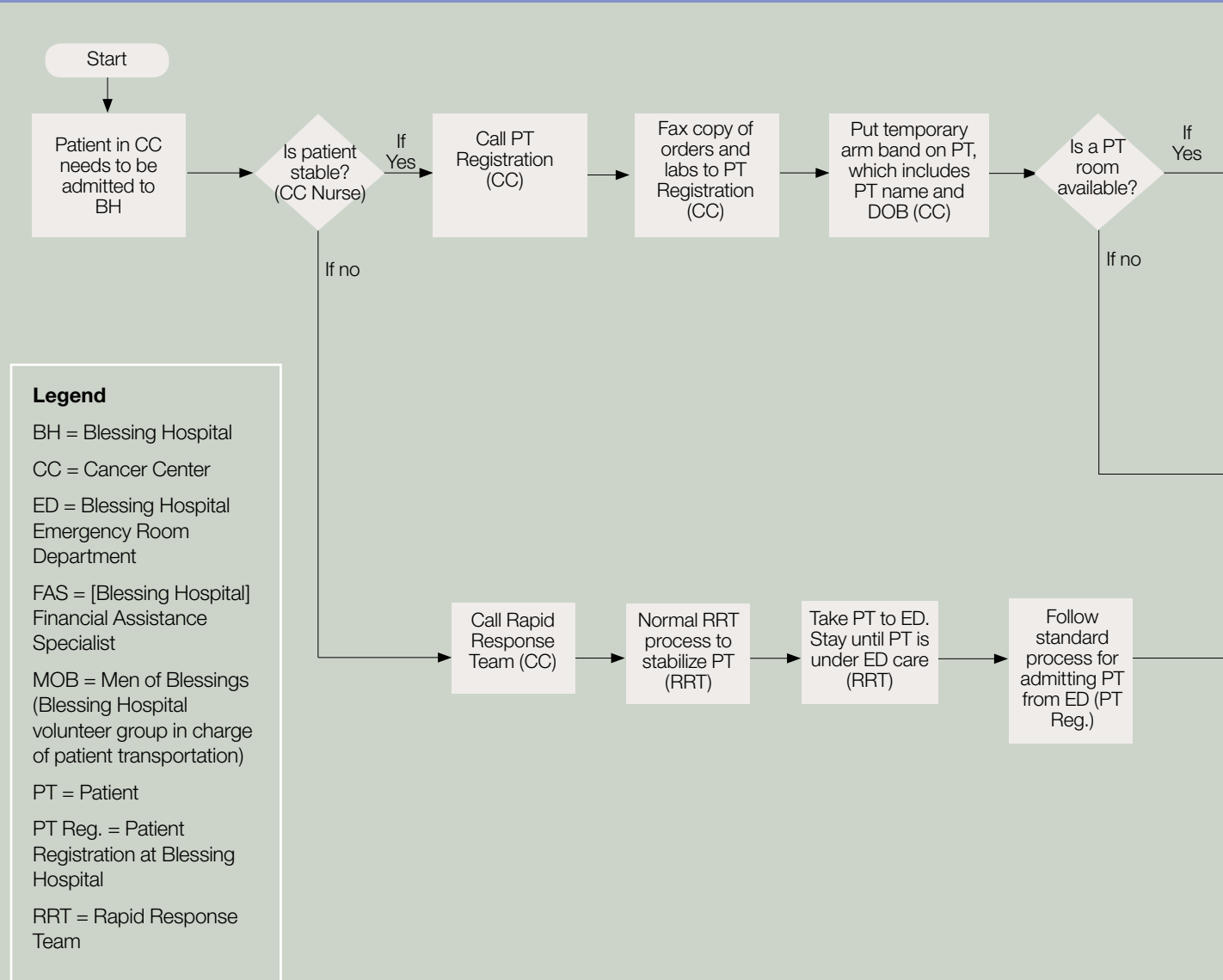




# Quincy Medical Group

by Diane Gerards-Benage, CMPE

**Figure 1. Quincy Medical Group: Practice to Hospital Flowchart**



Quincy Medical Group is a multi-specialty, physician-owned group practice. Its oncology group leases space in the hospital-owned Blessing Cancer Center, located on the Blessing Hospital campus in Quincy, Illinois. The oncology group is comprised of:

- 4 medical oncologists
- 2 nurse practitioners
- An onsite pharmacist
- 5 RNs (nurse coordinators assigned to the oncologists)
- 7 chemotherapy RNs
- A social worker
- 2 dietitians
- A physical therapist
- A speech therapist
- A nurse educator
- 3 cancer registrars
- 2 lab assistants
- 4 medical assistants

