ASCOC’s Quality Training Program

Project Title: Patient and caregiver education

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Institution: Acreditar Oncology

Date: 06/28/19
Problem Statement

Patients with breast cancer in neo and adjuvant settings did not receive adequate orientations before the therapy. 100% did not receive medical advice about fertility, pregnancy test, hair loss; these patients do not understand the risks related to the treatment they undergo, the changes in the habits of life and in the daily routine. So they cannot make the necessary adaptations, also adhere to the proposed treatment. We identified this problem during the QOPI certification survey and this patient care directly interferes in quality of life, safety, and clinical outcomes.
Team Members

Laura Kaufman, Coach
Ronda Bowman, Coach
Andrew Nunes, MD/ Oncologist
Poliana Morais, Nurse/ Administrative
Alessiana Oliveira, Nurse/ Quality
Dionéia Justo, Nutritionist/ Oncological Nutrition
Camilla Maysa, Pharmacist/ Clinical pharmacy
Juliana Cassia, Nurse/ Coordinator of nursering
The Acreditar Oncology Group is an outpatient institution that provides care to adult patients with oncohematologic diseases. Founded 17 years ago, it is currently part of the Rede D'or – which is a Healthcare Network controlled by GIC (Singapore), The Carlyle Group (US) and Moll family (Brazil)
Located in Brasilia - Federal District / Brazil.
Aim Statement

100% of Breast CA patients that are receiving neo/adjuvant chemotherapy treatment will receive educational guidelines about fertility, pregnancy test and hair loss, by January 2020.
Measures

- Measure:
  - Qualitative (patient receive de guidelines about hair loss, pregnancy test and fertility);
  - Quantitative (how many patients with breast cancer in initial treatment receive guidelines);
- Patient population: Fifty patients with breast cancer under neo and adjuvant treatment.
- Methodology of calculation:
  \[
  \text{Total of patients on initiation of treatment in neo / adjuvant who did not receive guidelines} \\
  \text{Total of patients on initiation of treatment in neo / adjuvancy}
  \]
- Data source: electronic medical record.
- Frequency of data collection: weekly.
- Data quality (any limitations): adequate filling of the guidelines, screening of consents, screening guidelines applied to patients.
76% of patients did not receive guidelines for initiation of chemotherapy treatment; 100% did not receive medical advice about fertility, pregnancy test, hair loss; 24% did not receive orientation about personal hygiene; home hygiene; what to do in case of emergency; venous access during the therapy; habits of life.
### Prioritized List of Changes

(Priority/Pay-Off Matrix)

<table>
<thead>
<tr>
<th>Ease of Implementation</th>
<th>High Impact</th>
<th>Low Impact</th>
</tr>
</thead>
</table>
| Easy                    | - Monitor the number of patients receiving the guidelines.  
- Define moments for the patient to receive the guidelines, as the treatment progresses.  
- Define dedicated nurses to host patient education.  
- Conduct first consultation of the nurse on the day of the definition of the treatment protocol.  
- Define script for guidance on beginning the treatment in the scheduling sector.  
- To Create Script for Patient With Breast Cancer.  
- Develop material with guidelines on: drug interactions, adverse reactions, emergency care, hair loss, pregnancy test and fertility. |                                   |                                      |
| Difficult               |             |            |
### PDSA Plan 1

