ASCO’s Quality Training Program

Project Title: Decrease YRCC Patient ED Utilization

Presenter’s Name: Bridgett Allen, NP

Institution: Yuma Regional Cancer Center

Date: June 28, 2019
Yuma Regional Medical Center is a non-profit community hospital. Our Cancer Center is accredited by the American College of Surgeons’ Commission on Cancer. We serve adult cancer/hematology patients from our local area, as well as many from surrounding rural areas. We also have a large population of patients that follow with our oncologists in the winter and in their home towns during the rest of the year. We strive to provide quality care and care coordination for our patients.
8% of YRCC patients on active IV chemotherapy have potentially avoidable visits to the ED leading to decreased patient satisfaction, negative effects on outcomes and increased cost of care.
Team Members

Team Leader: Dr Chandra, M.D., MSc, FACP
Team Members: Bridgett B. Allen, FNP-C, AOCNP
Mary Sweigart, R.N., BSN, OCN
Pamela Shadle, R.N.

Project Sponsors: Justin Farren

Patient/ Family Members: Awaiting input
Patients
- Socioeconomic/functional
- Convenience - ER is one stop
- Lack of home support
- Language/Education
- Appointment availability
- Variable Documentation
- No time to manage symptoms outpatient

Process
- Patient teaching not done early
- Patient not aware to call YRCC
- Patient not able to contact Triage RN
- Calls/messages not answered timely
- Triage RN with other tasks

Technology
- Difficulty getting data
- Inconsistent Documentation
- Poor phone routing
- No triage tools or manual
- No formal education for triage RN

Provider
- Procedure
- Nursing

Patients on IV Chemotherapy Visit the ED when potentially avoidable

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## Diagnostic Data

### Problem Data

<table>
<thead>
<tr>
<th>Problem Area</th>
<th>Occurrences</th>
<th>Percent of Total</th>
<th>Cumulative Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respiratory Symptom/Diagnosis</td>
<td>15</td>
<td>19.23%</td>
<td>19.23%</td>
</tr>
<tr>
<td>Gastrointestinal Symptom/Diagnosis</td>
<td>13</td>
<td>16.67%</td>
<td>35.90%</td>
</tr>
<tr>
<td>Infection/Sepsis/Fever</td>
<td>9</td>
<td>11.54%</td>
<td>47.44%</td>
</tr>
<tr>
<td>Pain</td>
<td>8</td>
<td>10.26%</td>
<td>57.69%</td>
</tr>
<tr>
<td>Neuro/Musculoskeletal Symptom/Diagnosis</td>
<td>8</td>
<td>10.26%</td>
<td>67.95%</td>
</tr>
<tr>
<td>Cardiovascular Symptom/Diagnosis</td>
<td>7</td>
<td>8.97%</td>
<td>76.92%</td>
</tr>
<tr>
<td>Hematological/Bleeding</td>
<td>7</td>
<td>8.97%</td>
<td>85.90%</td>
</tr>
<tr>
<td>Dehydration/Electrolyte Abnormalities</td>
<td>6</td>
<td>7.69%</td>
<td>93.59%</td>
</tr>
<tr>
<td>Genito-urological Symptom/Diagnosis</td>
<td>5</td>
<td>6.41%</td>
<td>100.00%</td>
</tr>
</tbody>
</table>
Reduce potentially avoidable ED visits for YRCC patients on active IV chemotherapy to 6% by June 15, 2019.
Measures

- Measure: Percent of patients on active chemotherapy who visit ED.
- Patient population: Only patients with active IV chemotherapy plans
- Calculation methodology: Number of patients/Number of active chemotherapy plans
- Data source: EMR data via reports
- Data collection frequency: Monthly
- Data quality (any limitations): Must go through each report to ensure accuracy
Baseline Data

ED Visits

Month

October 2018  November 2018  December 2018  January 2019

EPIC data reports

Percentage of Active IV Chemo Patients

Baseline Data

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

<table>
<thead>
<tr>
<th>Impact</th>
<th>Ease of Implementation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low</td>
<td>EMR embedded triage tools</td>
</tr>
<tr>
<td></td>
<td>Create new paper for patients</td>
</tr>
<tr>
<td></td>
<td>Change call tree</td>
</tr>
<tr>
<td>High</td>
<td>Create and use APP for patients</td>
</tr>
<tr>
<td></td>
<td>Educate Staff (multiple areas)</td>
</tr>
<tr>
<td></td>
<td>Educate patients (call us first)</td>
</tr>
</tbody>
</table>

