



Incorporating 360° Care of the Oncology Patient

How to utilize the Oncology Care Model to enhance comprehensive patient services

03.31.2017

Agenda

1. Introduction
2. Restructuring Staff
3. Financial Navigation
 - Infusion/Injectable Medications
 - Oral Medications
 - Issues and accomplishments with Rx claims
4. Comprehensive Care Services

Summa Health Cancer Institute

Cancer Centers

- Jean & Milton Cooper Pavilion; Akron City Hospital Campus
- Parkview Pavilion; Barberton Hospital Campus
- Lake Medina Medical Center

Breast Center Programs

- Akron City Hospital Campus
- Barberton Hospital Campus



Restructuring Staff to Meet Program Goals

• Medical Oncology Offices

- Pulled floating nursing staff back from infusion center to work in office
 - Utilizing these nurses for financial navigation, Care Plan development, Survivorship Care
 - Coordinate referrals based off of Distress Scale and Depression Screening results
- Assigned Medical Assistants to ask about pain score and living will/DPA each visit

• Gynecologic Oncology Offices

- Dedicated one nurse to navigation and Care Plan development
 - Doing this for four hours, two times a week
- Assigned Medical Assistants to ask about pain score and living will/DPA each visit

Restructuring Staff to Meet Program Goals

• Breast Centers

- Hired a Nurse Coordinator to oversee office visit workflow
 - Assists physicians in beneficiary identification for OCM requirements
- Assigned Medical Assistants to ask about pain score and living will/DPA each visit
- Nurse Practitioner developed a Survivorship Clinic for Breast Cancer patients

• Urology Offices (NEW!)

- Hired a Nurse Coordinator to oversee office visit workflow
 - Assists physicians in beneficiary identification for OCM requirements
 - Coordinate referrals based off of Distress Scale and Depression Screening results
- Assigned Medical Assistants to ask about pain score and living will/DPA each visit

