

ASCO's Quality Training Program

Project Title:

Timely Delivery of Oral Androgen Targeted Therapy

Presenters' Names:

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Institution: City of Hope, California

Date: June 28, 2019

the **MIRACLE**
of **SCIENCE**

with **SOUL**  City of Hope.

NCI
Comprehensive
Cancer Center



Institutional Overview for City of Hope

ASCO Quality
Training Program



City of Hope
has nearly 300
clinical trials at
any given
moment.

Ambulatory

Duarte sees >
700
patient each day
with 30 clinical
locations in the
Community.

City of Hope performed
close to 800 stem
cell transplants in 2018.
Over 15,000 since 1976.



Inpatient

217 licensed beds.
Occupancy 94-
102%



To date, our
surgeons have
performed more than
10,000 robotic
procedures for prostate, kidney,
colon, liver, bladder, gynecologic,
oral and other cancers.

Team Members

Tanya Dorff, MD - Medical Oncologist

Mary Mendelsohn, RN,MSN - Executive Director of Quality

Amis Christian - Data Analyst, Quality

Hoim Kim, PharmD - Medication Safety Practitioner, Pharmacy

Stephanie Kinsey - Clinical Data Abstractor, Pharmacy

Supported by:

Yan Xing, MD, Medical Oncologist; Kathleen Burns, NP, 2D; Ellen Blackstock, RN, 2D; Teresa Ortega, ACA, 2D; Diana Tran, Pharmacy Resident

