

# ASCO Quality Training Program

## **Reducing Delays in Chemotherapy Administration in the Therapeutic Medicine Center at New York-Presbyterian Queens**

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# Institutional Overview

- A community teaching hospital in Queens, New York, affiliated with Weill Cornell Medicine.
- Tertiary care facility with approximately 535 beds
- Specialties provided range from labor and delivery, pediatric/pediatric specialties, internal medicine/ with all subspecialties, general surgery/surgical subspecialties are provided.
- Therapeutic Medicine Center (TMC) has 9 chairs approximately 80% occupied by medical oncology patients for which the majority are solid tumor patients.

# Team members

Project Lead: Lauren Elreda (NYP-Queens)

Adam Hines (NYP-Queens)

Phyu Thin Naing (NYP-Queens)

Jorge Monge Urrea (NYP-Cornell)

Arif Kamal (Duke Cancer Institute)

Carolyn Hendricks (Johns Hopkins Cancer Institute)

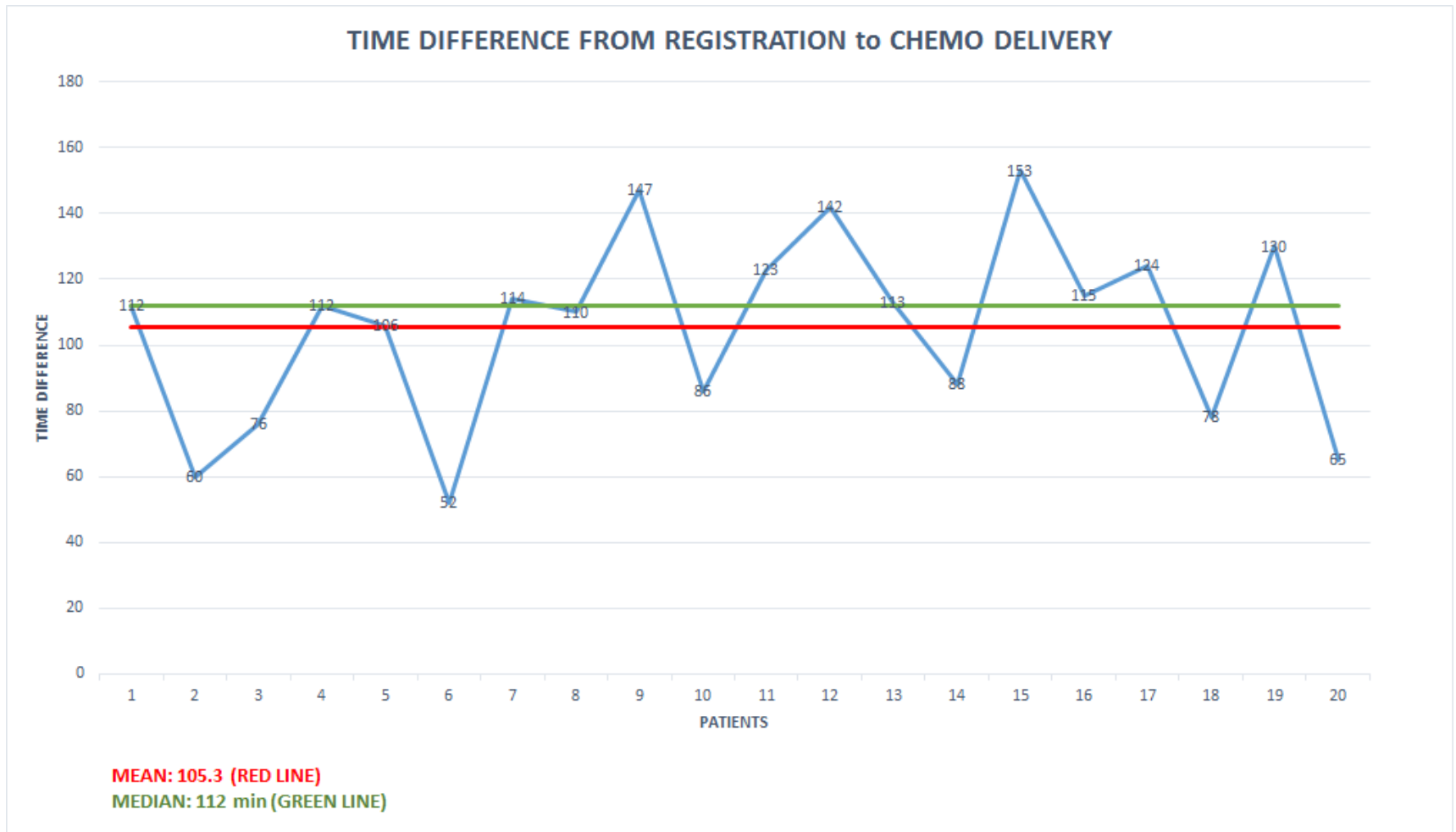
# Problem Statement

During the last six months, patients with an oncologic diagnosis scheduled for outpatient chemotherapy in the Therapeutic Medicine Center at New York-Presbyterian/Queens experienced a median time from registration to treatment initiation of 112 minutes. This led to decreased patient satisfaction.

# Baseline data summary

Item	Description
Measure:	Time from patient registration to treatment initiation
Patient population: <i>(Exclusions, if any)</i>	Patients with solid tumor malignancies receiving chemo infusion therapy at the Therapeutic Medicine Center at NYP/Q (N=20)
Calculation methodology: <i>(i.e. numerator &amp; denominator)</i>	Median time from registration to chemotherapy infusion
Data source:	Manual data collection by clinic staff
Data collection frequency:	4 days over 2-week period
Data limitations: <i>(if applicable)</i>	Small sample size, limited time period of data collection

