

Strategies for Optimization and Growth of an Oncology Symptom Management Advanced Practice Provider-Driven Clinic



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Background

Cancer treatments continue to evolve and improve outcomes. Specialized teams that provide early access to urgent management of toxicities and complications outside of the Emergency Department (ED) are critical for safe prompt delivery of care. Sylvester Comprehensive Cancer Center (SCCC) originally introduced the Oncology C.A.R.E Clinic (OCC), a non-emergent symptom management Advanced Practice Provider-driven clinic, in May 2019.

Methods

Single center analysis of cancer patients who received care in the symptom management clinic with focus on how to optimize most common services rendered. Open discussions with providers were conducted during faculty meetings to determine barriers to OCC. Press Ganey® surveys were reviewed to capture voice of the customer. The ED and oncology team collaborated to develop clinical pathways and establish criteria for triage nurses and providers on appropriate patients to be sent to OCC.

Results

Four areas of opportunities identified:

- Lack of awareness of location, hours of operation, and services available
- Services offered did not meet demand
- Limiting walk-ins prevented patients from receiving needed care
- Lack of communication between OCC and referring providers

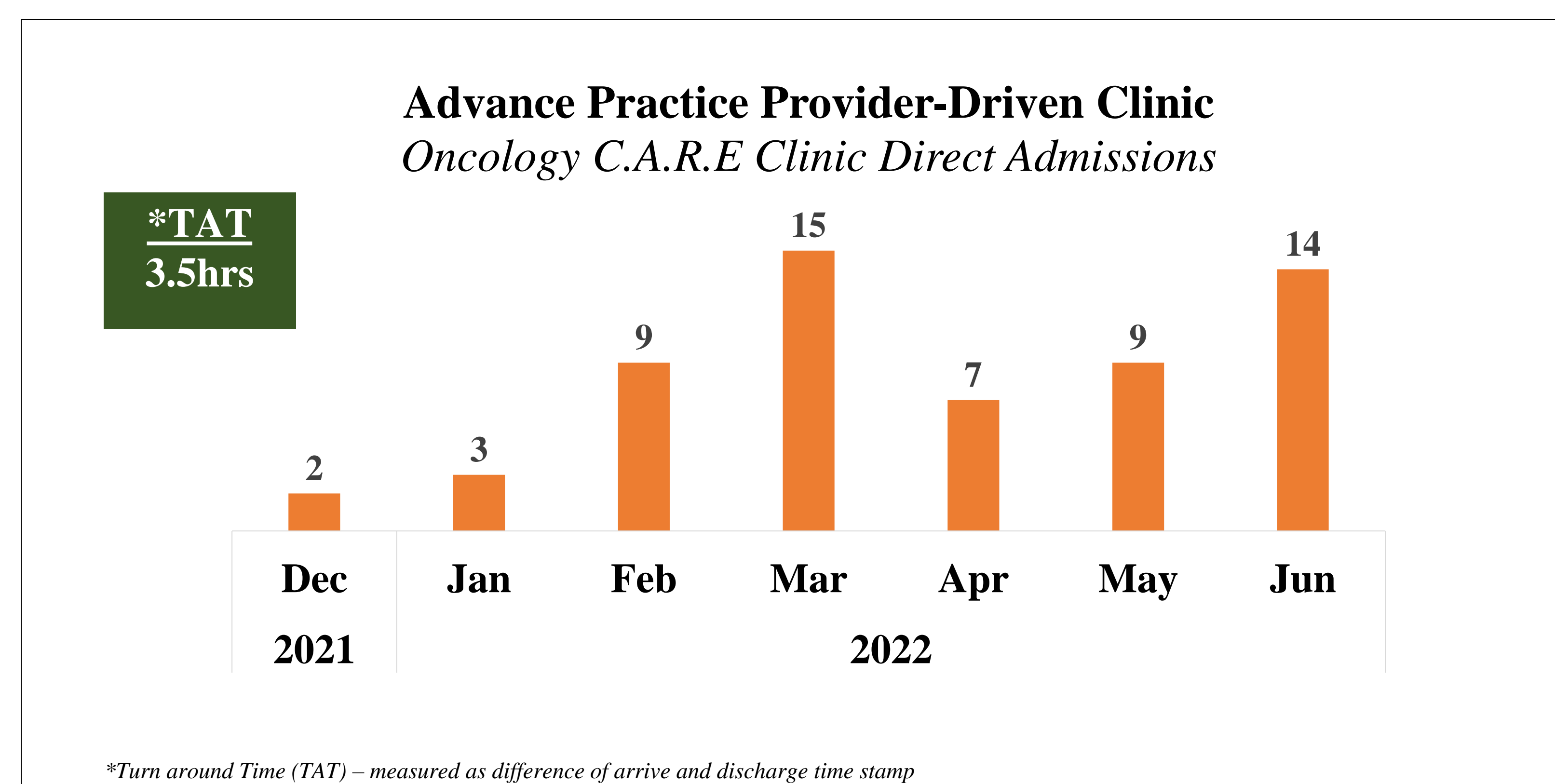
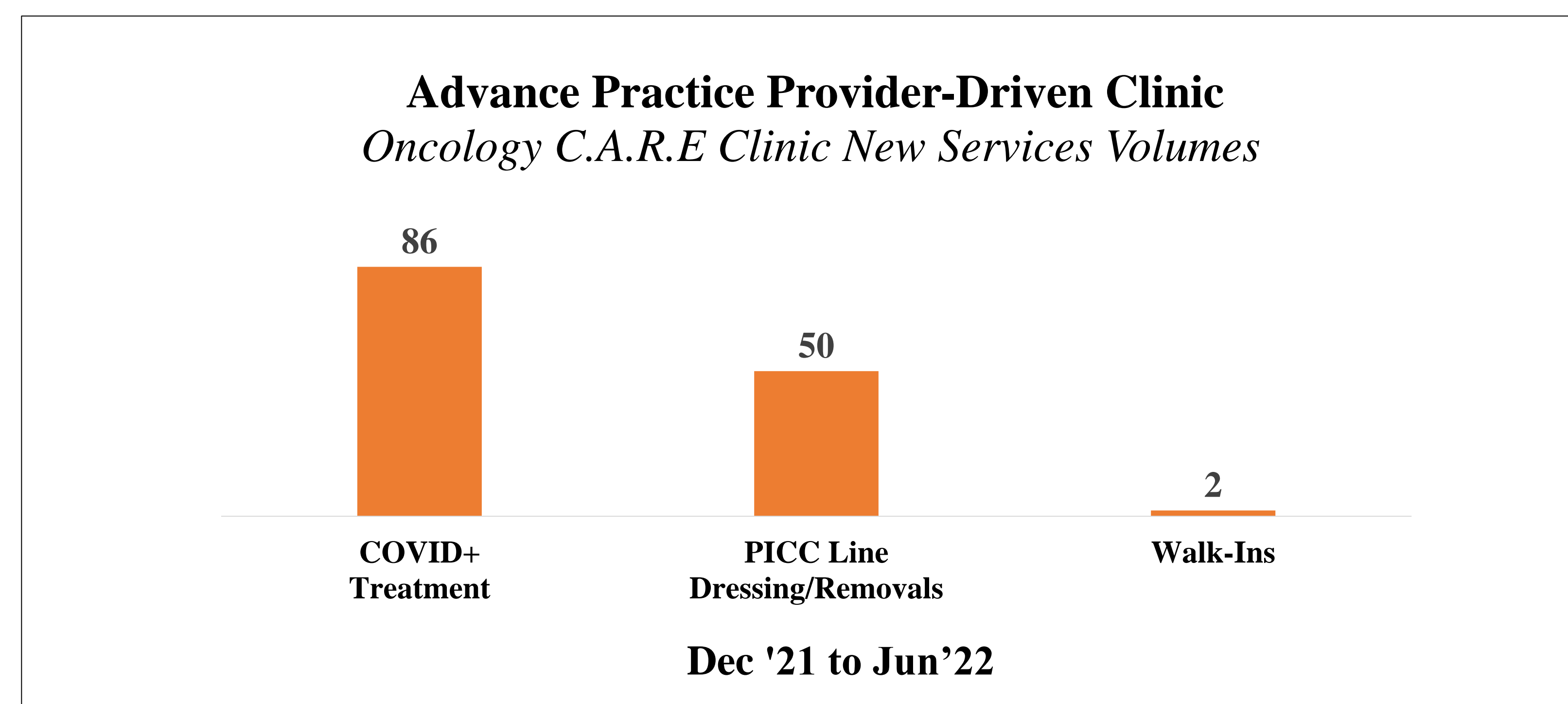
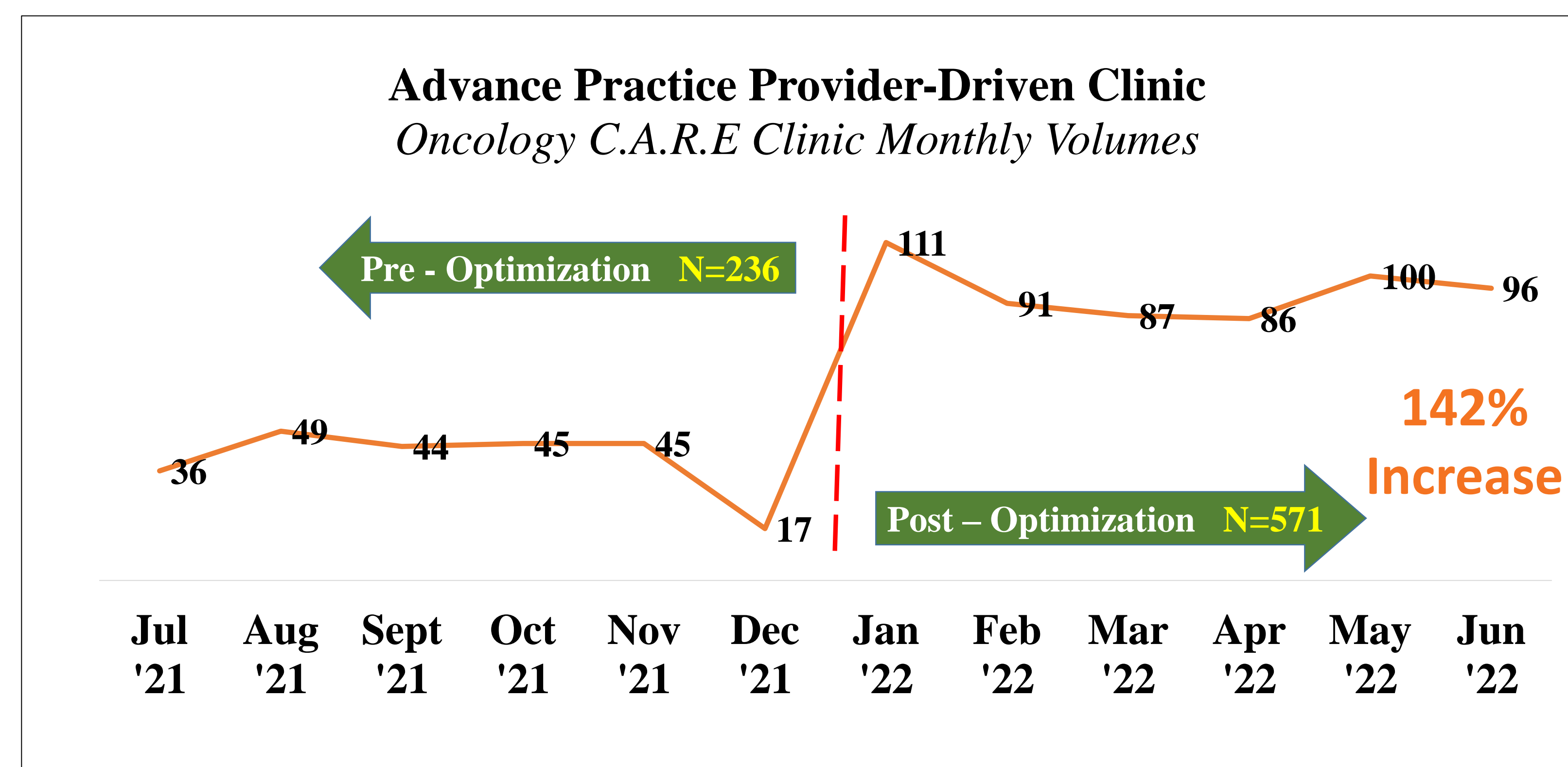
Services added:

- Walk-ins
- Urgent peripherally inserted central catheter (PICC) removals
- COVID positive patient supportive care or continuation of cancer treatment
- Coordination of direct admissions

Marketing Efforts

- Implementation of website
- Additional signage (i.e., email communications, clinic screensavers)
- Strengthened communication (i.e., Secure Chat, email distribution list)

Results



Conclusions

Identification of deficiencies and successful implementation of solutions led to significant expansion of access to early interventions on urgent symptomatic issues. These initiatives highlight the capacity for APP-driven clinics to have a significant impact on cancer care and improving patient outcomes.

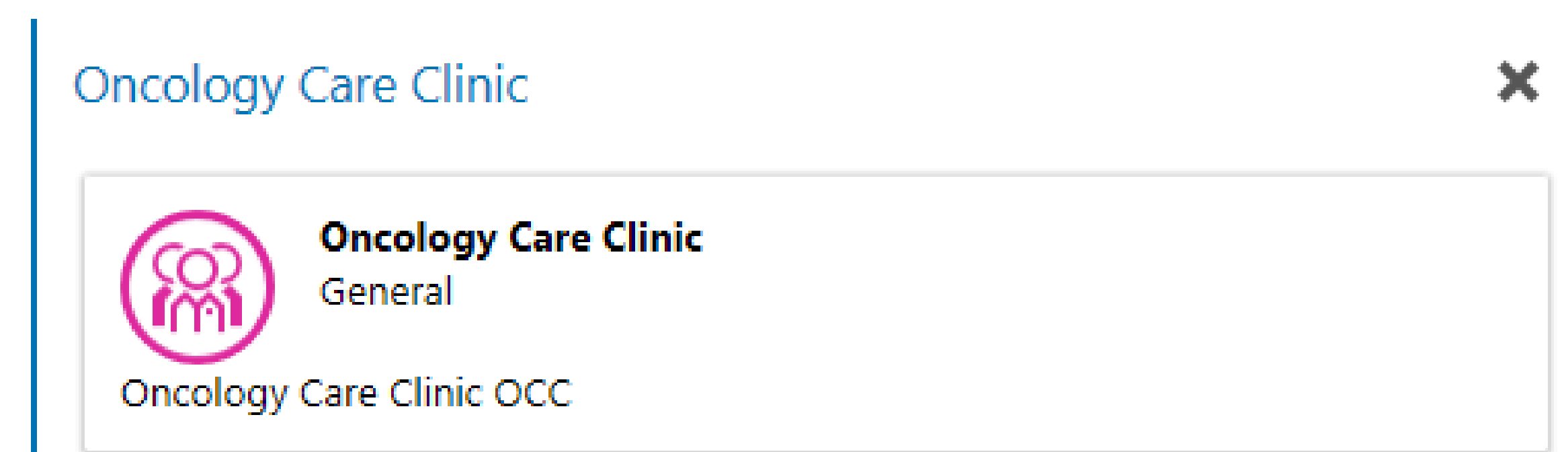
Recommendations

OCC continues to expand services. Developing a relationship with all hospital stakeholders to identify appropriate patients can be a beneficial resource for optimization. It is also important to leverage patient surveys to understand opportunities and reevaluate need for changes.

Innovation

Multidisciplinary approach and collaborations between oncology and non-oncology stakeholders was imperative to address opportunities for OCC. Clinical pathways, marketing efforts, and implementation of innovative tools such as Secure Chat led to successful growth and improved access to urgent supportive care.

Secure Chat



Acknowledgements & Future Steps

Thank you to the University of Miami Health System and Sylvester Comprehensive Cancer Center leadership for their support in optimizing the Oncology C.A.R.E Clinic. Future plans include to support additional oncology services (i.e., surgical oncology, radiation oncology, irAEs Program, etc.), expansion to other catchment areas, and correlating to impact on decreasing readmissions.