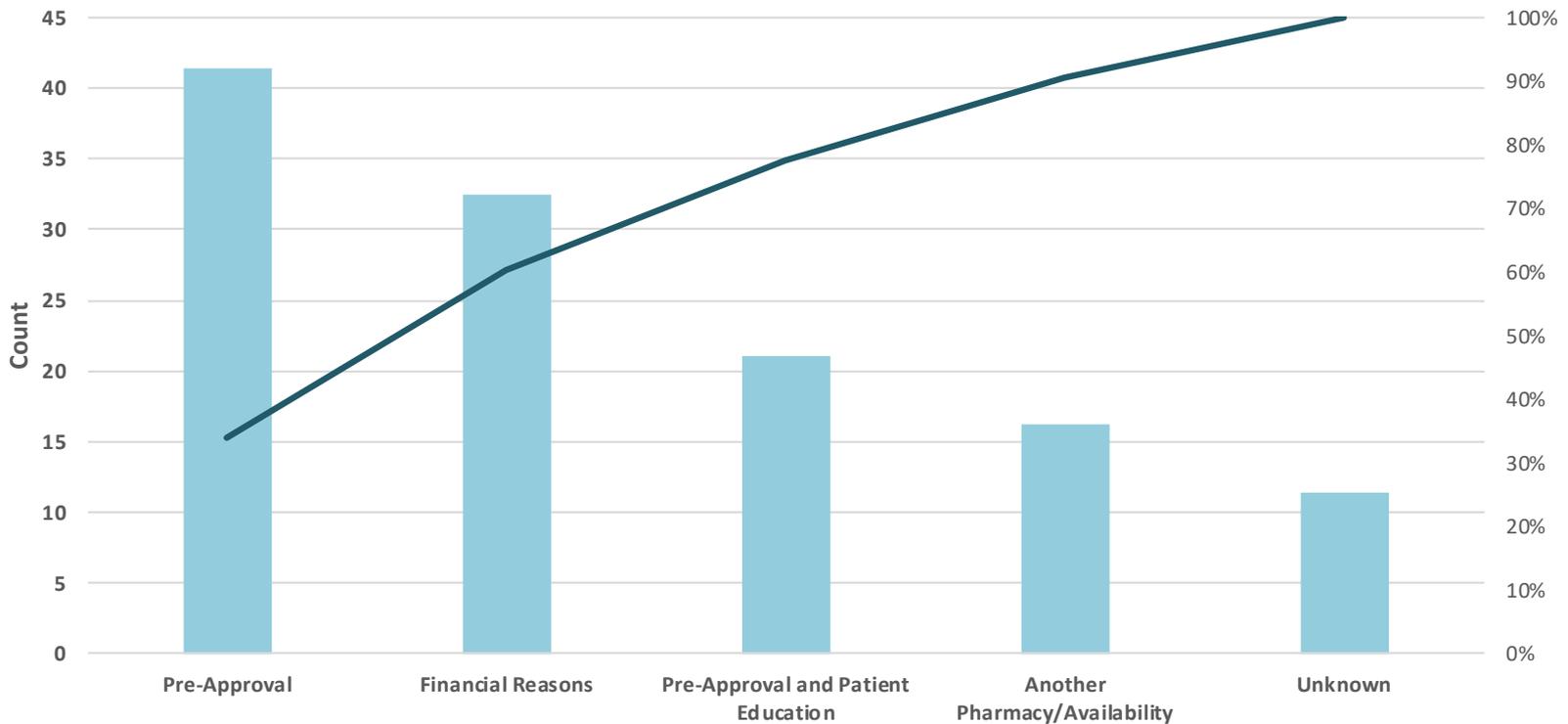
Problem Statement

There are delays of 29 days average (20 median) in the HOME delivery by specialty pharmacies of ORAL hormone therapy to metastatic prostate cancer patients seen at the Duarte Campus.

Baseline Data

Median Days to Delivery Prior To Intervention = 20

Average Days Between Rx and Delivery
(By Pharmacy)



Aim Statement

The average number of days to deliver androgen targeted therapy to patients with metastatic prostate cancer will be reduced from 29 to 14 days, by October 31,2019

(This will allow the physician on the f/u visit at 4-6 weeks to evaluate the patient's compliance and reaction to oral therapy.)

Measures

Measure (Outcome): Days between Rx and medication delivery to the patient

Patient population: Metastatic Prostate Cancer patients

Calculation methodology:

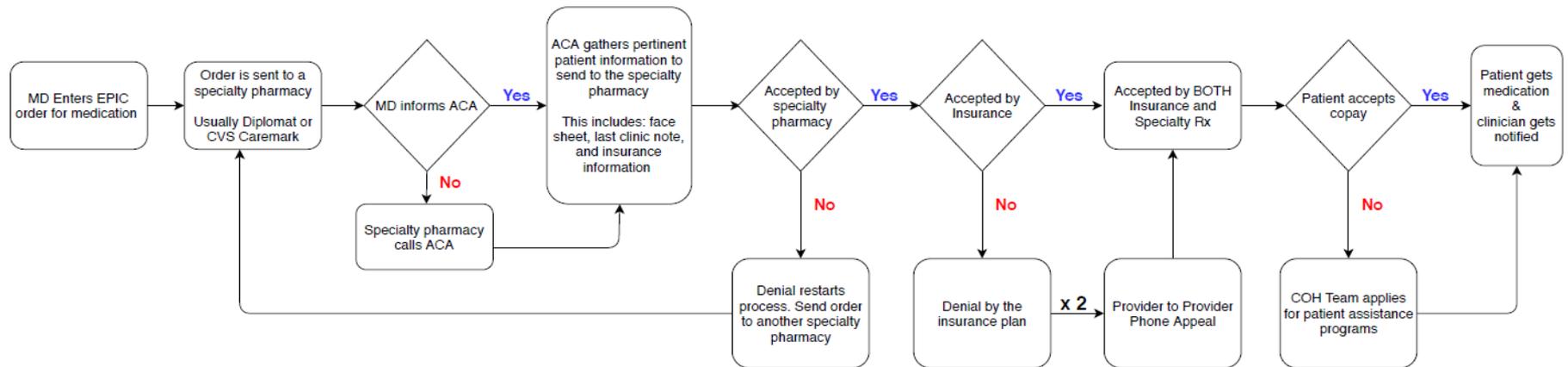
- Numerator = # of patients delivered within 7 days
- Denominator = # of Rx

