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 PCRB 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 (cholletv@mail.nih.gov)
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 1st MD
Rad Notifies 1st 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