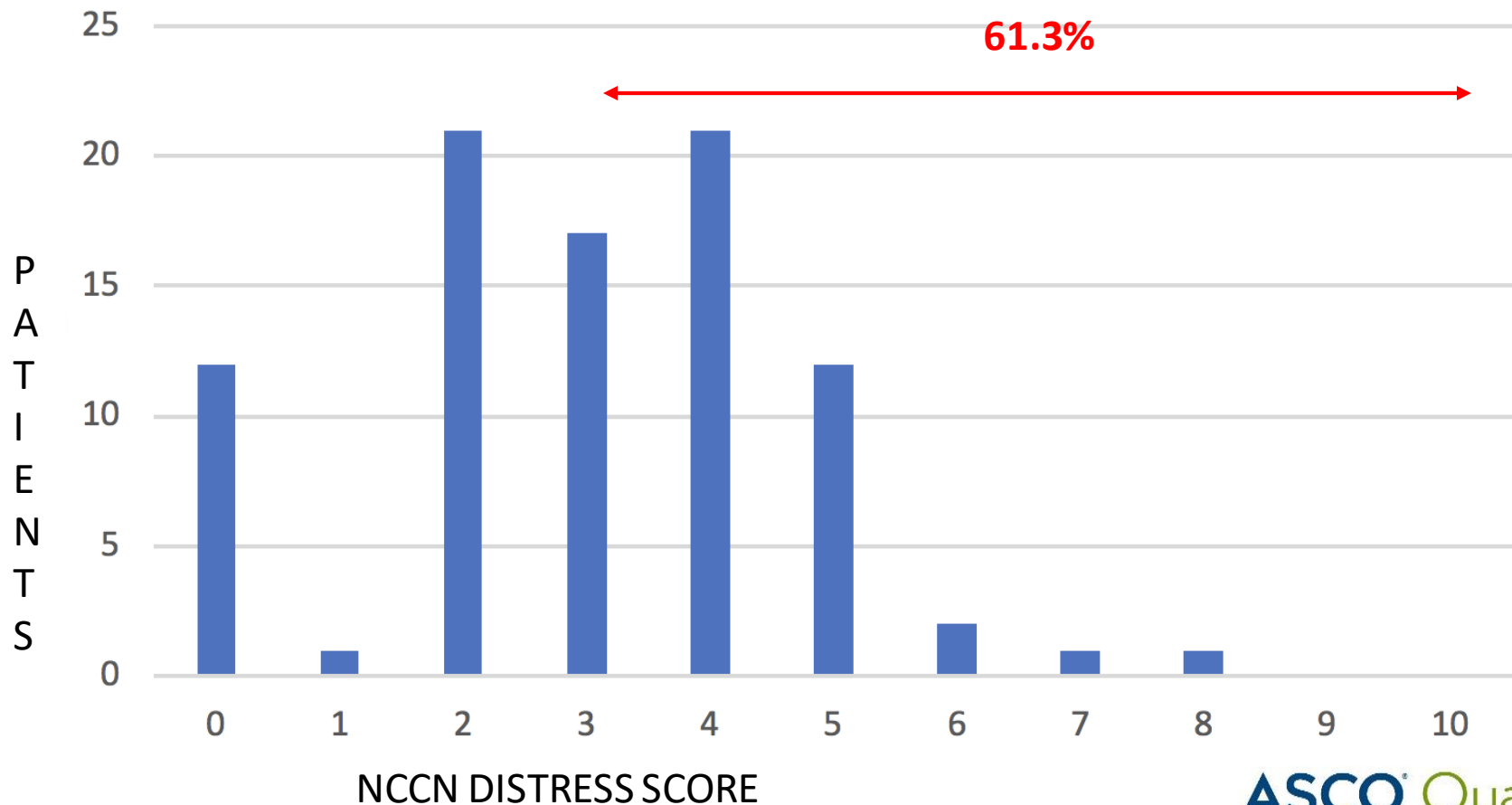
Symptoms of Distress

SYMPTOMS WHEN UNDERGOING CHEMOTHERAPY



Distress Scores

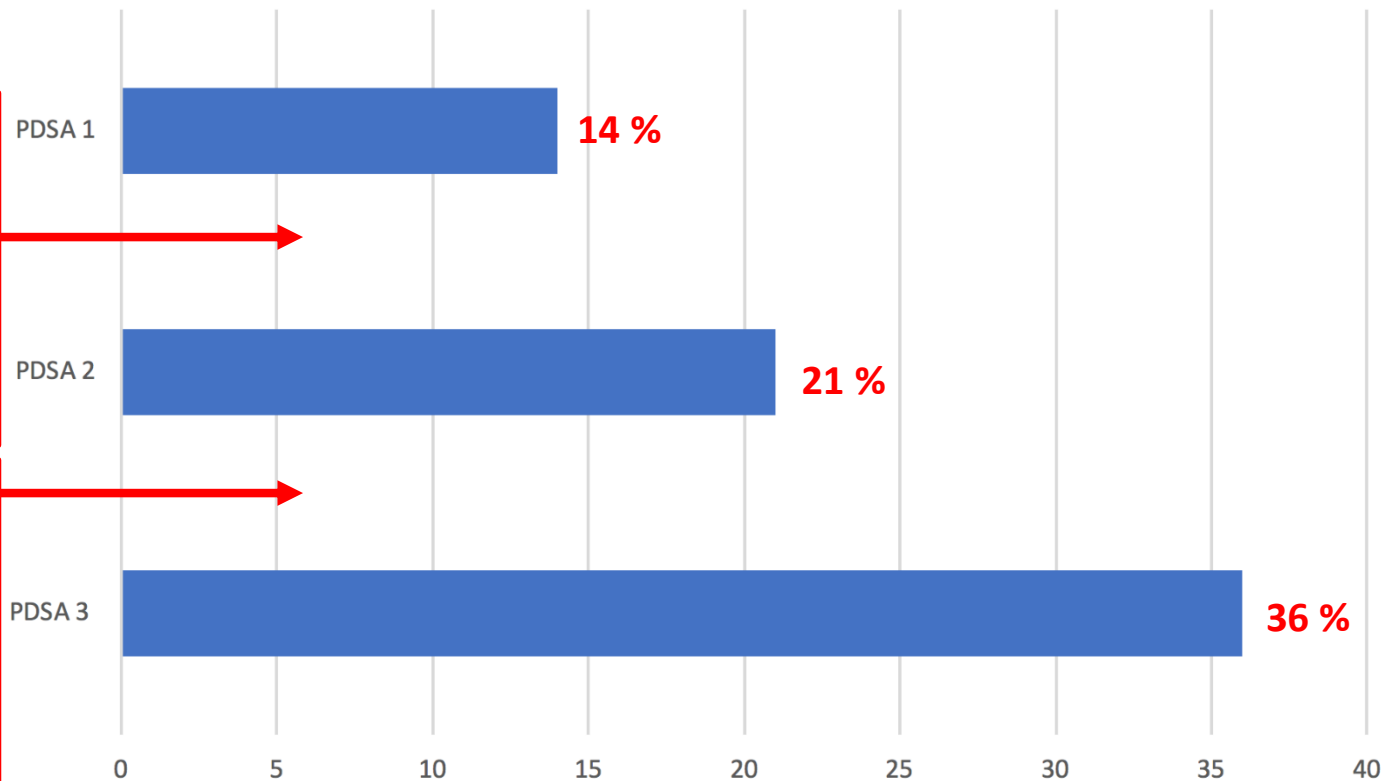
Number of Patients vs Distress Score



(n=88)

Distress Score Documentation

Percent Of Distress Documented per PDSA Cycle



- Education of providers at weekly conference
- Email reminders to all providers weekly

- Personal reminders to each provider during clinic
- Form given to providers during clinic
- Pens in waiting room

“Voice of the Customer” Survey

The patient voice. Guidelines.

1. What round of chemo are you doing right now? Is this your first, second time, several, etc.
2. Before you started chemotherapy, did you know what it was? (Yes, No, Somewhat)
3. How did you feel the moment you made the decision to go through chemotherapy? The day you were at an appointment and the doctor gave you the option.
4. Did the doctors and nurses impact your feelings about starting chemotherapy? If so, how?
5. What were the top 3 biggest sources of stress before starting chemotherapy for the first time?
6. So now, thinking back to your first day receiving treatment in the infusion center, how did you feel overall that day/the morning of? On a scale of 1 to 10, with 1 being extremely uncomfortable, 10 being extremely comfortable)
7. Can you elaborate on your previous response? What was your experience like on your first day receiving your first round of chemotherapy in the infusion?
8. After you completed your first chemotherapy, was it what you expected?
9. Were you satisfied with the amount of information you got regarding your disease and treatment plan before you started. (On a scale of 1 to 10, 1 being extremely unsatisfied, and 10 being extremely satisfied.)
10. Do you think an online, virtual, video tour would decrease your anxiety/distress before starting chemotherapy?
11. Can you please tell me 3 things we do well in preparing you for your first chemotherapy? Mentally, emotionally, etc.
12. Can you please tell me 3 things we can work on in preparing you for your first chemotherapy?

