# ASCO's Quality Training Program

Project Title: Improving the Consenting and Education Process for Patients Starting on Oral Oncology Medications

Presenter's Name: Lauren Zatarain, MD

Institution: Mary Bird Perkins – Our Lady of the Lake Cancer Center, Baton Rouge, LA

Date: October 8, 2015

# Institutional Overview

- Baton Rouge population 230,000
- Community Hospital in Southeast Louisiana
  - Mary Bird Perkins-Our Lady of the Lake Cancer Center
  - National Community Cancer Centers Program (NCCCP) site since 2007
  - Medical Oncology: 6 MDs, 2 NPs
  - Recent loss of NP (6/2015) who previously coordinated all oral oncology medications
- Average: 13 Oral oncology patients initiated per month

# Problem Statement

Oral oncology medication prescribing is on the rise within the Mary Bird Perkins - Our Lady of the Lake Cancer Center Medical Oncology Clinic. Given that these medications are self-administered, drug compliance is a concern. Appropriate patient education directly impacts drug adherence. Currently, there is implied consent while educating patients on side effects and written informed consent is obtained **0%** of the time. This creates a patient safety and risk management problem.

# Team Members

**Team Leader:**

- Lauren Zatarain, MD

**Team Members:**

- *Nursing* – Jessica Ashford, RN
- *Providers* –Dustin Denicola, NP
- *Administration* – BJ Billeaudeau,  Michelle Hyatt
- *IT* – Erin Wallace

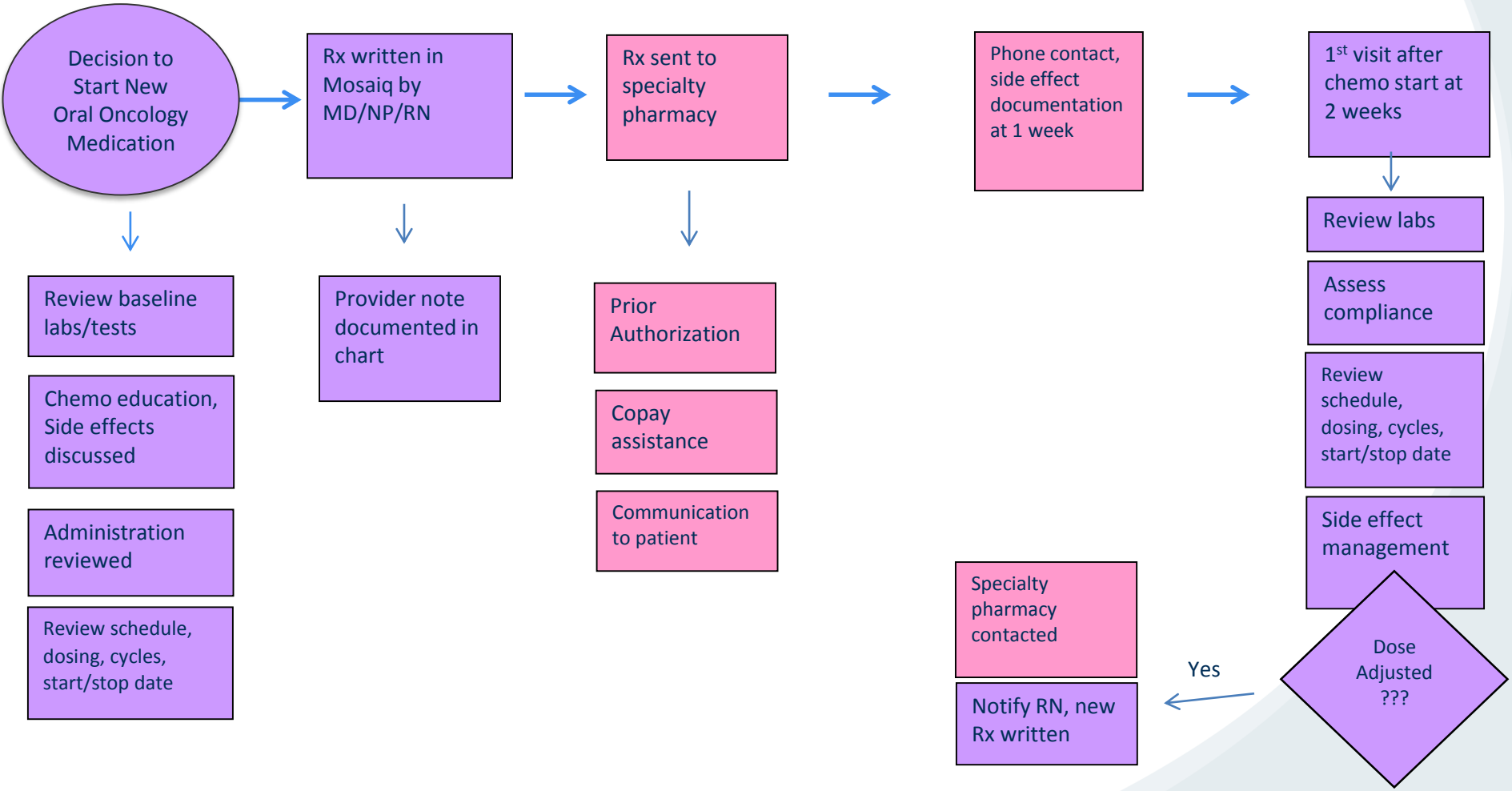
**Project Sponsor:**

- LaDonna Green, NFA, MPA, Assistant Vice President at Our Lady of the Lake Physician Group