Data source: EPIC/EDW

Data collection frequency: Monthly for 6 months

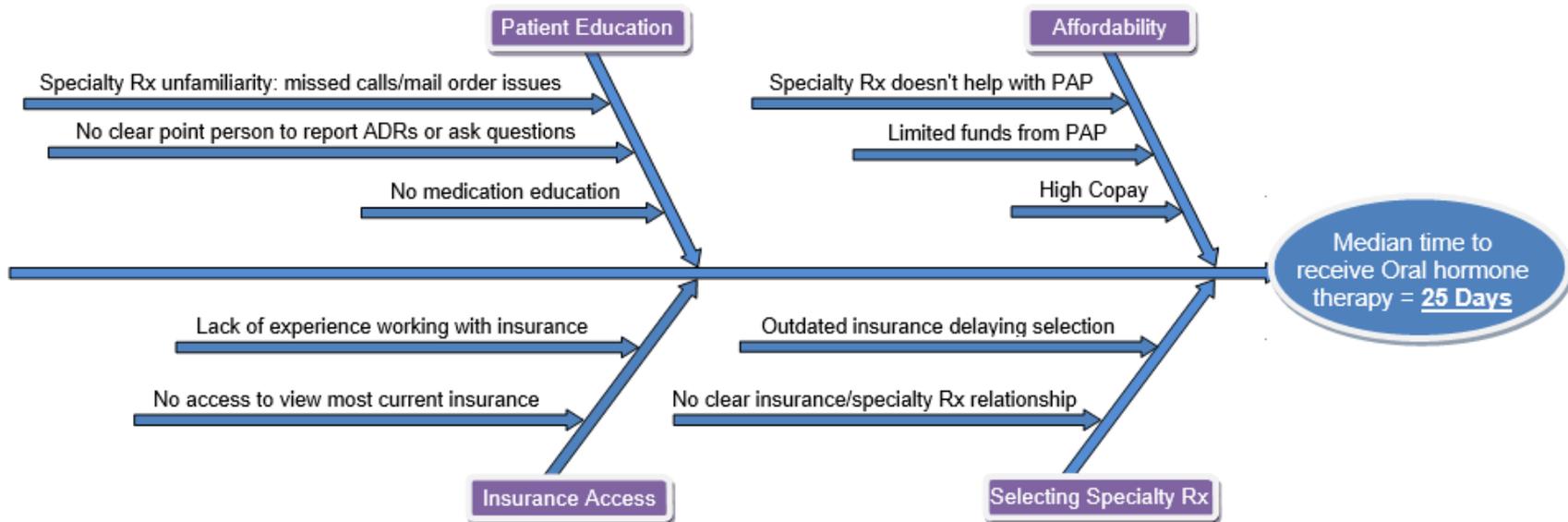
Data quality(any limitations): none

Process Map



Developed with input from 2D clinic staff.