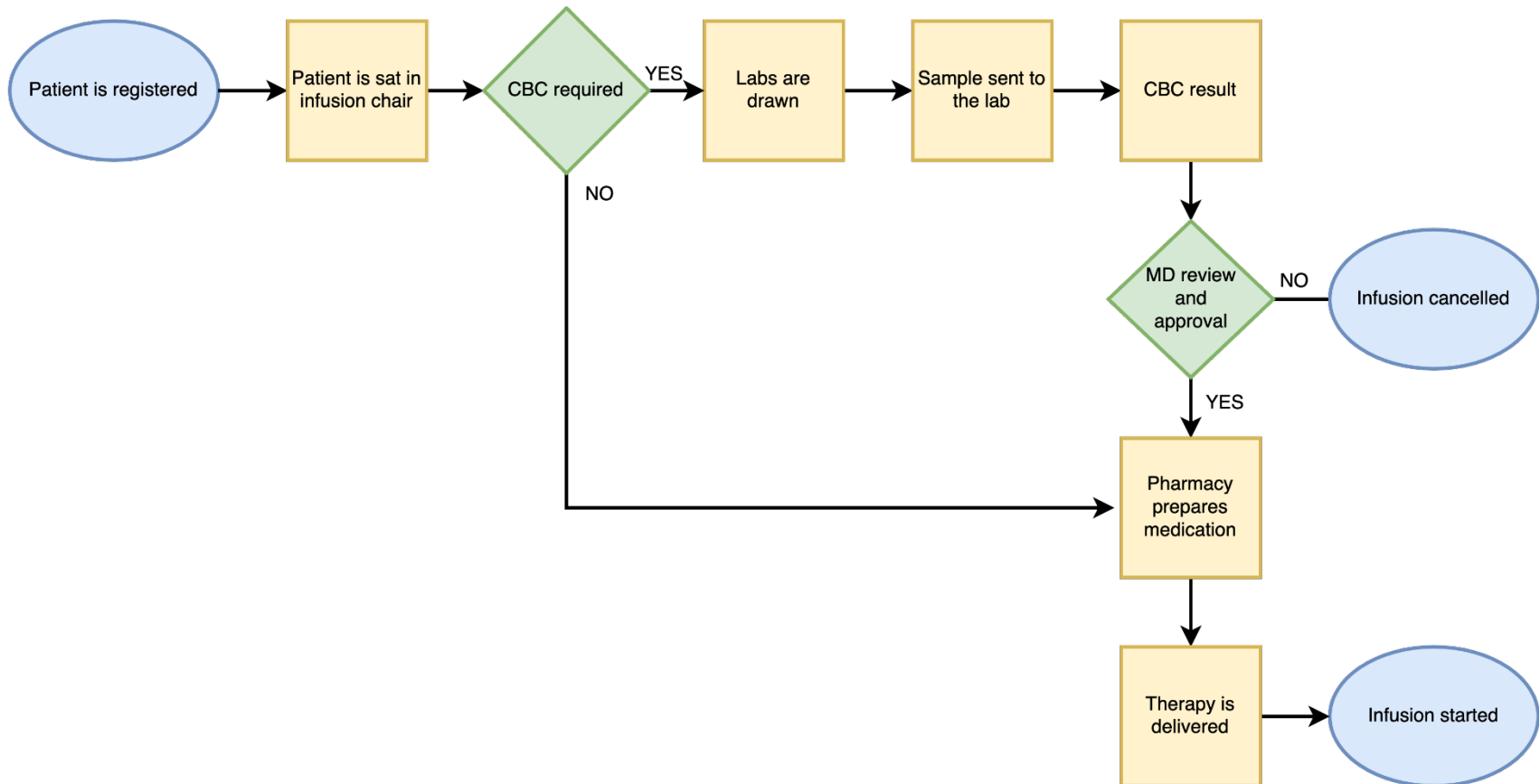
# Baseline data



# Aim Statement

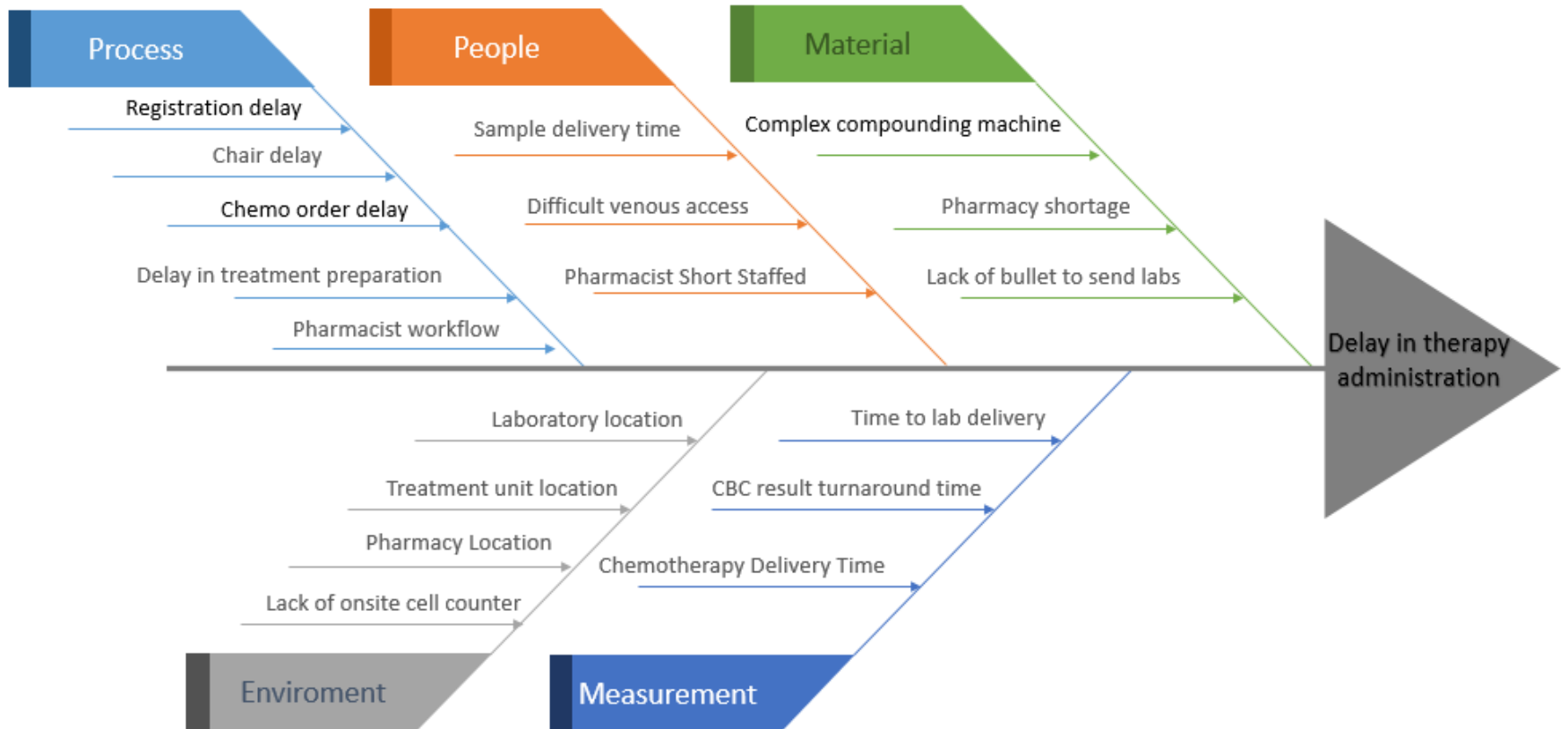
By September 2020, we aim to decrease the median time from patient registration to start of treatment infusion at the TMC in NYP/Q to less than 90 minutes.