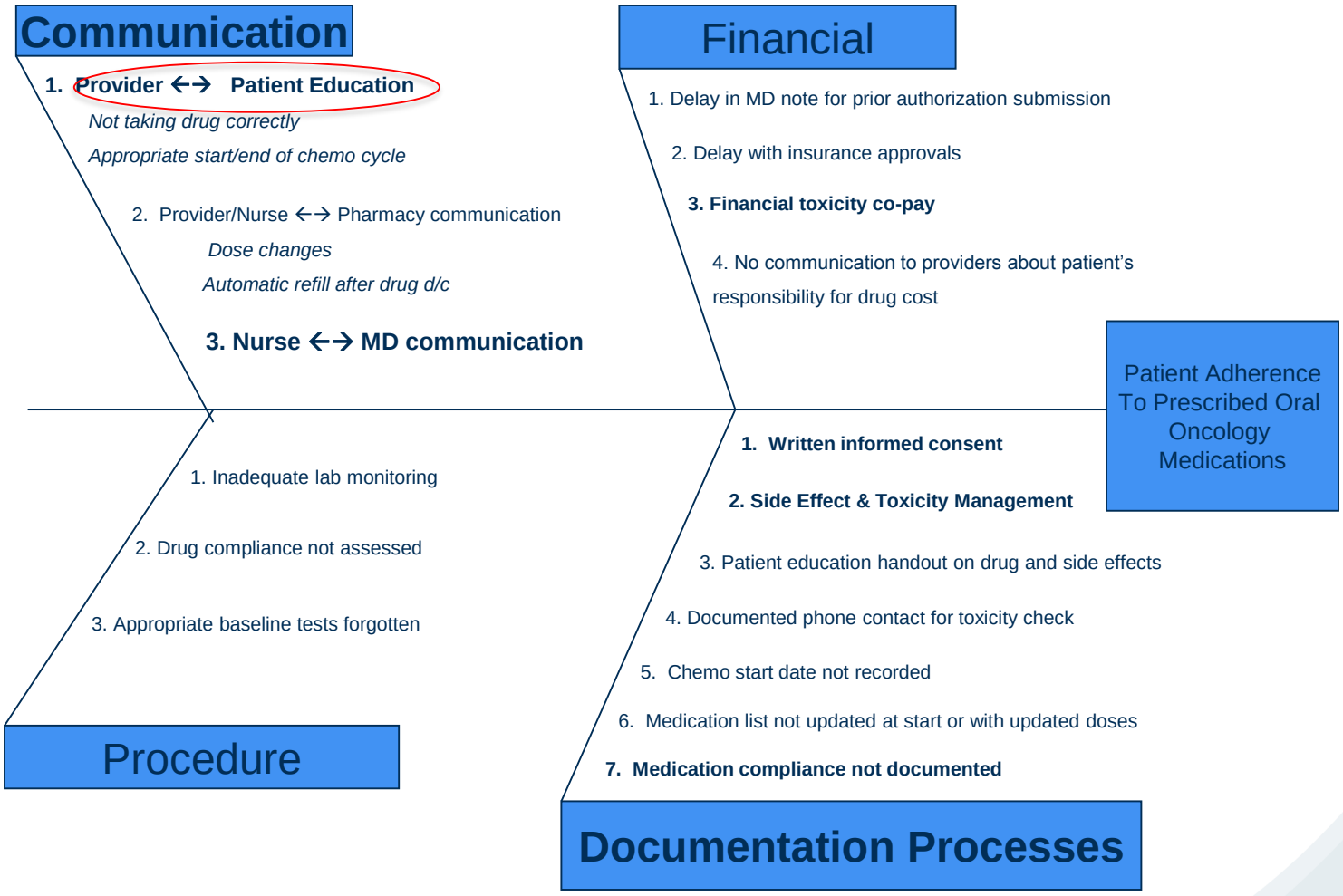
**Improvement Coach:**

- David Bivens, MS, CQE, CSSBB, CPIM

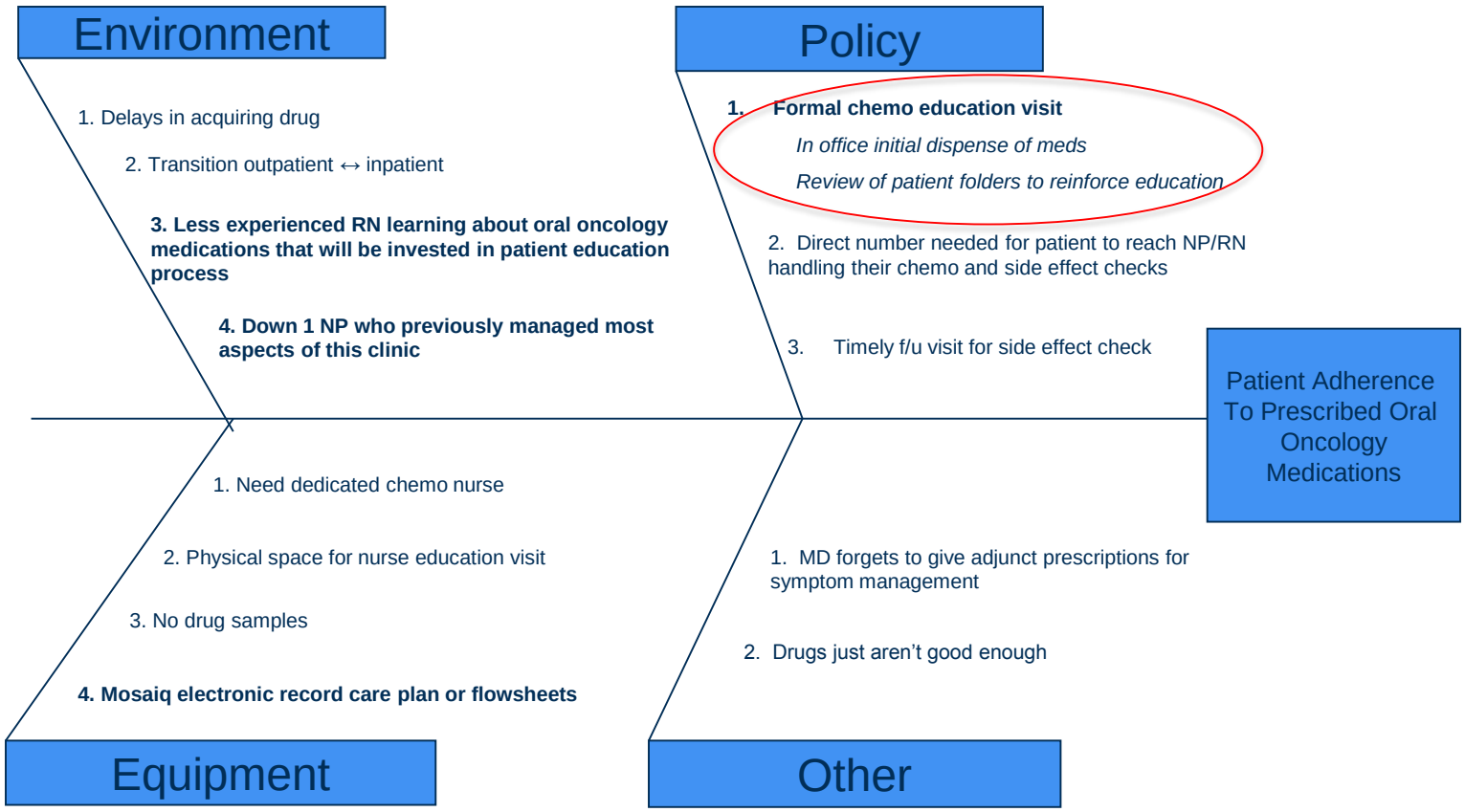
# Initial Process Map



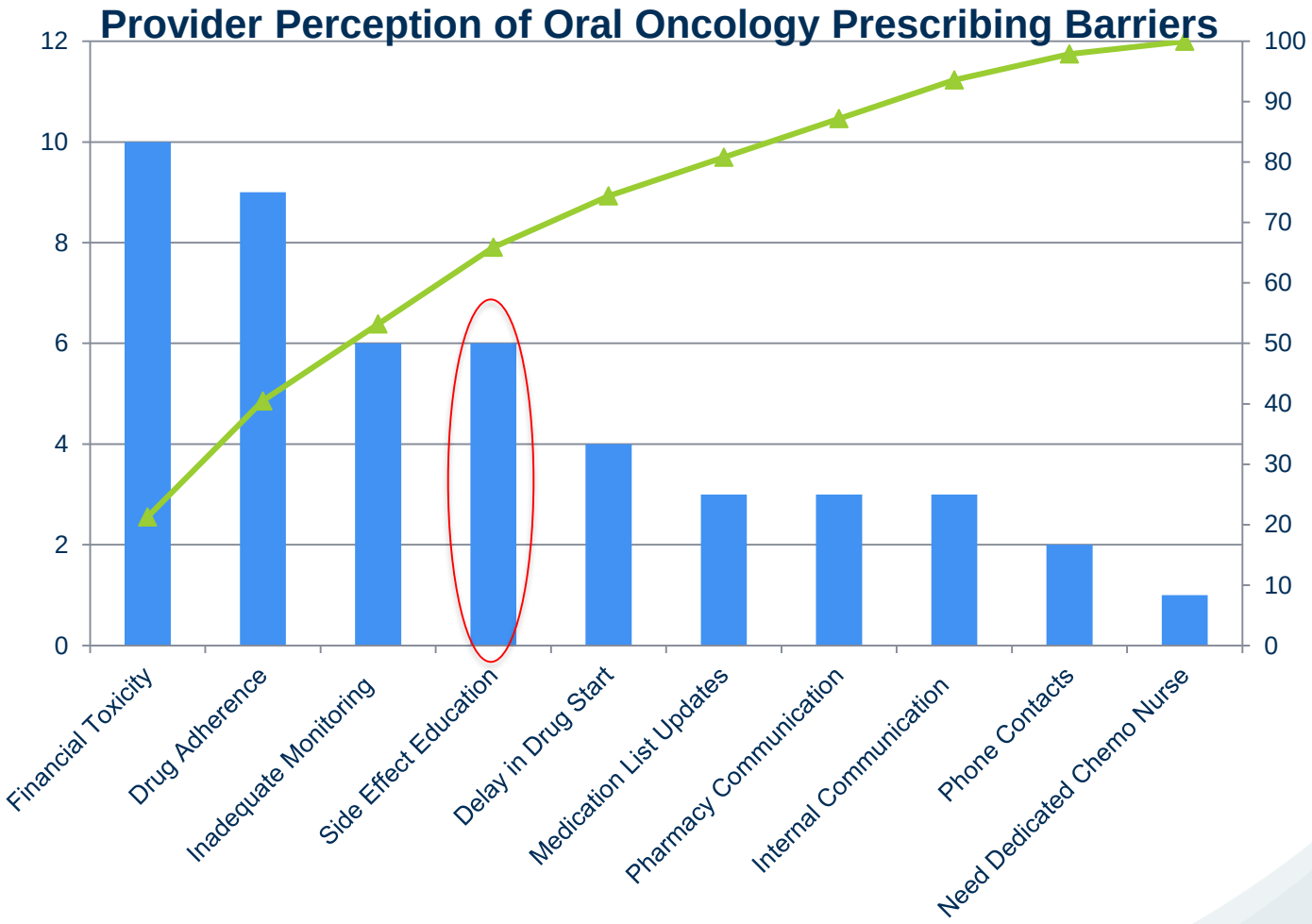
# Cause & Effect Diagram



# Cause & Effect Diagram



# Diagnostic Data



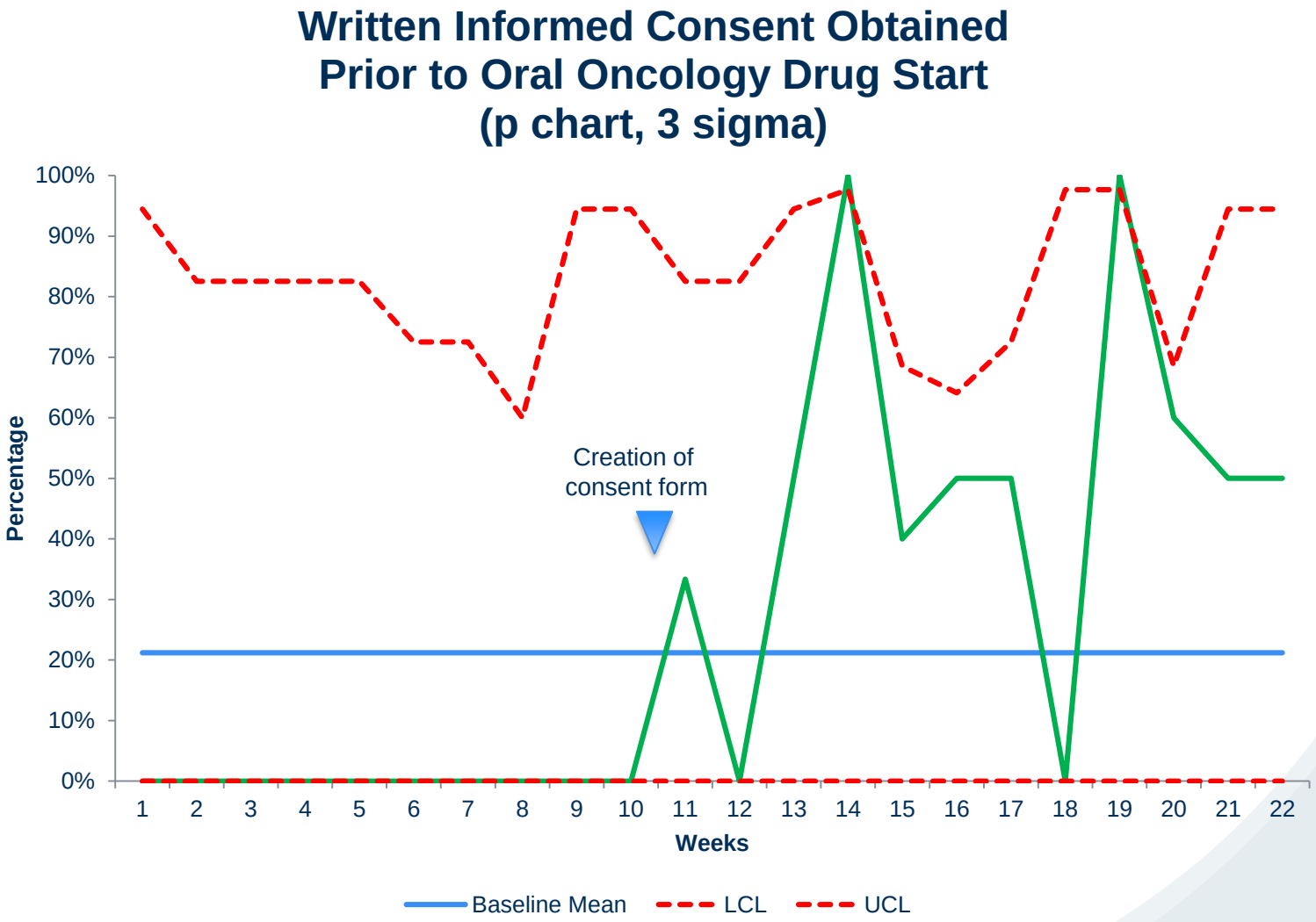
# Aim Statement

By October 1, 2015, 75% of all patients enrolled in oral oncology clinic will provide written informed consent at Mary Bird Perkins – Our Lady of the Lake Cancer Center.

# Measures

| | Outcome Measure | Outcome Measure | Measure |
|---|---|---|---|
| **What is your measure?** | **% of patients with written consent in EHR** | **% of patients given patient education materials** | **% of patients for whom the provider notified the RN of drug start** |
| **Patient population (exclusions if any)** | All oral oncology patients started on drug since 2/2015 | All oral oncology patients started on drug since 2/2015 | All oral oncology patients started on drug since 2/2015 |
| **Calculation methodology** | Numerator: # of patients with written consent in EHR<br>Denominator: # of patients on oral oncology medications | Numerator: # of patients with patient education in EHR<br>Denominator: # of patients on oral oncology medications | Numerator: # of patients for whom the provider notified the RN of drug start prior to patient leaving clinic<br>Denominator: # of patients on oral oncology medications |
| **Data source** | EHR; excel tracking sheet | EHR | Oral oncology RN tally sheet |
| **Data collection frequency** | Data will be entered into an excel spreadsheet on a biweekly basis or IT creates biweekly report | Data will be entered into an excel spreadsheet on a biweekly basis or IT creates biweekly report | Data will be collected as new patients are started on oral oncology medications |
| **Data Quality** | Requires provider to remember to consent patients; requires oncology RN to scan in written consent form | Requires provider to remember to give handout to patients; requires oncology RN to scan in patient education document | Requires RN to recall which patients she was notified about drug start prior to leaving clinic |