Cause & Effect Diagram



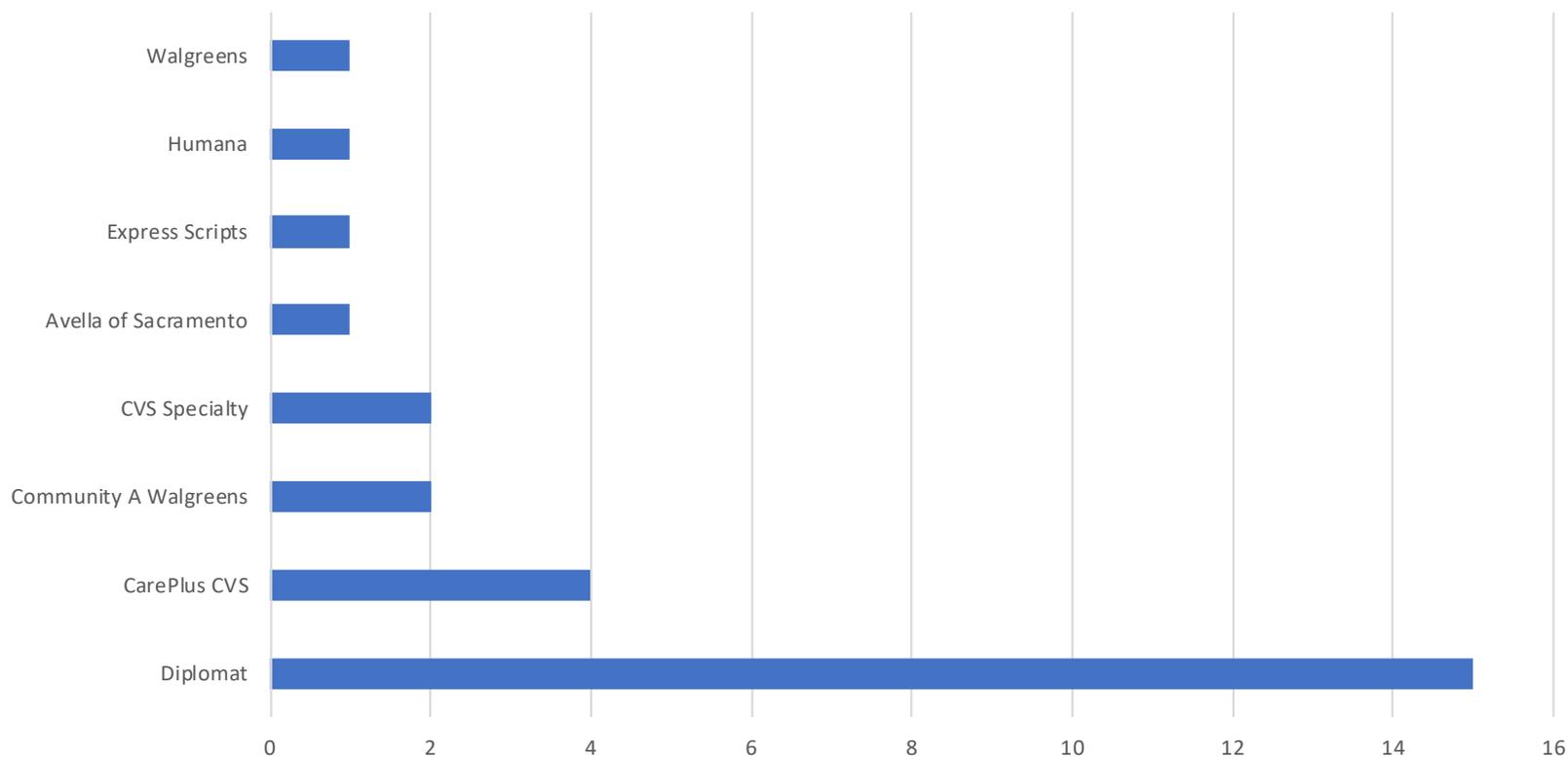
Abbreviations

1. PAP = payer assistance program
2. Specialty Rx = specialty pharmacy
3. ADR = adverse drug reaction

Diagnostic Data

Baseline Data

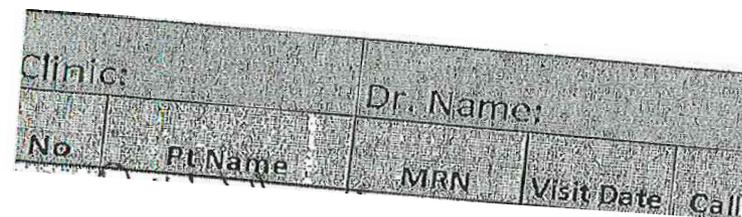
Reasons of Med Delay By Patient Count



Diagnostic Data

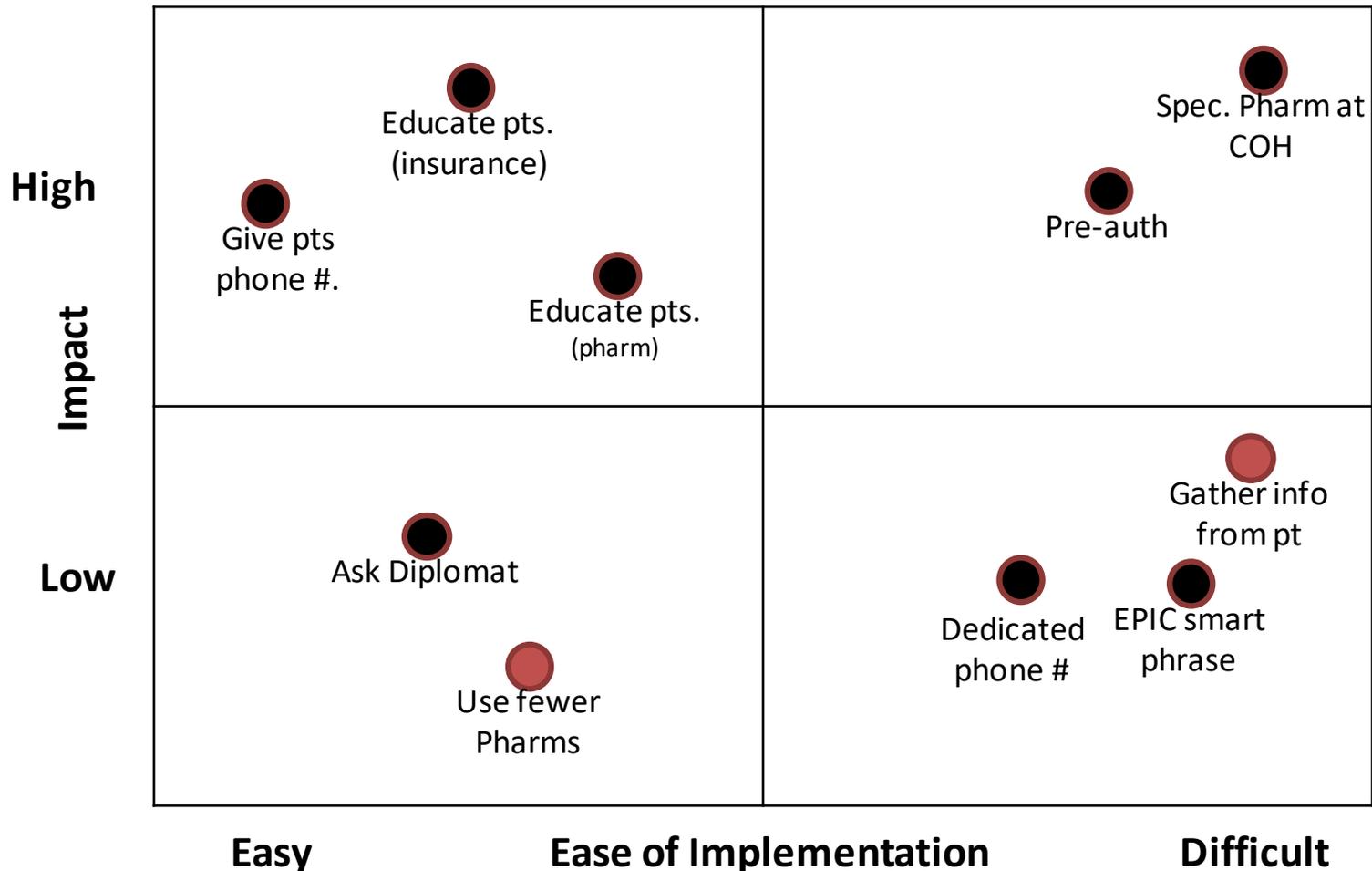
Summary:

- Observations by staff and physician noted that patients returned to clinic in 3-4 weeks and often did not have the oral agent prescribed.
- Awareness that Community Clinics had a smoother and shorter process. Typically less than 7 day delivery.
- Patients expressed an expectation of receiving oral agents in one week (based on interviews with patients).
- Paper log kept in clinic with patients on oral agents. N=89



Clinic:		Dr. Name:		
No.	Pt Name	MRN	Visit Date	Call

Prioritized List of Changes (Priority/Pay –Off Matrix)



PDSA Plan (Test of Change)

Date of PDSA Cycle	Description of Intervention	Results	Action Steps
3/2019	Identified that pharmacy performance varied as noted on slide 5. Shift to CVS and Diplomat.	Noted decline in days to delivery	Need to get to correct pharmacy first remains a priority
3/2019	Staff had info sheet to inform patient of process	Unclear of impact	Revise info to engage patient in process
4/10/19	Create call back # for pts directly to clinic.	Staff rejected clinic # so revised to scheduler's #	Revised number per staff input on info sheet.