<table>
<thead>
<tr>
<th>Change #</th>
<th>PDSA Cycle Start and End dates</th>
<th>Plan for Testing Each Change/ Intervention</th>
<th>Person Responsible</th>
<th>Who Needs to be Involved?</th>
<th>Summary of Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>04.26.19</td>
<td>Develop folder with guidelines, which the nurse will use for patient education</td>
<td>Poliana</td>
<td>Marketing and Quality</td>
<td>0% of patient with breast cancer, received the guidelines about hair loss, fertility and pregnancy test.</td>
</tr>
<tr>
<td>2.</td>
<td>04.01.19 - 05.24.19</td>
<td>On the day of the definition of the protocol, the physician will refer the patient to the nurse of the host, as this moment the initial guidelines and solicitation of the pregnancy test will be performed.</td>
<td>Poliana</td>
<td>Doctor, Nurse, Administrative Assistance</td>
<td>0% of patient with breast cancer, received the guidelines about hair loss, fertility and pregnancy test.</td>
</tr>
<tr>
<td>3.</td>
<td>05.27.19 - 06.21.19</td>
<td>On the day of the definition of the protocol, the physician will refer the patient to the nurse of the host, as this moment the initial guidelines and solicitation of the pregnancy test will be performed.</td>
<td>Poliana</td>
<td>Doctor, Nurse, Administrative Assistance</td>
<td>0% of patient with breast cancer, received the guidelines about hair loss, fertility and pregnancy test.</td>
</tr>
<tr>
<td>4.</td>
<td>05.27.19 - 06.26.19</td>
<td>The nurse will check the list of new solicitations of treatment, contact the patient and give the initial guidelines and verify the best way to send the solicitation to pregnancy test.</td>
<td>Poliana</td>
<td>Doctor, Nurse, Administrative Assistance</td>
<td>0% of patient with breast cancer, received the guidelines about hair loss, fertility and pregnancy test.</td>
</tr>
</tbody>
</table>
# PDSA Plan 2

<table>
<thead>
<tr>
<th>Change #</th>
<th>PDSA Cycle Start and End dates</th>
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<th>Summary of Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>06.10.19 06.14.19</td>
<td>Send initial treatment report to clinical nurse</td>
<td>Administrative assistant</td>
<td>Nurse</td>
<td>Have 100% of breast cancer patients at the beginning of treatment hosted by the nurse.</td>
</tr>
<tr>
<td>2.</td>
<td>06.14.19 06.30.19</td>
<td>Change the initial assessment form and include the check box for fertility, hair loss and pregnancy test guidelines.</td>
<td>Poliana</td>
<td>Nurse of care</td>
<td></td>
</tr>
</tbody>
</table>
Results

Number of patients Receiving Standard Education - Acreditar Oncology D'or

<table>
<thead>
<tr>
<th></th>
<th>March</th>
<th>April</th>
<th>May, Week 1</th>
<th>May, Week 2</th>
<th>May, Week 3</th>
<th>May, Week 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>100%</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>N</td>
<td>5</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
</tr>
</tbody>
</table>
Conclusions

Our initial goal was to cover 100% of eligible patients to receive the standard education guidelines. Although we have reached the main purpose, the observation period was short, so more time is needed to improve and observe the change implemented.
Next Steps/Plan for Sustainability

• Monitor the data and describe the follow-up of the evolution of the process to share with other centers of network oncology D'or, with the possibility of extending the flow nationally.
• Align in conjunction with management meetings to track data and support improvement actions.
• Align possibility to present project in the symposiums and congresses of the network.
# Next Steps/ Plan for Sustainability

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<tr>
<td>1.</td>
<td>07/01/19 07/30/19</td>
<td>Define a monthly evaluation model of the medical record, to check compliance with education standards by the nurse.</td>
<td>Poliana</td>
<td>Nurse of care, nursering coordinator</td>
<td>100% of patient with breast cancer, received the guidelines about hair loss, fertility and pregnancy test.</td>
</tr>
<tr>
<td>2.</td>
<td>07/01/19 07/30/19</td>
<td>Monthly follow-up with verification of the problems and proposal of improvements in the process.</td>
<td>Poliana</td>
<td>Nurse of care, nursering coordinator, clinical pharmacist and coordinator of pharmacy</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>07/01/19 07/30/19</td>
<td>Encourage the physician to refer the patient to the protocol definition date for consultation with the clinical pharmacist and the care nurse.</td>
<td>Andrew</td>
<td>Poliana and Quality Nurse.</td>
<td>Have 100% of the patients receiving the multidisciplinary guidelines.</td>
</tr>
</tbody>
</table>
Quais interações esse medicamento apresenta?
Este medicamento pode interagir com: Metilprednisolona, dexametasona, hidrocortisona, diazepan, aminofilina, cefalotina, cefepima, furosemida e varfarina.
*Caso utilize algum dos medicamentos comunique ao farmacêutico, ele irá auxiliá-lo no ajuste dos horários.

