Recreating Palliative Radiation Oncology: A Sustainable Model of Multidisciplinary Care

Cross Cancer Institute
Background

• PRO in existence since 2006
• 1000 + Palliative Radiation Therapy Patients annually
• Provides access for patients with comprehensive multidisciplinary supportive needs
• Dedicated team of Health Professionals ranging from pharmacy to occupational therapy (Radiation Therapist, Pharmacist, RN and Physicians)
Problem / Issue

Issues included:

• Multiple treatment pathways
• Inconsistent symptom screening
• Palliative consults lacked standardization
• Poor continuity of care, follow-up and accountability
• Inconsistency of available MDT services, or unscheduled/unplanned requests (schedule and workflow disruptions)
• Suboptimal clinic flow (providers and patients waiting)
• Limited nursing support to assess, triage and care for the patients
Physician Engagement

- 5 Physicians actively involved in project
  
  “I do not want to be part of PRO at the current format since it delays patient consult and lack of continuation of care.”

Goal:

100% of the appropriate patients and providers using the PRO process

“For palliative patients, easy and timely access to effective relief are the metrics which matter to patients.”

Results – 66% NO
Intervention

Analyze the Current State and Design the Future State

Execute implementation plan!
# Act to Improve

## Key Implementation Elements
- Communication & Training
- Visual Controls
- Measures
- Feedback

## Results

<table>
<thead>
<tr>
<th></th>
<th>Fall 2014</th>
<th>Spring 2015</th>
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</thead>
<tbody>
<tr>
<td>Average wait time (referral to consult)</td>
<td>5 days</td>
<td>3 days</td>
</tr>
<tr>
<td>Patients ready on time for CT Simulation</td>
<td>&lt;50%</td>
<td>&gt;90%</td>
</tr>
<tr>
<td>Patients ready on time for RT Consult</td>
<td>&lt;50%</td>
<td>&gt;90%</td>
</tr>
<tr>
<td># Patients seen</td>
<td>Increased by 40%</td>
<td></td>
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<tr>
<td># of Physicians referring to PRO clinic</td>
<td>(24 / 24) 100%</td>
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Key Sustainability Factors

“Since the PRO clinic began to function, the process of referral has been easy and streamlined, and takes only minutes to organize.”

“Since its incarnation as the rapid access bone and brain clinics, now unified as PRO clinic, patients from the north have benefited tremendously. Frequently our bone metastasis patients can be treated in one day.”

“I have noted much change. I usually speak directly with the RO involved or on intake for lung at the time.”

Instructions
- Connected with external referral sources
- Presented at Grand Rounds
Thank-you