# Baseline Data



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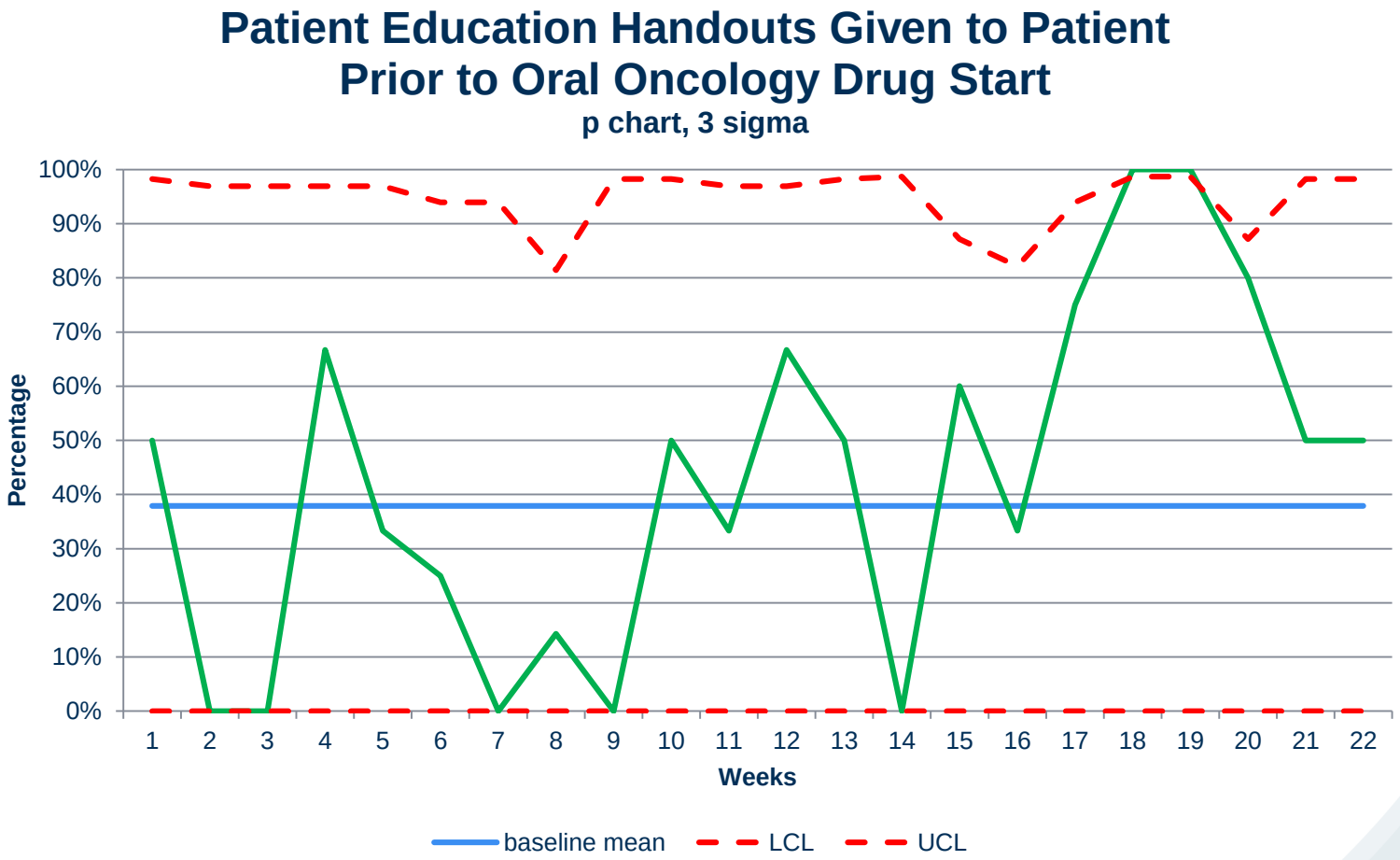
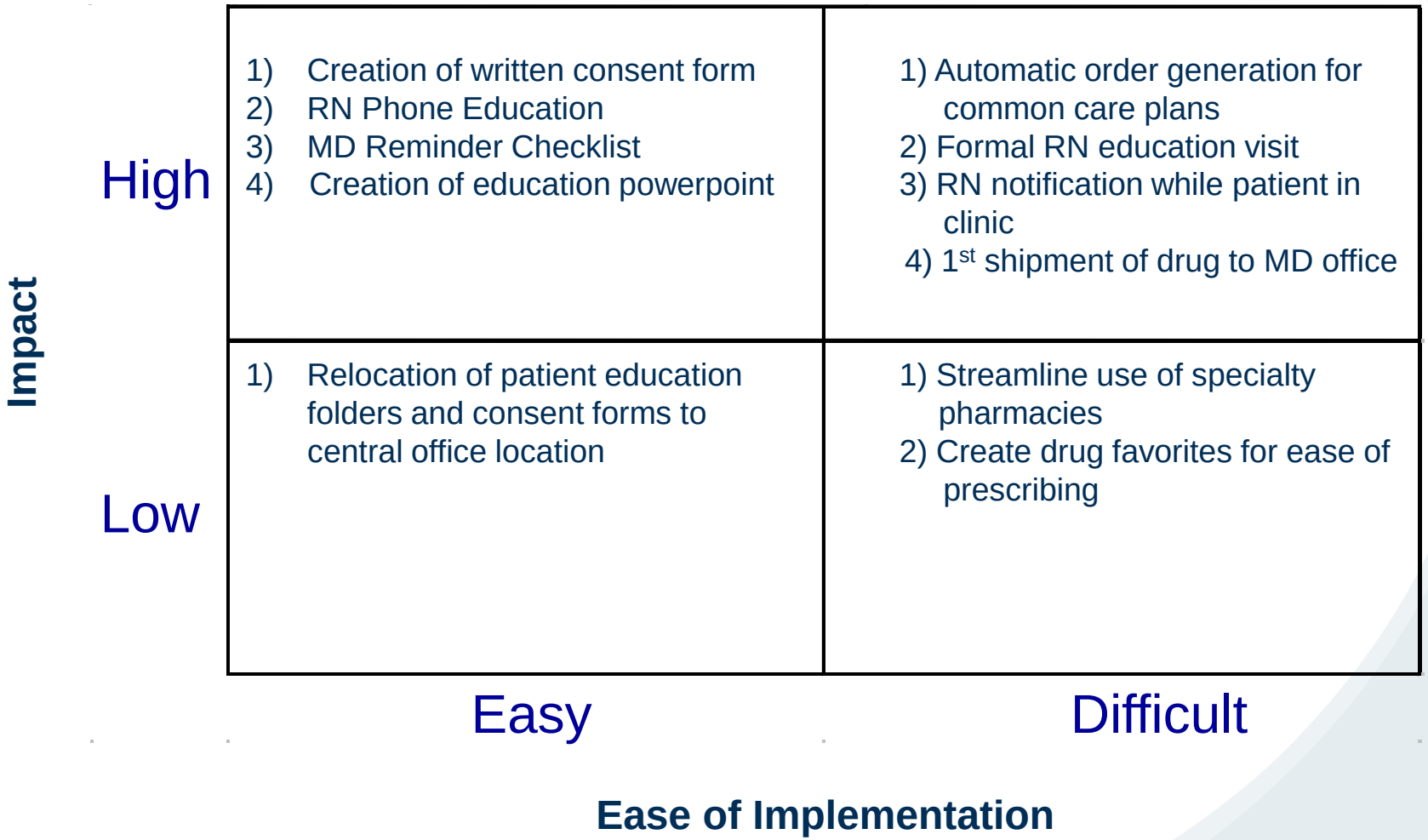
# Baseline Data



# Prioritized List of Changes (Priority/Pay-Off Matrix)



# PDSA Plan (Tests of Change)

| Date of PDSA cycle | Description of intervention | Results | Action steps |
|---|---|---|---|
| 4/29/15-5/26/15 | Pilot of RN education visit with 1st drug shipment to MD office | Delays in drug start | Reverted back to drug shipment to patient home |
| 8/3/15- | Reminder checklist in exam rooms | Providers report the reminder sticker is somewhat helpful. | Continue with data collection |
| 8/17/15- | Re-pilot RN education visit with earlier scheduling prior to drug shipment to patient home | No delays in drug start | Continue with data collection |

# PDSA Plan (Tests of Change)

| Date of PDSA cycle | Description of intervention | Results | Action steps |
|---|---|---|---|
| 8/7/15- | Centralize consent forms in office | Coincided with new policy to obtain written consent for IV chemotherapy | Continue with data collection |
| | | | |
| | | | |

# Materials Developed

Oral Oncology Medication Patient Consent

Patient Name_____ Date of Birth _____

Oral Medication_____ Diagnosis_____

Physician_____ Oral Oncology Nurse_____

Specialty Pharmacy _____

Specialty Pharmacy Phone_____ Fax _____

____ Patient can swallow pills.

____ Patient understands that this is an oral oncology medication.

____ Patient understands instructions in self-administering oral oncology medications.

____Patient understands safe handling of oral oncology medication.

____ Patient understands potential side effects of oral oncology medication and when office should be notified of concerns.