# Process map





# Cause and Effect diagram



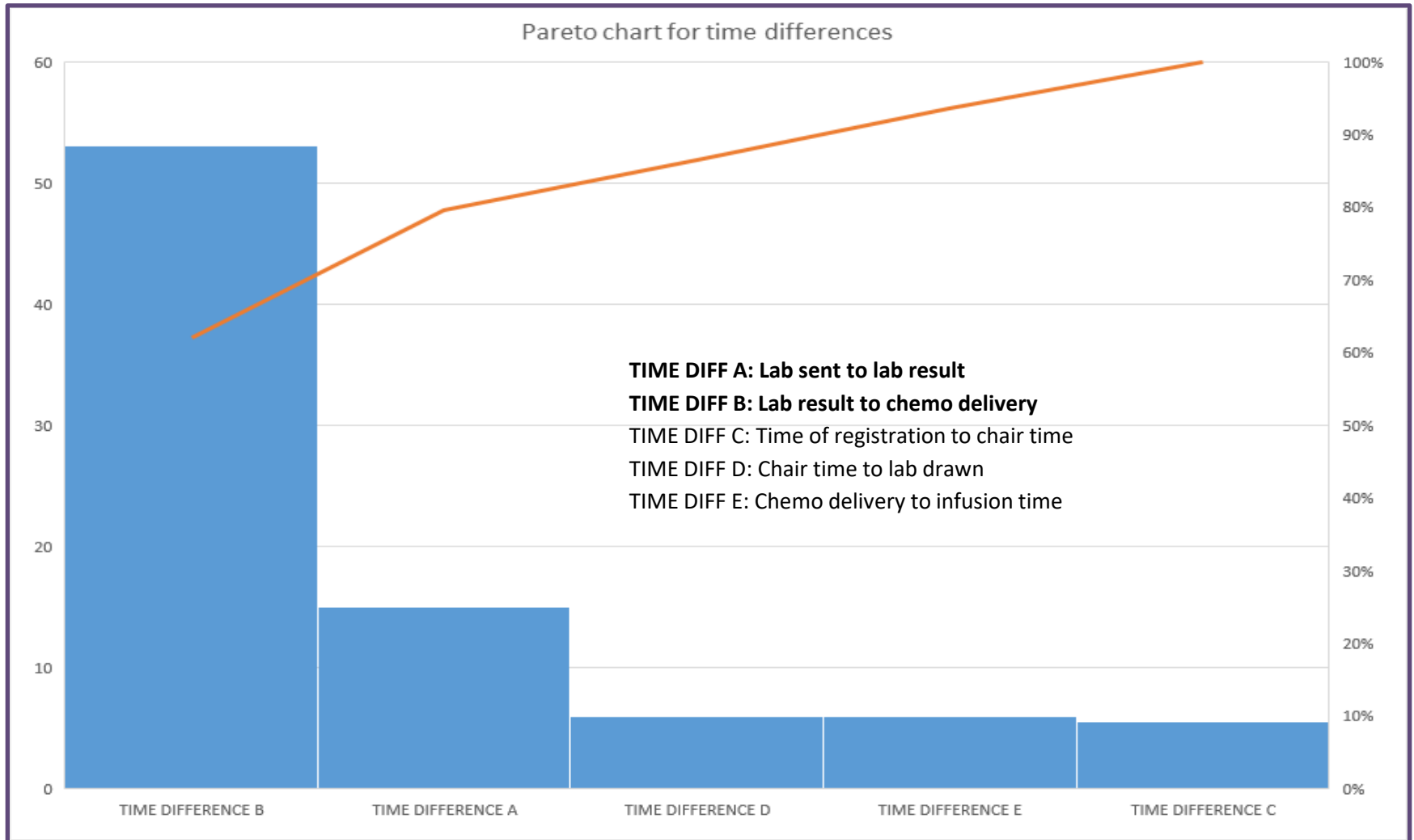
# Countermeasures

<b>Impact</b>	<b>High</b>	<ul style="list-style-type: none"><li>- Staggering patients' schedule</li><li>- Speak with the pharmacy to better understand workflow</li></ul>	<ul style="list-style-type: none"><li>- Hiring a new pharmacist</li><li>- Simplifying the steps/protocols involved with compounding machine</li></ul>
	<b>Low</b>	<ul style="list-style-type: none"><li>- Getting accurate height and weight as soon as patients register</li><li>- Getting prior authorization forms ready at least 48 hrs before infusion day</li><li>- Getting chemotherapy orders 48 hrs in advance</li></ul>	<ul style="list-style-type: none"><li>- Hiring additional runner</li><li>- Having a satellite pharmacy close to the infusion center</li></ul>
		<b>Easy</b>	<b>Difficult</b>
<b>Ease of Implementation</b>			

# Diagnostic Data summary

Item	Description
Measure:	Patient Registration Time Time in Chair Labs Drawn Time Labs Sent Time Labs Resulted Time Chemotherapy Delivered Infusion Start Time
Patient population: <i>(Exclusions, if any)</i>	Solid tumor malignancy patients receiving chemotherapy at Therapeutic Medicine Center at NYP/Q (N=20)
Calculation methodology: <i>(i.e. numerator &amp; denominator)</i>	Median time difference of labs sent to resulted Median time difference of labs resulted to chemotherapy infusion
Data source:	Manual data collection by clinic staff
Data collection frequency:	4 days over 2-week period
Data limitations: <i>(if applicable)</i>	Small sample size, limited time period of data collection

