



Patient Engagement & Survivorship Care Planning

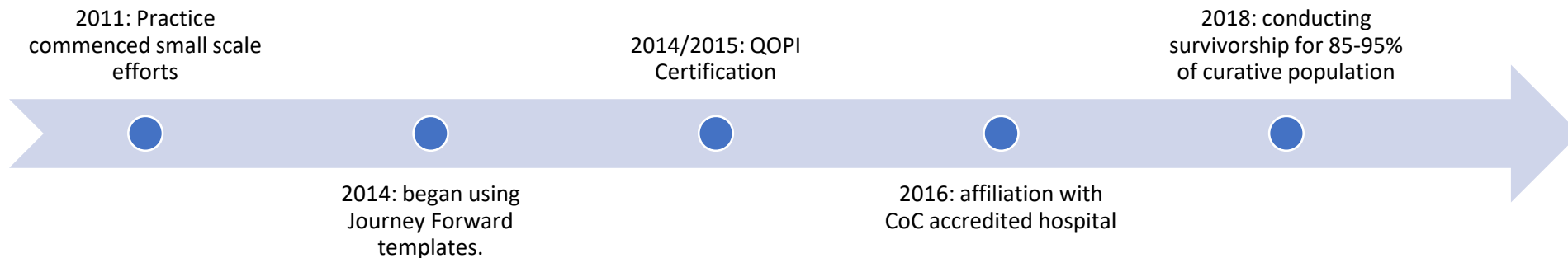
About OCSRI



- Largest physician owned oncology network in Oklahoma with locations in Tulsa, Bartlesville, and McAlester.
- 7800 new cancer patients every year
- Manage approximately 21,000 active patients
- Use OncoEMR as electronic health record
- Currently retain 22 physicians on staff
 - Physician specialties include medical oncology, gynecologic oncology, radiation oncology, dermatology oncology, and oncologic surgery
- Approximately 18 APPs (Advanced Practice Providers)
- Practice has an associated skin cancer center and breast surgery clinic to focus on the specialized needs of this patient population

History of survivorship at OCSRI

- 2011: small scale survivorship efforts
- 2014: championed by clinical nurse specialist Julie Spears, began using the [Journey Forward](#) templates and experimenting with survivorship visits primarily in the breast cancer population. Also became QOPI certified and began other commercial payer initiatives that brought survivorship into a greater focus. These events prompted the practice to begin expanding the survivorship program to additional disease sites.
- 2016: became affiliated with a local cancer hospital accredited by the Commission on Cancer (CoC).
 - One of the CoC accreditation standards includes the provision of survivorship care plans (SCP) to a percentage of eligible patients (25% the first year, incrementally increasing by 25% in each subsequent year).



OCSRI Survivorship Planning Considerations



85-95% of patients treated with curative intent have undergone SCP YTD.



Planning occurs for all patients treated with curative intent.



Involves level of staff though APP's are the most closely involved.



Survivorship is introduced early on and reinforced throughout care as an expectation and not an option.



Survivorship visits at OCSRI are integrated with follow up visits.



OCSRI integrates survivorship planning across the continuum of care by pairing treating oncologists with advanced practice providers (APPs). APPs see patients at alternating visits, provided an initial teaching session, conduct survivorship care planning and reinforce survivorship considerations to patients throughout the course of treatment.

Survivorship Process

Survivorship Team



Additionally, the full survivorship care plan lists the cancer therapy team for each specific patients i.e. medical oncologist, radiation oncologist, surgeon, Each member of the cancer therapy team plays a role in survivorship for the patient.

Survivorship Care Plan Documentation- EHR

- As the program expanded to other disease sites, the practice looked within its own EMR and how it could be leveraged to document the care plan.
 - OCSRI's internal IT staff were able to build customized SCP templates for its largest survivors groups including breast and colon cancer.
 - The practice is working to develop additional templates and has a generic template that may be used when a tailored one is not available.
- At a minimum the following components are present in each customized template, though content may vary across disease sites:
 - **Patient information** (provider list, family/support information, some family relationship history)
 - **Background Information tab** (family history, testing completed, other medical problems, disease type)
 - **Follow up tab** (schedule of future visits, frequency of imaging/laboratory studies, outlines all future care)
 - **Survivorship tab** (information regarding lifestyle choices, healthy behaviors, additional customized information included)
 - **Resources** (American Cancer Society, Cancer Support Communities)



Breast Cancer SCP Template

Headers/Tabs

Patient Name: zTest-Anderson, Paula Carol (zTest12409) DOB: 4/21/1949 Gender: Female

Survivorship Care Plan - Breast Cancer v6 4/4/2018

Close Save Sign Print Fax/Print Options -- Select an Action --

Breast Cancer Survivorship Care Plan Patient Info Background Information Surgery Chemotherapy/Radiation Therapy Follow up Needs and Concerns Preventive Care When To Call

