

Development of an Oncology Acute Care Clinic Dashboard to Assess Patient Outcomes

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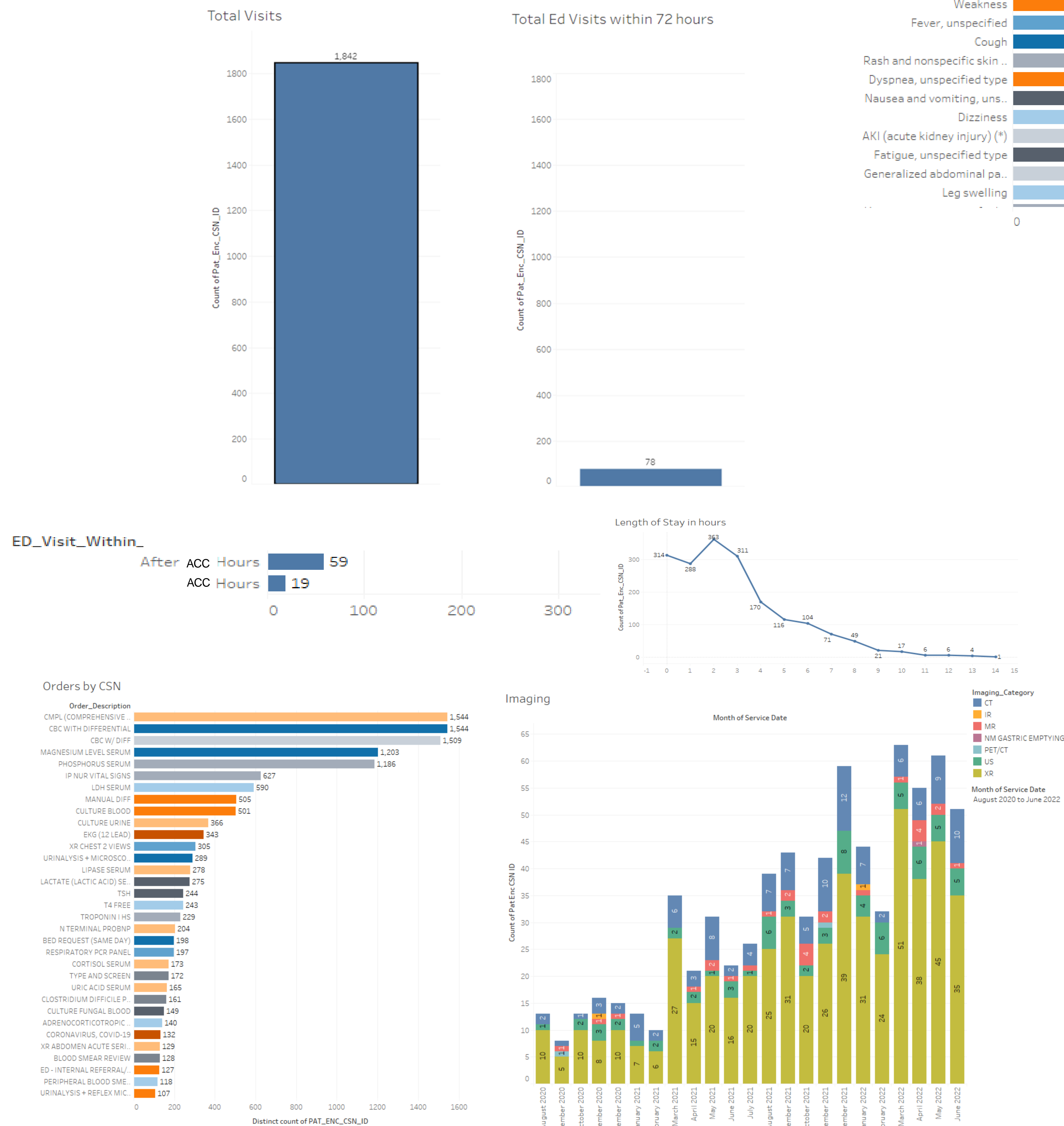
Background

- More than 53% of oncology patients visit the emergency department (ED) for symptoms that can be managed outpatient.
- Many cancer centers across the United States have implemented urgent or acute oncology care clinics (ACCs) led by advanced practice providers (APPs).
- Cancer center designated ACC was opened for urgent same day appointment referrals from Monday through Friday 8AM to 4PM
- Autonomous practicing APPs use evidence-based pathway driven care and collaborate with multidisciplinary teams.
- Evaluation includes expedited labs and imaging
- Interventions include intravenous (IV) fluids, IV electrolytes, IV antiemetics, IV pain medications, and IV antibiotics.
- To monitor and measure patient outcomes, a visual dashboard report was generated.

Methods

- A multidisciplinary team identified key performance measures.
- To ensure the quality of the measures, the APP team collaborated with a quality improvement analyst to establish the definitions and business rules for each measure.
- Based on the ACC department identity code, data from appointments are extracted from the storage warehouse of electronic medical records (EMR) and are uploaded into a user-friendly analytic tool to create visual dashboard.
- Key performance measures are updated monthly and visualized on dashboard.

Results



Conclusion

- Dashboard measured patient outcomes, which in turn helped plan for future needs.
- Retrospective analysis demonstrated an overall reduction and prevention of ED visits.
- Dashboard assisted in evaluating the quality of care provided and identified opportunities for improvement with the clinic.

Implication

- Dashboard data has provided a platform to engage the acute care APP team and identify interventions and preventative measures in the outpatient setting to help minimize ED visits for patients with cancer.
- The dashboard has also helped imaging, laboratory and pharmacy partners anticipate and plan for future needs to improve patient care.
- This includes allotment of medications on formulary, allocation of point of care lab testing, and reservation of radiology time slots for ACC patients.