4/15/19	Revised Patient Education sheet & trained ACA and RN to provide sheet and educate patient	Improved times noted.	Focus on process improves time- share info with auth. team and COH Pharmacy.

Materials Developed



How to Get Your Medicine

Genitourinary Oncology

Your doctor ordered a type of cancer medicine that you can only get at a special pharmacy. Getting this medicine is a bit different from what you may be used to at your regular pharmacy.

In the past few years, many new cancer drugs have come to market that can be taken at home. Many of these medications are quite costly. The specialty pharmacies we use have experts that can help you get the medicine at a price you can afford. When they get the order, they will check with your insurance to see what is covered and how much the co-pay is. If there is cost not covered by insurance, they will try to get money from other sources that help pay for medications like this or ask for help from the drug company that makes this medication. This could take up to two weeks. If needed, the pharmacy may call you for more information to fill your order.

You can help us by calling your insurance to find out what specialty pharmacy your insurance wants you to use. Your doctor sent your prescription to the pharmacy on the back of this sheet. If you find out your insurance covers another pharmacy, please notify us at the number below. You can leave a message with Teresa Ortega, Erika Barrera or Ginger Perez through the call center at (626) 471-9200.

Our clinic staff works with the pharmacies and funding sources to get you the drugs you need as soon as possible.