____Office contact information and phone numbers have been given to patient.

____Patient has been advised to contact office if there are problems with prescription fulfillment.

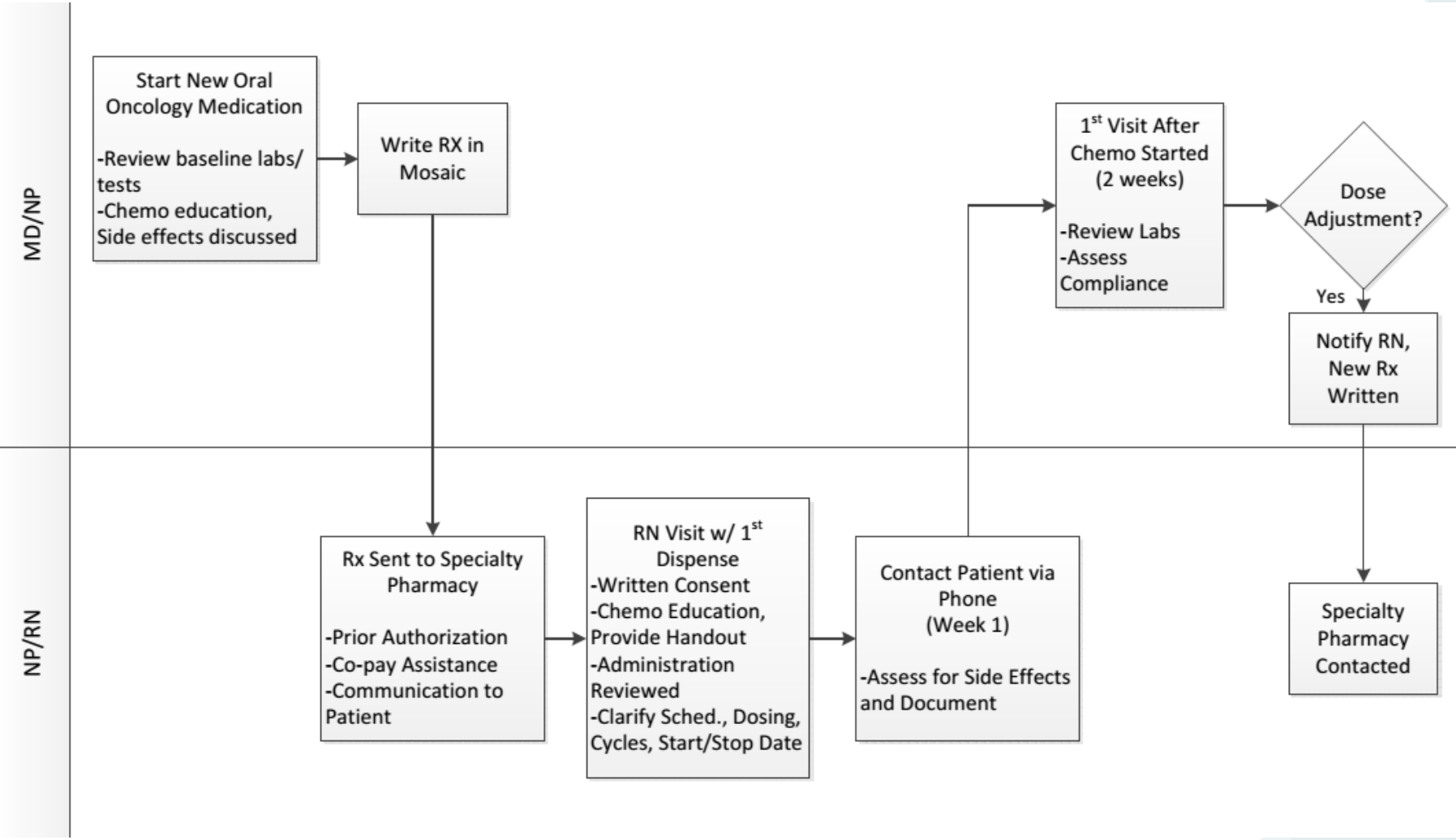
____Follow up Doctors' visits and lab visits were scheduled/ discussed.

By my signature below, I attest that I have been taught about the oral oncology medication that my doctor has prescribed for me. I understand the goal of this oral oncology medication and that the success of this treatment weigh largely upon my compliance in taking the medication and informing my doctor of any issues that I may have. I understand that this prescription will be delivered to my home and it is imperative that I call my Doctors' office with any questions, issues, or concerns.