*ASCO Quality Training Program*
## PDSA Plan (Test of Change)

<table>
<thead>
<tr>
<th>Date of PDSA Cycle</th>
<th>Description of Intervention</th>
<th>Results</th>
<th>Action Steps</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 3, 2019- May 31, 2019</td>
<td>Changed phone tree so #1 directs to triage nurse</td>
<td>Number of calls directed to triage up to 83%</td>
<td>Communications department changed tree</td>
</tr>
<tr>
<td>April 12, 2019- May 31, 2019</td>
<td>Education of staff/patients- CALL US FIRST</td>
<td>Before: Average 8% visit ED After: Average 6.9% visit ED</td>
<td>-Triage RN educated (book, same day appt.) -Staff educated on push to “call us first” (staff/MOR meetings) -Patients educated and new flyer in use</td>
</tr>
<tr>
<td>June 3, 2019-june 28, 2019</td>
<td>Triage phone management – Increase calls answered</td>
<td>Missed calls went from 33% down to 28% of calls made</td>
<td>-Charge nurse met with triage nurse -planned coverage for lunches and phone roll over</td>
</tr>
</tbody>
</table>
### PDSA Plan (Test of Change)

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<th>Action Steps</th>
</tr>
</thead>
<tbody>
<tr>
<td>June **, 2019 - End</td>
<td>Triage APP/e-mail to cell phone Pre-chemo teaching</td>
<td>AWAITING</td>
<td>Designed and tested - IT currently working out kinks</td>
</tr>
</tbody>
</table>
Materials Developed

Yuma Regional Cancer Center
Conditions to Report to Triage Nurse
Call 928-336-2953 (M-F)

You may experience side effects from your treatments. Please call us FIRST to report any questions or symptoms. Our goal is to provide excellent care WITHIN our clinic. We can often manage your symptoms over the phone and with same day visits.

After-hours 928-317-2518 *If office is closed the answering service will notify the on-call doctor.

The following conditions can be SERIOUS and SHOULD be reported quickly

- Temperature over 100.5
- Unusual bleeding or bruising
- Increased shortness of breath
- Pain - worsening or new
- Diarrhea - new or not controlled
- Vomiting - new or not controlled
- Constipation - new or not controlled
- Dark or decreased urine
- New skin rashes

Yuma Regional Cancer Center
Condición Es para Informar a la Enfermera de Evaluación
Llame al 928-336-2953 (De Lunes a Viernes)

Usted puede experimentar efectos secundarios de sus tratamientos. Por favor llámennos PRIMERO para reportar cualquier síntoma o si tiene una pregunta. Nuestro objetivo es proporcionar una excelente atención en nuestra clínica. A menudo podemos controlar sus síntomas por teléfono y con visitas el mismo día.

Horario de atención 928-317-2518 * Si la oficina está cerrada, nuestro servicio de respuesta notificará al médico de guardia.

Las siguientes condiciones pueden ser SERIAS y DEBEN ser informadas rápidamente

- Temperatura sobre 100.5
- Sangrado raro o moretones
- Aumentado o falta de respiración
- Dolor- empeorando o nuevo
- Diarrea - nuevo o no controlado
- Vomitar - nuevo o no controlado
- Estreñimiento - nuevo o no controlado
- Orina oscura o disminuido
- Nuevas erupciones en la piel
Triage Cancer Center *CALL US FIRST*

Yuma Regional Cancer Center
(928) 336-2953

Call us first Monday - Friday 8 - 5pm
After hours or weekends call 928-317-2518
Emergencies call 911

Temp>100.5
Unusual bleeding or bruising
Increased shortness of breath
Pain worse or new
Diarrhea new or not controlled
Vomiting new or not controlled
Dark or decreased urine
New skin rashes
Change Data

ED Visits

Percentage of Active IV Clenre Patients

October 2018  November 2018  December 2018  January 2019  April 2019  May 2019

Month

EPIC data reports
Change Data
Conclusions

- We did not quite meet the goal, but we did decrease from 8% to 6.9%
- We were able to increase the number of calls to the triage line
- This created an influx of calls that were not answered
- By creating a new PDSA cycle we were able to increase phone coverage
- We will continue the project through June/July
- We submitted this project to the ASCO Quality symposium for consideration
Next Steps/Plan for Sustainability

- The next step is to put the application to use
- Will be attempting to do another PDSA cycle that includes teaching a few days before start of chemotherapy (rather than same day)
- Will have the APP installed on the patient/family phones during that education session