Survivorship Care Plan

Hide

Survivorship Care Plan

Provider List

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| Provider | Name | Contact Information |
|-----------------------|----------------------|-------------------------------------------------------------------------------------------------------|
| Physician | Dr ztest 1, MD | |
| Hospice | Hospice Timber Lake | Fax: (888)555-4444, Office: (888)777-5555 Home: 123 Testing this address field Owasso OK, 74132 |
| Primary Care Provider | Linda Goldenstem, MD | Fax: (918)293-3105, Office: (918)748-7861 Office: 1919 S Wheeling 700 Tulsa OK, 74104-5522 |
| Referring Provider | Clinico Uc | Fax: (918)703-4713, Office: (918)367-0010 Office: 103 E Main Beggs OK, 74421-0478 |
| Medical Oncologist | Alan M Keller | Office: (918)505-3200, Fax: (918)505-3225 Office: 12697 E 51st St S Tulsa OK, 74146 |
| Cardiologist | Arnold B Smith | Office: (479)361-2585, Fax: (479)587-0820 Office: 60 E Monte Painter Dr Fayetteville AR, 72703 |

Follow Up Care

Hide
Clinical examination to be performed by one of your physicians:
[Edit](#)

| Exam | Frequency | Provider to Contact |
|----------------------------------------|---------------------------------------------------|---------------------|
| Medical history/physical exam: Yrs 1-3 | Every 3-6 months | Dr. ztest |
| Medical history/physical exam: Yrs 4-5 | Every 6-12 months | Dr. ztest |
| Mammography | New baseline a few months after RT, then annually | Dr. ztest |
| MRI | As needed | N/A |
| Breast self-examination | Every month | N/A |
| Bone Density Test | Annually | N/A |
| Pelvic Exam | Annually | N/A |

Measuring Survivorship

- Physicians and APPs receive performance measurements relating to survivorship.
- For physicians, the performance measurements are provided via a dashboard that displays the percentage of the physicians' curative patients who have been scheduled for survivorship visits.
- APPs receive metrics regarding the number of survivorship visits they conduct each month.
- When a patient misses a survivorship appointment, the practice tries to reach out and reschedule that visit.

| Treatment Intent-Curative | | | | | |
|---------------------------|------------------------|--------------------------|------------------------|-------|----------|
| Provider | # of Curative Regimens | # of Survivorship Visits | % Completed with Visit | Acct# | Provider |
| A | 4 | 2 | 50% | ##### | A |
| B | 1 | 1 | 100% | ##### | A |
| C | 4 | 3 | 75% | ##### | C |
| D | 8 | 8 | 100% | ##### | D |
| E | 2 | 1 | 50% | ##### | G |
| F | 1 | 1 | 100% | | |
| G | 15 | 14 | 93% | | |
| | 35 | 30 | 86% | | |

OCSRI Practice Survivorship Metrics

In addition to individual performance, OCSRI tracks metrics relating to survivorship for the overall practice. OCSRI has consistently conducted survivorship planning for 85-95% of its curative population this past year.

| Quality Measures | YTD 2016 | YTD 2017 | Target Jan 2018 | 18-Jan | 18-Feb | 18-Mar | 18-Apr | 18-May | 18-Jun |
|------------------------------------------------------------------|----------|----------|--------------------|--------|--------|--------|--------|--------|--------|
| Distress Screening | | | | | | | | | |
| Distress Intervention (for distress level > 4) | | | | | | | | | |
| Survivorship Plan (% of qualified patients who received a visit) | 40% | 93% | 50% | 90% | 94% | 91% | 88% | 98% | 86% |

LESSONS LEARNED

- **Start small:**
 - Starting up a survivorship program can be overwhelming. Begin by focusing on one disease site i.e. breast cancer. Test the program. Resolve issues before expanding to further sites.
- **Slow adopters**
 - Providers/staff may be slow to adopt change. OCSRI found that sharing patient stories and demonstrating the benefits of survivorship certainly helped to motivate providers.
- **All hands on deck:**
 - As much as possible, involve all levels of staff. Though NPs do most of the survivorship at OCSRI, physicians, medical assistants and other support staff play an integral role especially for practitioners that may have a large volume of patients.



CHALLENGES

Patient compliance:

- Patients who are lost to follow-up
- The practice stresses the importance of survivorship from the first visit with the hopes that patients will follow through on recommendations set out in the plan
- Difference between practitioners in their survivorship volume. For example: unfortunately certain disease types such as lung cancer and pancreatic cancer see less cases of survivorship than breast cancer.

Documentation of SCP:

- Cancer care is complex and involves many different providers (radiation, med onc, surg) thus painting a chronological, cohesive picture of the care patient received can be difficult