Durante o tratamento a minha vida sexual deve mudar?
- Uso do preservativo
O paciente deverá usar a camisinha com rigor, pois durante o tratamento, pode ocorrer a eliminação de quimioterapia no sêmen ou secreção vaginal. Além de prevenir de infecções caso estejam no período de baixa imunidade.
- Alterações hormonais
Durante o tratamento, pode ocorrer pausa temporária do ciclo menstrual, causando alterações que desencadeiam em disfunções sexuais, ondas de calor, ressecamento vaginal e perda da libido.

MULHER! QUAL CUIDADO DEVE TER?
- Idade reprodutiva (até 43 anos): é necessário adotar medidas contraceptivas efetivas, o tratamento pode causar aborto ou malformações congênitas.
*Caso deseje ter filhos aconselhe-se com seu médico.
- Realizar o exame de BHCG ( teste de gravidez) solicitado pelo enfermeiro.

Em quais situações o médico deve ser comunicado imediatamente?
- Febre igual ou acima de 37,8°C;
- Manchas ou placas avermelhadas no corpo;
- Sensação de dor ou ardência ao urinar;
- Sangramentos que demoram a estancar;
- Falta de ar ou dificuldade de respirar;
- Diarreia por mais de dois dias;
- Dor intensa, diferente do padrão habitual.
**Materiais Desenvolvidos (opcional)**

**Tratamento**

Medicamento: 
Programação/duração: 

**Cuidados antes de receber a medicação**
- Alimente-se normalmente;
- Beba bastante água (caso não tenha restrições);
- Organize sua rotina no dia da infusão para que não tenha problemas com horário ou outros compromissos.

**Quais reações o tratamento pode causar?**

- Evite o uso de tintas no cabelo;
- Evite ficar exposto ao sol e proteja o couro cabeludo com chapéu, boné, lenços, perucas e utilize protetor solar fator 30 no mínimo;
- Não se preocupe, pois é um efeito temporário e o cabelo voltará a crescer após o término do tratamento.

**Diminuição das taxas sanguíneas**

- Evite lugares fechados, sem ventilação e com muitas pessoas;
- Fique atento ao aparecimento de feridas e/ou manchas na pele, boca, ouvido e nariz;
* Comunique ao seu médico caso perceba sinais como: aparecimento de manchas roxas e/ou vermelhas, sangramentos, cansaço ao fazer pequenos esforços, falta de ar, palidez e febre.

**Alterações da pele e unha**

- Pele – Vermelhidão, inflamação, secura;
- Unhas – Escurecimento, quebrar facilmente ou apresentar rigidez.

**Queda de cabelo ou pelos do corpo**

- Consulte seu médico antes de usar quaisquer produtos para pele;
- Evite detergentes com corantes e perfumes;
- Mantenha sua pele limpa e seca. Use um sabonete neutro e segue bem sua pele após o banho;
- Use um hidratante, que seja recomendado pelo seu médico, vários vezes ao dia para ajudar com a pele seca;
- Use protetor solar;
- Roupas mais largas de tecido natural, como algodão e seda promovem maior conforto.

**Náusea e vômito**

- Escove os dentes após as refeições utilizando escova de dente com cerdas macias;
- Mantenha os lábios hidratados com manteiga de cacaú ou protetor de sua preferência;
- Evite alimentos ácidos, duros, picantes e com muito tempero.

**Anemia**

Vocês pode apresentar também cansaço, fadiga, diarreia ou prisão de ventre, alterações no paladar e perda de apetite.

**ATENÇÃO**: Caso apresente qualquer efeito adverso comunique o seu médico e enfermeiro.