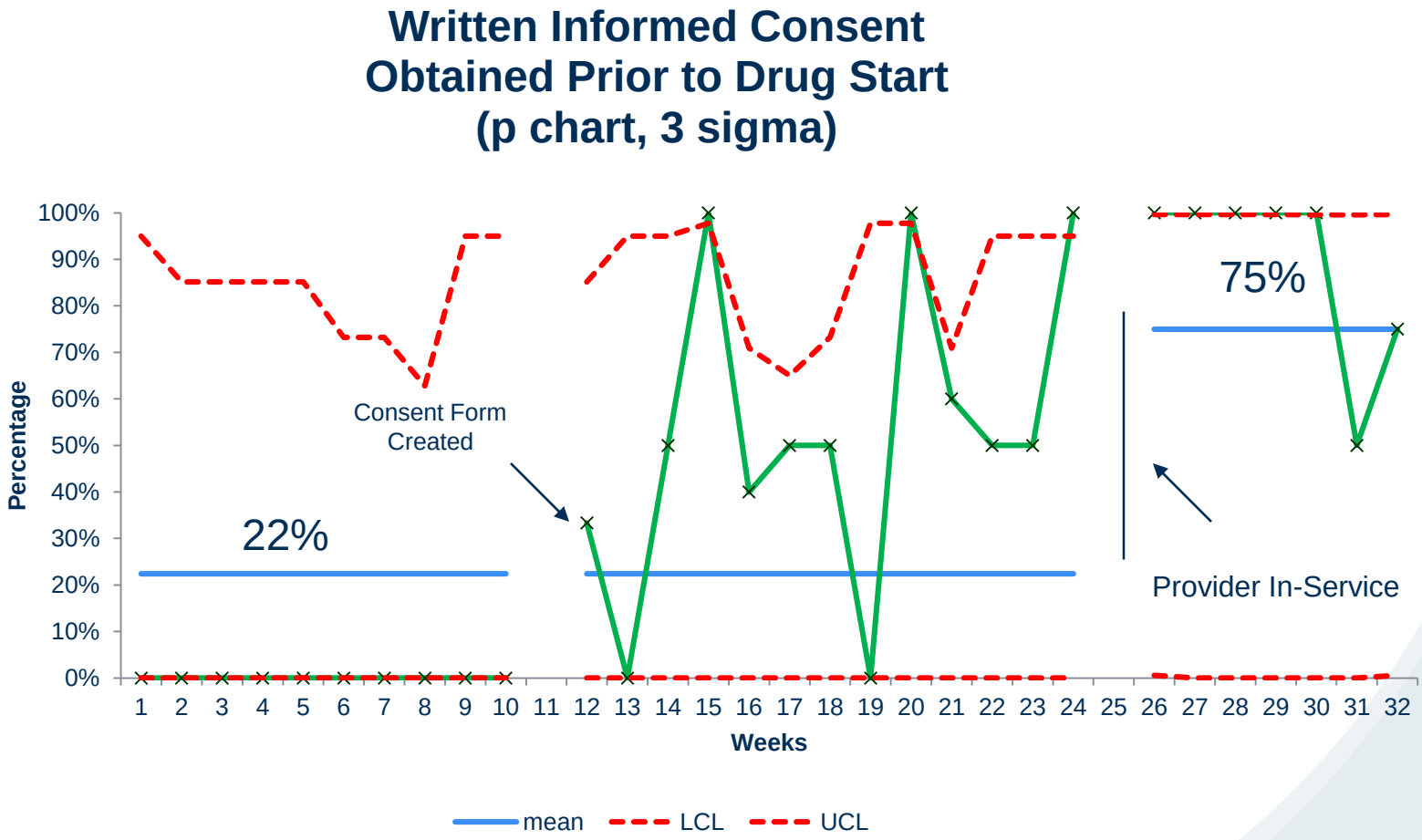
Patient Signature_____Date_____

- New Consent Forms
- Patient Drug Education Folders
- MD Reminder Checklists
- Electronic Assessment Forms

# Revised Process Map



# Change Data



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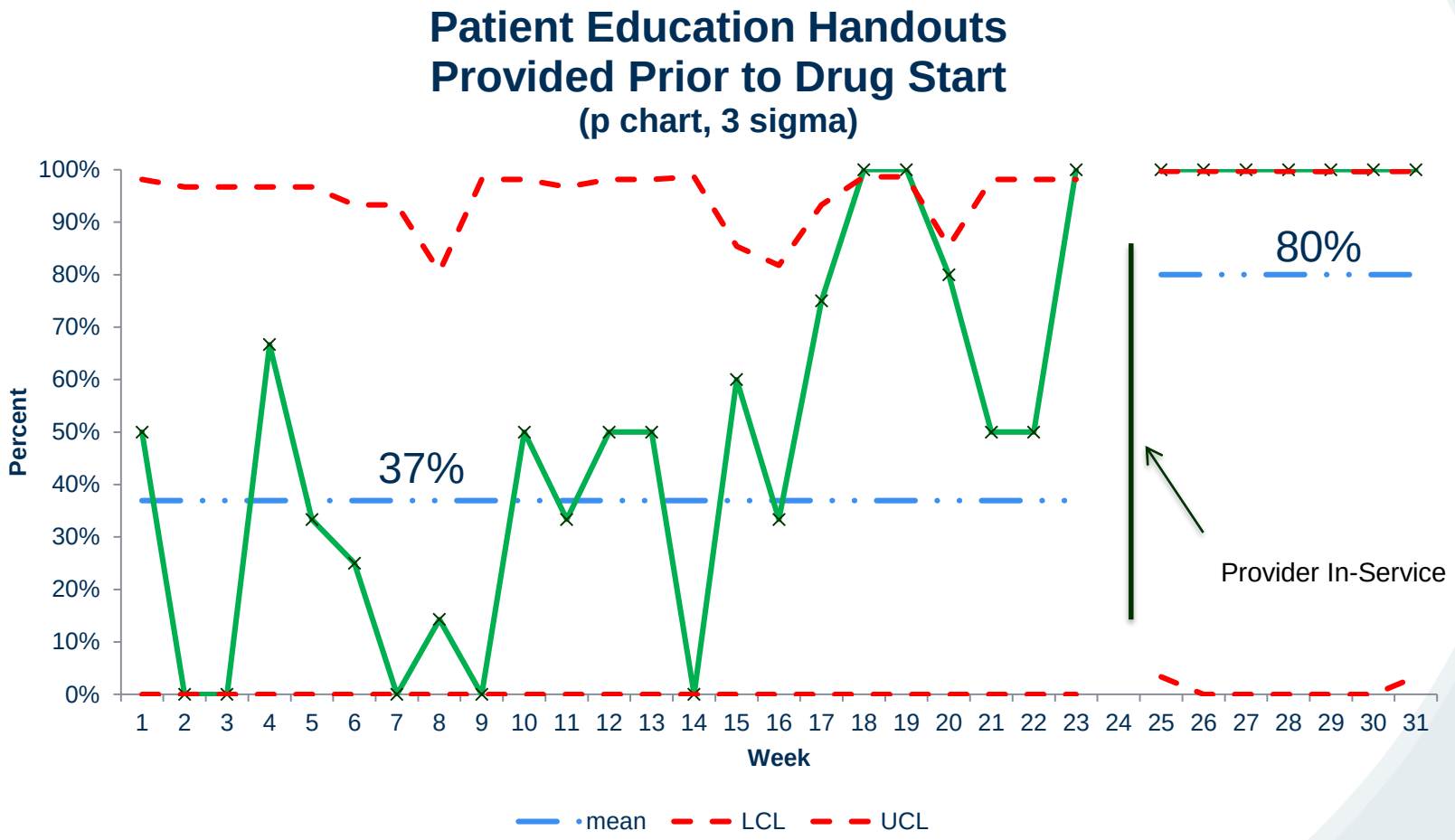