Name of the drug: _____

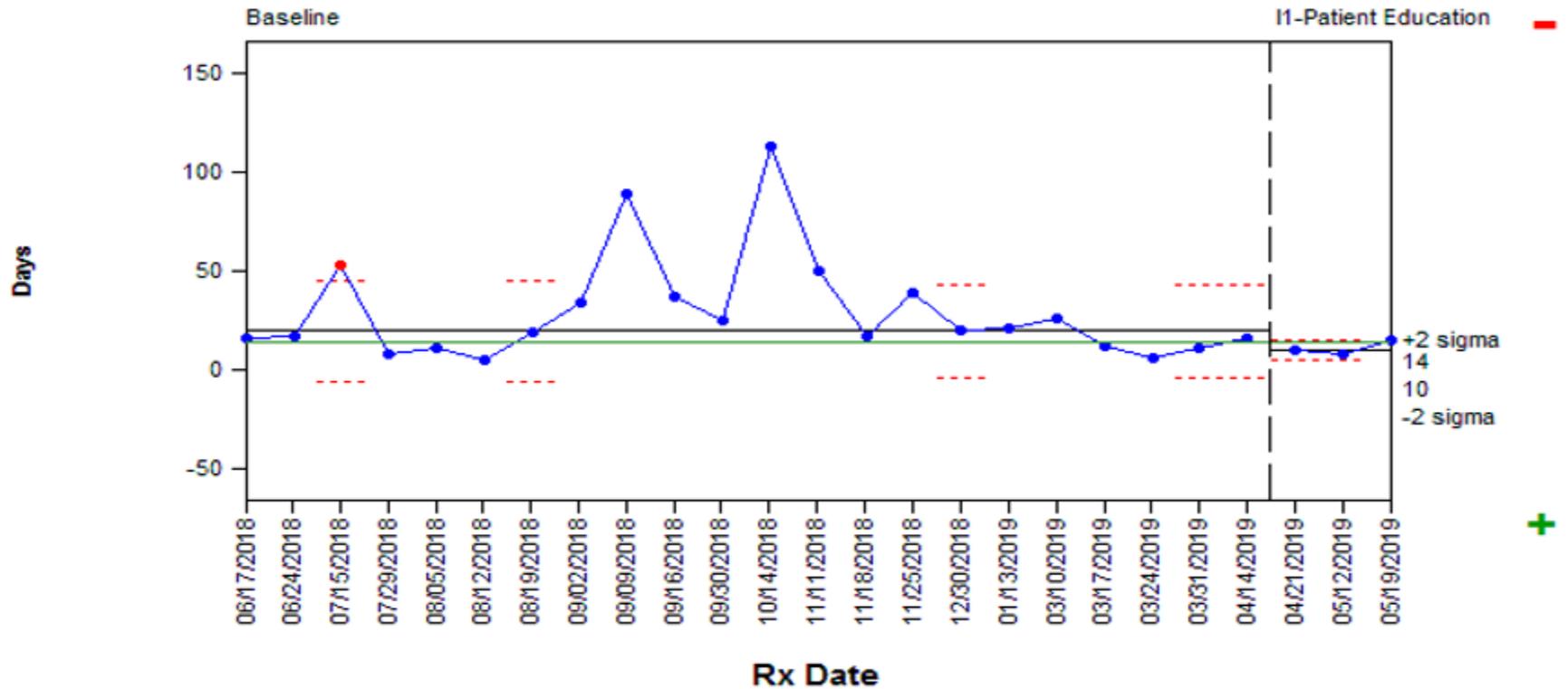
Your prescription has been sent to the following pharmacy. Please call them to follow up on your order or if you have any questions.

- Accredo Specialty Pharmacy**
Phone: (901) 385-3600 FAX: (888) 302-1028
Address: 1640 Century Parkway, Memphis, TN 38134
- Briova Specialty Pharmacy**
Phone: (855)-577-6313 FAX: (888)292-4017
Address: 1050 Patrol Road, Jeffersonville, IN 47130-7750
- CVS Specialty Pharmacy –CVS Care Plus Store #2801**
Phone: (800) 300-1199 FAX: (412) 717-9685
Address: 8607 Santa Monica Blvd., West Hollywood, CA 90069
- Diplomat Specialty Pharmacy**
Phone: (909) 881-1728
Address: 1809 Excise Ave. #205, Ontario, CA 91761
- Name: _____
Phone: _____
Address: _____

Change Data

Median Chart 2-Sigma

OralChemo Delivery Timeline - Weekly Pharmacy Name = ALL



Conclusions

Intervention

- Focus on a few pharmacies- Diplomat and CVS improved time.
- Info sheet for patients yielded positive impact.
- Requires extra patient & staff involvement for success due to the complexity of the process.

