

Improving The Process of Cancer Care

Session 2 of a 5 part series



Process of Care Research Branch

Division of Cancer Control and Population Sciences/Behavioral
Research Program

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For Participants

- Understand the perspectives of three communities with respect to problems in cancer care delivery
- Learn conceptual, analytic, and practical approaches to understanding and addressing problems in cancer care delivery
- Contribute to the development of NCI's research agenda



Series Purpose – for NCI

- Solicit opinions from three sectors of the community regarding problems in the quality of cancer care
 - Providers, Researchers, Health Care Purchasers
- Identify potential research topics that might address those problems
- Focus the research agenda of PCRFB upon major underlying factors affecting the processes of cancer care.



Continuing the Discussion

July 9, 2014, 2:00 PM - 3:00 PM EST
Team Based Measures in Primary Care
Dr. Richard Ricciardi

November 5, 2014, 2:00 PM - 3:00 PM EST
Research Priorities in Cancer Care Teams Research
Dr. Eduardo Salas

July 1, 2015, 2:00 PM - 3:00 PM EST
Team Cognition: Understanding the Factors That Drive Process and Performance
Dr. Steve Fiore

To register, go to: <http://dccps.nci.nih.gov/brp/pcrb/cyberseminars.html>
If you have questions, contact Veronica Chollette
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Review Case Study



57 yo slightly obese female with a history of hypertension

Arrives early – checked in late -Focus of visit is hypertension

Nurse notes need for mammogram on check out – orders

Abnormal screen reported and MD calls patient to leave message

Pt must schedule follow-up evaluation

Follow-up done and Radiologist recommends bx

Rad tells patient to schedule with 1^o MD

Rad Notifies 1^o MD

Bx performed between business trips and 6 wks after abnormality

Results given in person by surgeon

Patient devastated

Surgeon busy and recommends scheduling with ..

Oncologist

Radiation therapist

Patient overwhelmed - but goes home with phone numbers



Microdynamics of Teamwork



Stephen Humphrey
Penn State University

Overview

- ➡ Discuss teamwork and rewards
- ➡ Apply to the case discussion
- ➡ Discuss challenges for teams in health care
- ➡ Discuss directions for application and future research

What is a team?

- ➡ Traditional definition versus current boundary-less configurations
 - ➡ Assemblies of ***interdependent relations and activities*** *organizing shifting sets or subsets of participants* embedded in and relevant to *wider resource and institutional environments*

Teams ...

- ➡ Do I know I'm in a team?
 - ➡ How many teams am I in?
 - ➡ Who's the point person / leader / quarterback?
 - ➡ Am I rewarded for it?



Teams vs. groups of independent players

- ➡ Series of teams (MTS), pass information
- ➡ Miscommunication between players

- ➡ How much do players communicate with each other?
 - ➡ Is there incentive to do so?
 - ➡ What are the goals??

Incentives

- ➡ Team care built into ACA
 - ➡ Metrics / Incentives to work together
- ➡ What are implications of rewards on team member behaviors?
 - ➡ Quality versus quantity?
 - ➡ Collaboration?
 - ➡ Relationship building?

Suggestions for Future Research and Application

- ➡ Identification / labeling of team
 - ➡ People need to know they are in a team, who else is in the team, what the team's goals are
- ➡ Consideration of team rewards
 - ➡ Which behaviors do we want to reward?
 - ➡ Bring the patient into the equation