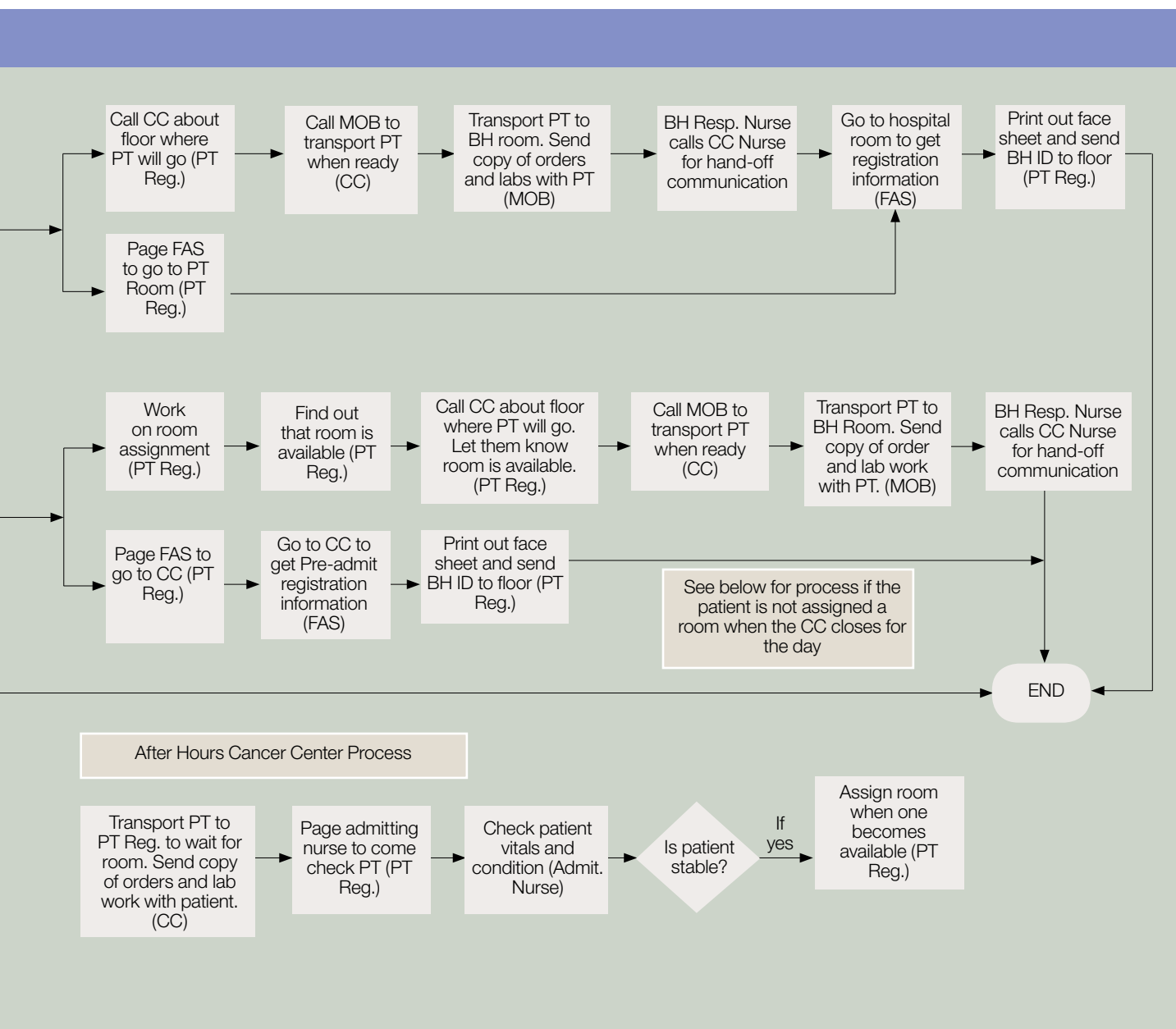
- 2 financial counselors
- 3 receptionist/patient schedulers.

Two radiation oncologists are separately employed by the hospital and are not part of Quincy Medical Group.

Patients travel up to an hour and a half to seek care at Quincy Medical Group, which serves a total population of about 600,000 across the region. The group also operates a satellite office and four “outreach” locations to serve patients closer to home.

### Transition Policy and Activities

An area of focus for Quincy Medical Group Oncology has been easing the transition process for patients who are admitted to inpatient care from the oncology physician practice. The group implemented a “direct admit team” in order to avoid admissions through the emergency department, where cancer patients may become vulnerable to long waits and infections.





**Left: Infusion/chemotherapy nurses at Quincy Medical Group.**

**Center: Quincy Medical Group's assistant director Medical Oncology (L) and director Medical Oncology (R).**

**Right: Quincy Medical Group's patient navigator.**

The process was developed by a multidisciplinary team composed of the director of Medical Oncology, the assistant director of Medical Oncology, a cancer center nurse coordinator, and an oncologist from Quincy Medical Group, in collaboration with the director of patient accounts, an inpatient oncology floor nurse, and a risk management representative from Blessing Hospital. (See flowchart on pages 46–47.)