Workflow Documents

OCM Office Visit Workflow

Patient Name _____
Date _____

Pain Management Plan

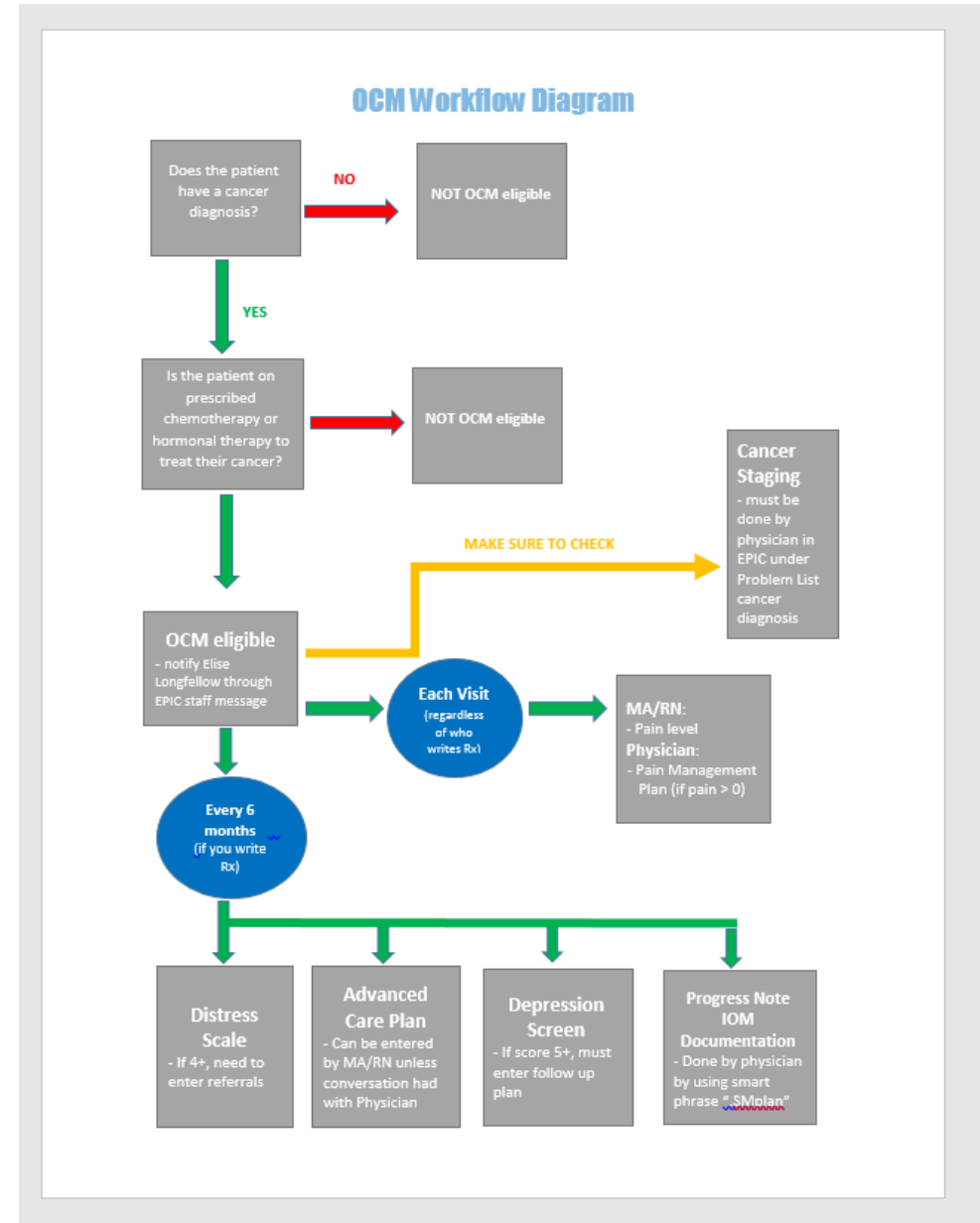
- Completed in EPIC flowsheet

Distress Scale Referral

- Dietician – Rella Rotondo
- Financial Advocate – Leslie Morgan-Pfaff
- Social Worker – Susan Popovici (ACH) or Shannon Speaks (SBH)
- Oncology Psychologist – Dr. Jessica Moeller
- None needed – Total Score < 4
- Patient Refused

Depression Screening Follow-Up Plan

- Education, re-evaluate in one month
- Additional evaluation for depression
- Suicide risk assessment
- Referral to a specialist for diagnosis &/or treatment
- Pharmacological therapy
- None needed – Total Score < 3
- Patient Refused



Financial Navigation

- Patient Financial Advocate

- Works with Infusion Center services
 - IV chemo, IV immunotherapy, IM/SQ hormonal medications
- Documents in EHR on financial flowsheet
- Finds patient assistance programs
 - Drug manufacturing companies
 - HCAP
 - Medicaid
 - Foundation dollars

- Financial Nurse Navigator

- Works in physician office setting
 - Oral Chemo, Oral hormonal agents
- Connects with specialty pharmacies to find patient/drug assistance programs

Discovering Part D Claim Information

- Time-consuming, manual process
 - Difficult to use staff resources to call pharmacies to gather fill date information
 - Takes away from direct patient care
 - Mail order pharmacies sometimes reluctant to release information
- Attempted to utilize Government Affairs Liaison to communicate with CMS/CMMI
 - Took our institution's concerns to Senator Portman
 - Unable to reach a valuable solution with CMS
- Reached out to Specialty Pharmacies
 - Developed agreement with some to send a fax confirmation each delivery of Oral Chemotherapy
 - Scanned into EHR and easily discoverable

Comprehensive Care Services

- **Oncology Social Worker**
 - Lead support groups at Akron & Barberton locations
- **Oncology Dietician**
- **Patient Financial Advocate**
- **Oncology Nurse Navigators**
 - Breast, Lung, and Colorectal cancers
- **Oncology Psychologist**
- **Palliative Care Nurse Practitioner**
 - Akron & Barberton locations
- **Wig Bank**
 - Complete wig fittings & patient consultation
 - American Cancer Society donates free wigs for patients
- **Massage/Reiki**
 - By appointment in Renewal Nook space
 - Chairside services at Infusion Center during treatments
- **Survivorship Clinic**
 - Akron location



Thank You!