For Long Term Success

- System needs to facilitate process for the patient and reduce work/dependence on clinic staff.
- Centralized Authorization Team
- Specialty Pharmacy in-house.

Next Steps/Plan for Sustainability

- Continue to work with patients in the GU clinic as outlined.
- Consider staff calling patients vs. waiting for patients to call back-staffing dependent. Not scalable.
- Explore ability to spread info sheet idea to other clinics.
- Support development of a centralized authorization team and update info sheet to include their # in the future. In the works.
- Support the development of a specialty pharmacy at COH. In the works.

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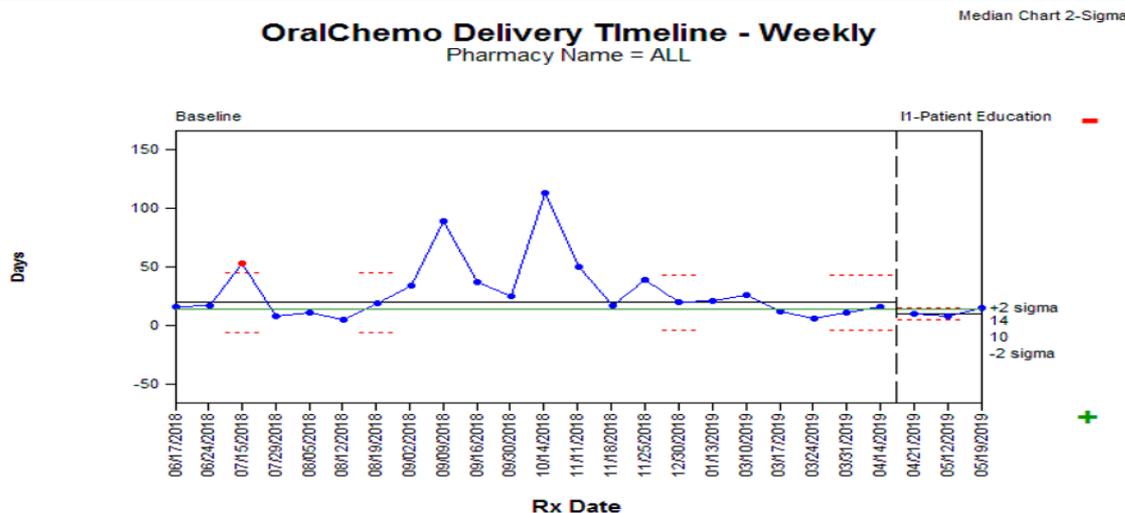
AIM: The median number of days to deliver androgen targeted therapy to patients with metastatic prostate cancer will be reduced from 20 days to 14 days, by October 31,2019

INTERVENTION: With help from the clinic staff we were able to map the process. Realizing the multiple opportunities for delay, the Team focused on areas where we could impact time to delivery in a short period, without technology, and without adding work to clinic staff. It was determined our best chance was to partner with the patient in obtaining accurate information on their approved specialty pharmacy to ensure delivery of the script to the correct pharmacy as quickly as possible. This led to a revision of the patient information sheet to guide the patient to obtain needed information and communicate that back to the clinic for proper routing of the script.

RESULTS: Should be related to your AIM statement. Be sure to title the graph, identify the SPC chart used, label the x & y axis, include a legend

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OralChemo Delivery Timeline - Weekly
Pharmacy Name = ALL



CONCLUSIONS: Obtaining oral meds from a specialty pharmacies is a complex, multi-step and opaque process that slows getting medsto patients in a timely manner. COH needs to facilitate this process and partner with patients to ensure our patients can obtain their oral agents in a timely manner.

- NEXT STEPS:**
- Continue to work with patients in the GU clinic as outlined.
 - Consider staff calling patients vs, waiting for patients to call back- staffing dependent. Not scalable.
 - Explore ability to spread info sheet idea to other clinics
 - Support development of a centralized authorization team and update info sheet to include their # in the future.
 - Support the development of a specialty clinic.

Thank you!

