The presentation will begin shortly

Process of Cancer Care Cyber Discussion Series
Process of Care Research Branch
Division of Cancer Control and Population Sciences/Behavioral Research Program

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Participant Instructions

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Improving The Process of Cancer Care

Session 4 of a 5 part series

Division of Cancer Control and Population Sciences/Applied Research Program

Stephen Taplin MD, MPH, Veronica Chollette RN
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 PCRB upon major underlying factors affecting the processes of cancer care.
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
Continuing the Discussion

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 (cholletv@mail.nih.gov)
57 yo woman for “routine” care

- Seen 3-4 times/year by NP or 10 MD for hypertension, hypothyroidism, mildly overweight

- Physician misses she was due for mammographic screening, Rn catches it late in day after visit

- Referral is made by phone, education is limited, patient gets confused – delays occur

- Abnormality on screening exam is not communicated efficiently while 10 MD is on vacation

- Biopsy done

- Patient referred to surgeon for discussion and is told she has breast cancer
Day 1: Dr. Moore sees Mrs. Young in Primary Care Group
- Receptionist
- LPN
- Nurse Practitioner
- Dr. Moore

Day 2: Referral faxed to radiology

Day 22: Mrs. Young gets screening mammogram

Day 25: Phone call from Radiology to schedule Ultrasound

Day 36: Receives Ultrasound and additional Imaging

Day 37: Phone call from Radiology to schedule biopsy

Day 44: Biopsy in Radiology

Day 46: Visit with Surgeon who communicates cancer diagnosis

Day 48: Visit scheduled with Dr. Moore to get information about mammogram

Day 5: Phone from describing need for mammogram

Day 25: Mrs. Young gets screening mammogram

Day 25: Phone call from Radiology to schedule Ultrasound

Day 36: Receives Ultrasound and additional Imaging

Day 37: Phone call from Radiology to schedule biopsy

Day 44: Biopsy in Radiology

Day 46: Visit with Surgeon who communicates cancer diagnosis

Day 48: Visit scheduled with Dr. Moore to get information about mammogram

Primary Care Group

- Receptionist
- LPN
- Nurse Practitioner
- Dr. Moore

Radiology Group

- Scheduler
- Receptionist
- Mammography and ultrasound technologists
- Physicist
- Dr. Imam

Surgical Care Group

- Receptionist
- Nurse
- Physician Assistant
- Dr. Tegnan

Ms. Young

• Delays during visit and in care & missed opportunities to educate
• Delays and mixed messages

• Anxiety and confusion as Ms. Young faces choices
The 7 C’s of Teamwork...

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COMMUNICATION

- Cooperation
  - Motivational Drivers
- Coordination
  - Behavioral Mechanism
- Cognition
  - Common Understanding
- Coaching
  - Leadership Activities
- Conflict
  - Conflict Resolution Procedures
- Conditions
  - Norms & Support

TEAMWORK

Organizational & Individual Outcomes
Cooperation...

- **Attitudes & Beliefs:**
  - Team Orientation
  - Collective Efficacy
  - Mutual Trust
  - Openness to Experience

- **Good Teams...**
  - Develop collective efficacy
  - Have strong team orientation
Coordination...

- Behavioral Mechanisms:
  - Mutual Performance Monitoring
  - Back-up Behavior/Supportive
  - Adaptability/ Flexibility

- Good Teams...
  - Self-correct
  - Employ huddle, debriefs
Communication...

- Information exchange protocols:
  - Close-loop communication
  - Precise, Timely, Clarity
  - Appropriate terminology

- Good Teams...
  - Share unique information
Cognition...

- Shared understanding:
  - Roles & Responsibilities
  - Knowledge of team mission; Objectives, Norms, & Resources
  - Familiarity with Teammates

- Good Teams...
  - Have clear roles
  - Team norms are clear
Coaching…

- **Leadership:**
  - Team Leadership
    - Promotes teamwork
    - Cares about team members
    - Sets ground rules

- **Good Teams…**
  - Have coaches
  - Set expectations
  - Clarify roles
Conflict...

- Conflict resolution strategies:
  - Interpersonal skills
  - Psychological safety

- Good Teams...
  - Deal with conflict, confront it
  - Coaches create psychological safety
Conditions...

- Supportive context
  - Good performance recognized & reinforced
  - Access to resources
  - Information needed available

- Policies, procedures & incentives aligns

- Leadership sends “signals” that teamwork matters
Question/Comments?

Contact:
PC3CyberDiscussions@icfi.com

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