The process brings hospital registration staff to the Blessing Cancer Center to complete all paperwork *before* the patient leaves Quincy Medical Group Oncology's care. To facilitate this, a Direct Admit form (see Figure 2, at right) was developed to gather all information required for admission. Once the Direct Admit is complete and a room becomes available, a nurse from Quincy Medical Group phones patient transport (MOB), and MOB transports that patient to the hospital. By phone, the Quincy Medical Group Oncology nurse signs the patient over to the hospital floor nurse.

### Transitioning New Patients to the Practice

For new patients referred to the Quincy Medical Group oncology practice, an RN patient navigator is the first point of contact.

A key step in seamless patient transitions is fully preparing the patient record prior to the first appointment. At Quincy Medical Group Oncology, the patient navigator collects all the information—records, scans, etc.—before the physician sees the record, flagging critical pieces and discussing it with the oncologist before the patient arrives. At the first appointment, the nurse navigator conducts a patient interview to flesh out the patient's history, complete medication reconciliation, explain the cancer treatment program, and discuss financial and other programs and resources the patient may need. This staff person also gives the patient a tour of the facility. The patient navigator personally introduces the patient to his or her oncologist for the first time. The day after the patient's first office visit, the nurse navigator contacts the patient and maintains contact with the patient throughout his or her treatment by Quincy Medical Group oncologists.

Anecdotally, the practice has heard positive feedback from patients, referring practices, and other hospitals departments about working with the practice's patient navigator. Quincy Medical Group uses patient satisfaction sur-



**Nurse coordinators at Quincy Medical Group.**

**Quincy Medical Group's financial counselors.**



veys (web-based and via checkout kiosks) and has recently begun monthly patient focus

groups to examine specific areas. No quantitative data is yet available specific to the patient transition process.

### Financial Counseling

In addition to the nurse patient navigator, the financial counselor is another pivotal transition team member for Quincy Medical Group Oncology. The nurse navigator introduces each new patient to the financial counselor who begins to assist patients from their first appointment. By starting early in the process, the financial counselor can help patients before there are debts or financial complications. As soon as orders are written, the financial counselor gets the pre-authorizations or pre-certifications that are required and reviews these with the patient or family. If there are questions about how treatment will be paid, the financial counselor is familiar with resources to help, such as patient assistance or copay assistance programs.

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**Figure 2. Quincy Medical Group Patient Direct Admit Order Form**

**Medical Oncology Standing Order For Admission**

<b>Date and Time Ordered</b>	<b>Physician Orders</b>	<b>Date</b>	<b>Progress Notes</b>
	<b>Admit:</b> <input type="checkbox"/> Inpatient <input type="checkbox"/> Place in OBV Private room medically necessary: <input type="checkbox"/> Yes <input type="checkbox"/> No Reason:		<b>Admitting Diagnosis</b>
	<b>Code:</b> <input type="checkbox"/> Full <input type="checkbox"/> DNR <input type="checkbox"/> Limited Code <input type="checkbox"/> DNR unless pre-arrest emergency <input type="checkbox"/> Medications allowed <input type="checkbox"/> Defibrillation allowed <input type="checkbox"/> Intubation allowed <input type="checkbox"/> Compression allowed <b>Condition:</b>		
	<b>Vitals:</b> <input type="checkbox"/> Routine		
	<b>Activity:</b> <input type="checkbox"/> Ad Lib <input type="checkbox"/> Bed rest <input type="checkbox"/> Up with assistance		
	<b>Nursing:</b> <input type="checkbox"/> May access port if available		
	<b>Diet:</b> <input type="checkbox"/> Regular <input type="checkbox"/> NPO <input type="checkbox"/> Clear liquids <input type="checkbox"/> 1800 ADA		<b>Allergies:</b>
	<b>IV Fluids:</b>		
	<b>Medications:</b> <input type="checkbox"/> Contact admitting provider for medication reconciliation <input type="checkbox"/> Follow IV access device order set <input type="checkbox"/> Tylenol 650 mg PO every 4 hours pm for pain/pyrexia, maximum dose of 4,000 mg of Acetaminophen per day <input type="checkbox"/> Compazine 10 mg IV every 4 hours pm nausea/vomiting <input type="checkbox"/> Albuterol nebs every 4 hours pm for shortness of breath		
	<b>Respiratory:</b> <input type="checkbox"/> Oxygen per protocol		
	<b>Discharge:</b> <input type="checkbox"/> Flush port with 10 ml normal saline and 300 units heparin lock at discharge		
	<b>X-ray:</b>		
	<b>Consult:</b> <input type="checkbox"/> STAT <input type="checkbox"/> ASAP <input type="checkbox"/> Routine Type/Reason: Notified by:		