Voice of the Customer

- 25 interviews completed
- 88% male
- Regarding anxiety level of first day of cancer treatment, patients noted:
 - “I knew what I was getting into...”
 - “I felt lower than normal—nervous, anxious, apprehensive”.
- Sources of stress:
 - “Pain from needles” (2)
 - “Fear of the unknown”
 - “Pending mortality”

Voice of the Customer

11 patients noted that being a veteran affected their experience:

“...mentally able to handle an obstacle better.”

“You learned to just deal with it.”

Conclusions

- We achieved a 36% rate for documentation of distress at the Malcom Randall VA Medical Center by the end of 3 PDSA cycles.

Conclusions

- Making improvements in quality that rely on physicians to electively change their practice/documentation is difficult.
- Veteran populations may be “special” since their experience as a soldier may affect their willingness to report distress.

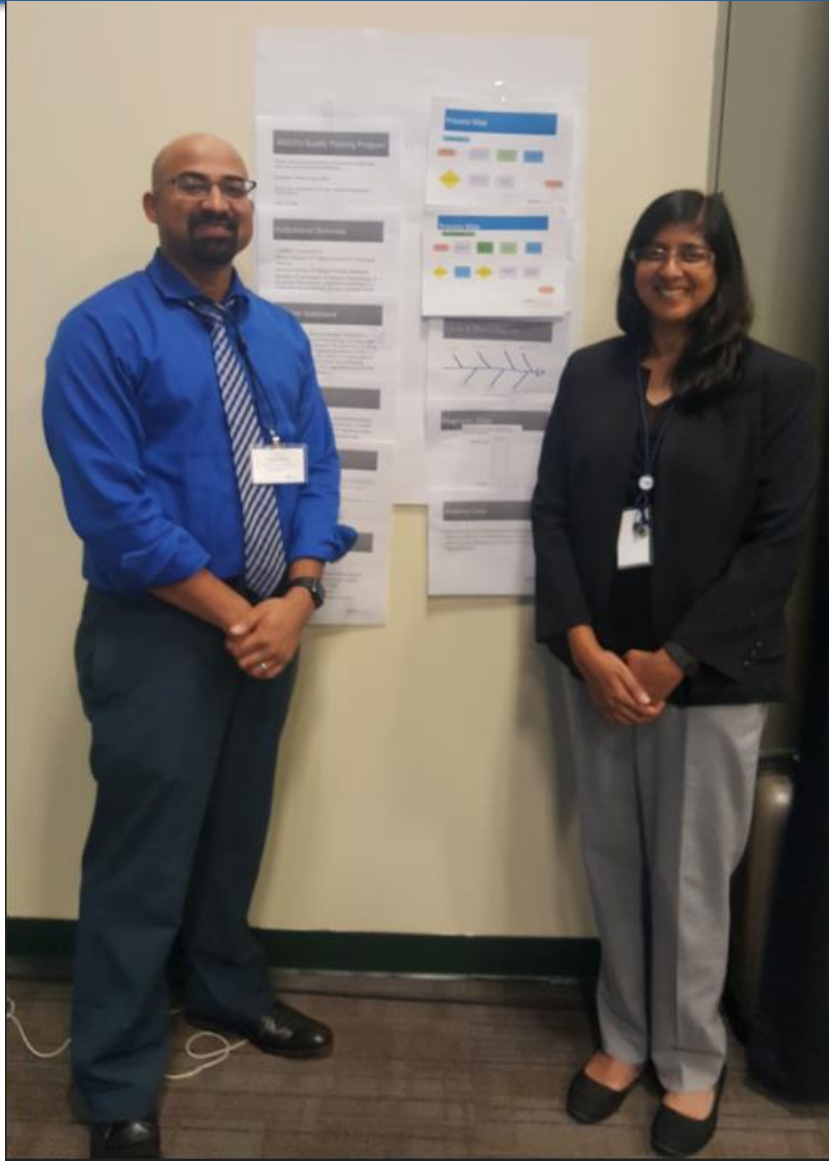
PDSA / Sustainability

- Right now, it's not at all sustainable
 - Requires significant effort by team (personal reminders, etc.)
- Incorporate the distress score as a vital sign via triage nurses
 - Problem: Documentation will be there, but physicians may not look at it and make appropriate referrals to SW
 - Possible solution: Ask triage nurses to make SW referral to anyone with Distress Score > 6
 - Push-backs: Triage nurses are already busy, may not make the referrals due to time constraints
- Education for incoming fellows
 - Make it part of their template as soon as they start seeing patients.
- Review data monthly and provide feedback to providers.

Learning Points

- VERY difficult to engage across all levels (check-in staff, fellows, patients)
- Small details (e.g. no pens in the waiting room)
- Support from administration (i.e. program director) via sending reminders

THANK YOU ASCO



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