# Diagnostic Data

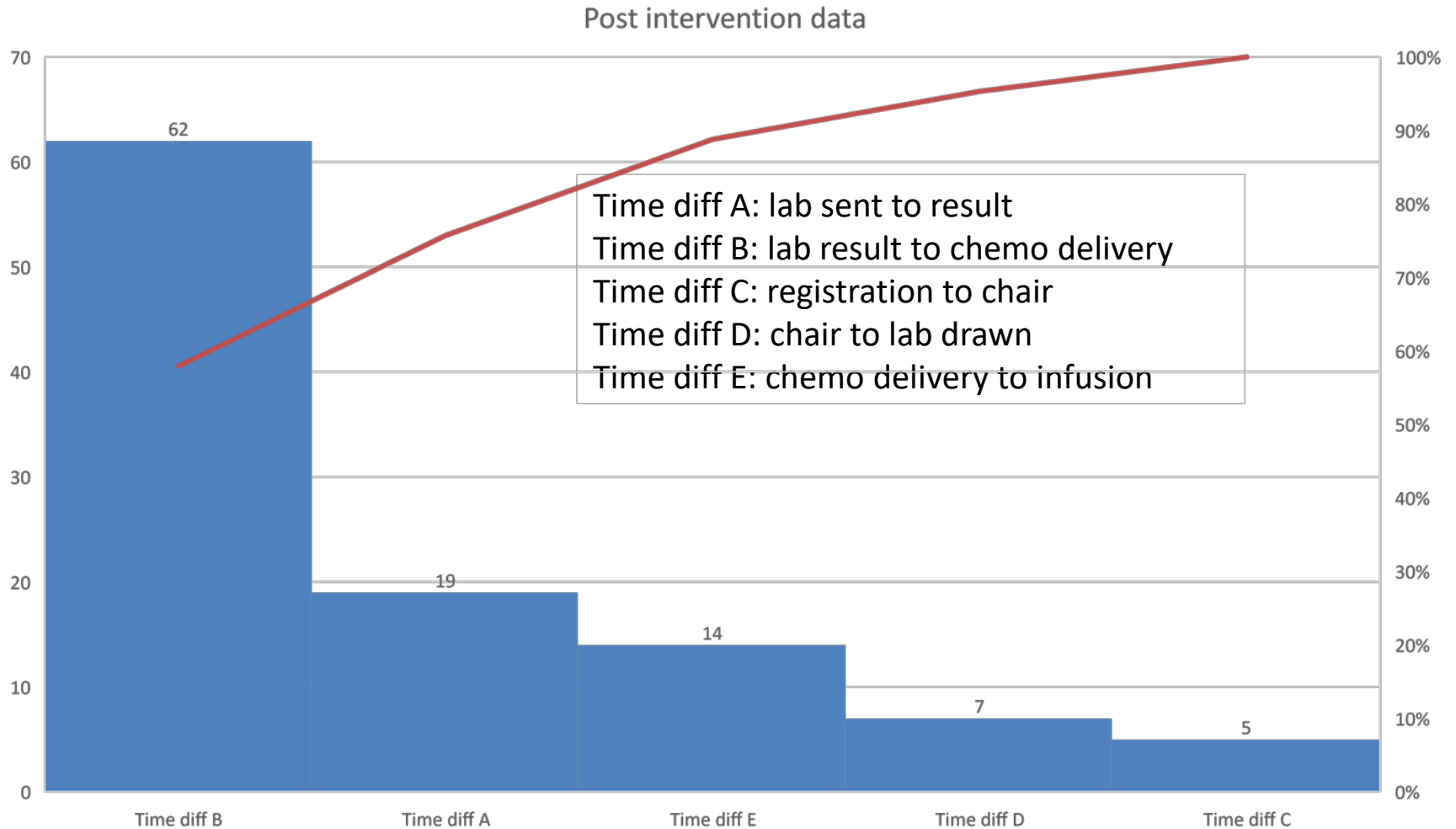


*Test of Change*

# PDSA Plan

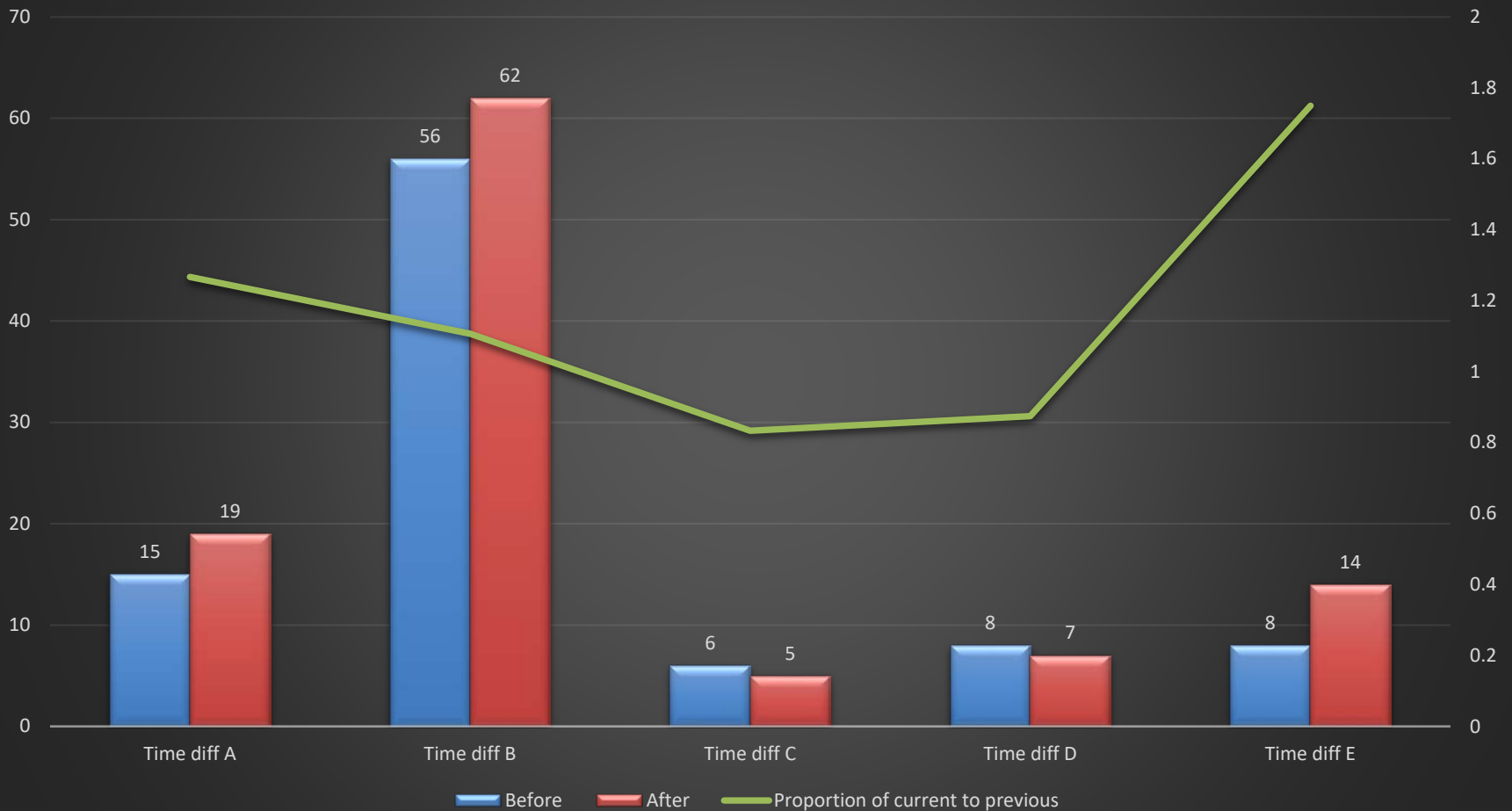
Date	PDSA Description	Result
8/1/2020	- Speaking with pharmacy team, staggering patients' schedule strategically so that patients don't have to wait during the pharmacists' lunch time	-N= 18 (Total time from registration to chemo infusion; Mean= 125, Median=126)

# Post intervention data summary



# Outcome Measure Change Data

## Comparison of previous and current median time



*Next steps*

# Sustainability Plan

Next Steps	Owner
Continue close-loop communication between pharmacy and infusion center staff in staggering patients' schedule, getting prior authorization	Pharmacy and nursing staff
Encouraging physicians to place chemotherapy orders before infusion date	Oncologists
On-going discussions with stakeholders to expand the pharmacy staff	Division chiefs



# Conclusion

## Results

- We spoke with the pharmacy team to better understand their workflow and staggered patients' schedule strategically for the first PDSA cycle
- We found that there is no improvement in time difference between lab sent to result (A) or time difference between lab result to chemo delivery (B)

## Limitations:

- Sample size is smaller with for post-implementation data

# NEXT STEPS

- Having a satellite pharmacy close to the infusion center
- Simplifying the steps/protocols involved with compounding machine
- Acquiring a new pharmacist



THANK YOU!