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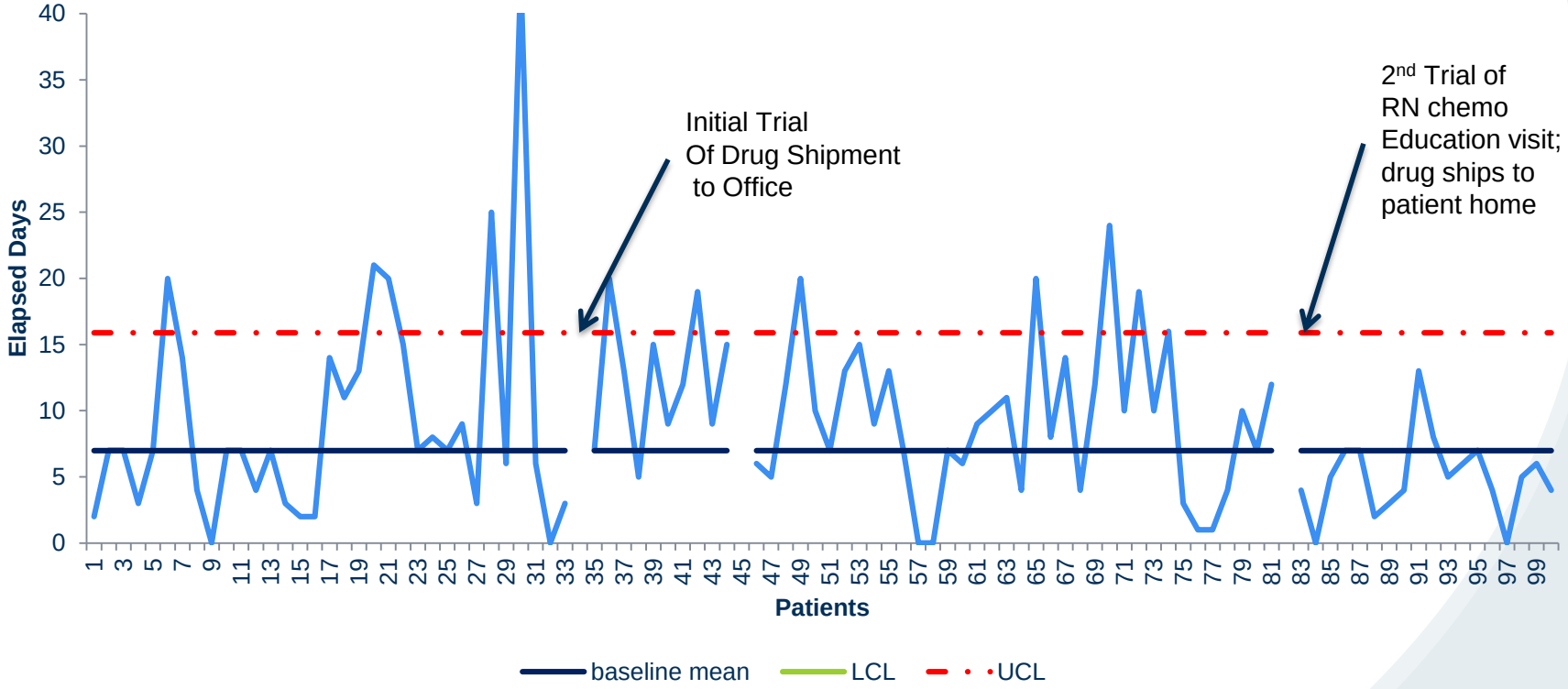
# Elapsed Days from Provider Decision to Initiate Drug Until Patient Acquires Oral Oncology Medication (xMr chart, 3 sigma)

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# Conclusions

- Providers found the new process of notifying the RN about drug start while patients were still in clinic to be an easy step.
- Significant improvement in obtaining written informed consent.
- Signal of significant improvement after implementation with 7 points above the baseline mean.
- Achieved our goal of 75%.

# Next Steps/Plan for Sustainability

- Continue to measure post intervention data to monitor adherence
- Continue to show blinded provider data at staff meeting to encourage healthy competition

Lauren Zatarain, MD
Jessica Ashford, RN

Mary Bird Perkins-Our Lady of the Lake Cancer Center

# Improving Consenting and Education Process for Patients Initiating Oral Oncology Medication

**AIM**: By October 1, 2015, 75% of all patients enrolled in oral oncology clinic will provide written informed consent at Mary Bird Perkins – Our Lady of the Lake Cancer Center.

**INTERVENTION:**

- Creation of written informed consent form
- Pilot of in-house RN oral oncology education visit
- Educated providers on importance of consenting and patient education process
- Creation of provider reminder checklist

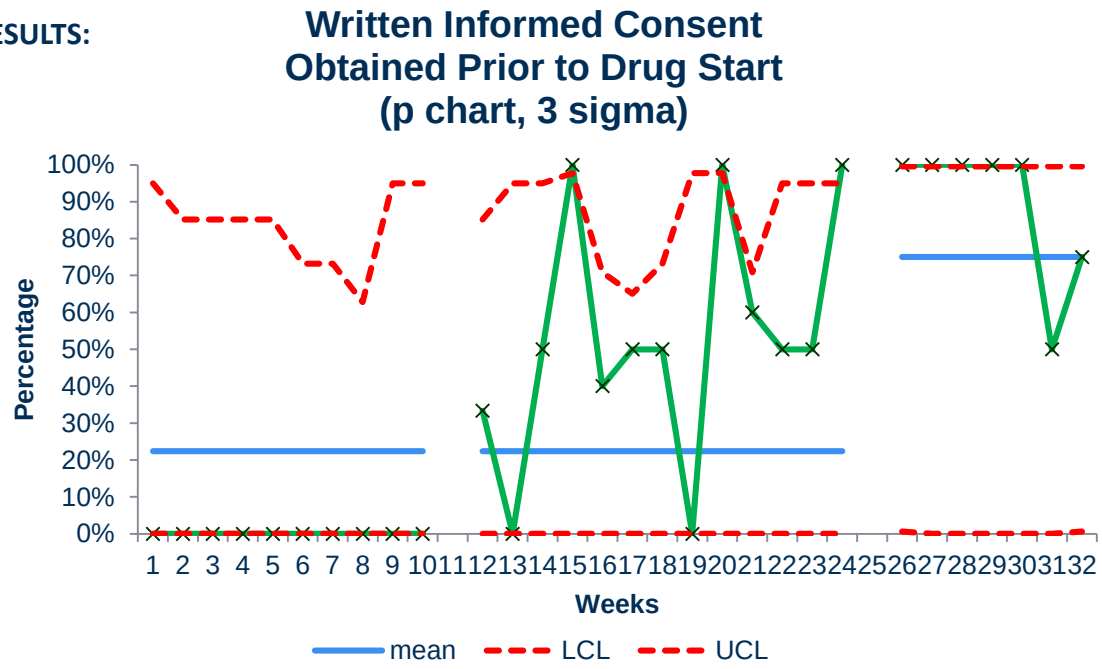
**TEAM: OLOL-MBP Cancer Center**

- **Oncology Provider:** Dustin Denicola, NP
- **Administration:** Michelle Hyatt, BJ Billeaudeau
- **Information Technology:** Erin Wallace
- **Coach:** David Bivens, MS

**PROJECT SPONSORS:**

- LaDonna Green, NFA, MPA

**RESULTS:**




**CONCLUSIONS:**

- Exceeded target goal of 75%
- Interventions improved the acquisition of written consent forms

**NEXT STEPS:**

- Continue post-intervention data collection
- Encourage healthy competition among providers with blinded data
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