

Comprehensive Care Model: Right Care at the Right Place

Session #HA16, *August 13, 2021*

Jennifer Ford and Chris Dykstra

Office of Product Effectiveness
VHA Office of ADUSH for Quality and Patient Safety
Veterans Healthcare Administration



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Welcome



Jennifer Ford

*Director, Office of Product
Effectiveness/Value Realization VHA*



Chris Dykstra

*Program Manager, Office of Product
Effectiveness/Value Realization VHA*

Conflict of Interest

Jennifer Ford has no real or apparent conflicts of interest to report.

Chris Dykstra has no real or apparent conflicts of interest to report.

Agenda

- Learning objectives
- Structure of the Pittsburgh oncology comprehensive care model
- Structure of the integrated oncology comprehensive care team
- The "hub and spoke" approach to virtual oncology care delivery
- Features and benefits of the comprehensive care model
- Geographic and Veteran impact of the Pittsburgh oncology comprehensive care model

Learning Objectives

- Understand the value add/ROI of a comprehensive care model approach case study that integrates in-person, virtual and oral health care delivery, creating opportunities for providers and leadership to fund and design a care model for today's ecosystem
- Learn that the use of virtual health and in-person health care delivery is not a dichotomy; improve patient access and health outcomes through the utilization of modern technology when appropriately deployed
- Decipher how to sift through post-COVID-19 operational issues to efficiently and effectively deliver care appropriately using innovative and virtual modalities

Veterans Health Administration (VHA)

Largest integrated healthcare system in US

- 1,293 healthcare facilities: 171 medical centers and 1,112 outpatient sites (range from rural to mental health to tertiary)
- VHA employs 367,200 people

Diverse and complex Veteran healthcare needs

- 9 million enrolled Veterans each year (VHA, 2020)
- Diverse Veteran populations

Expansive Provider and Veteran needs

- Timely access to services
- Integrated and highly reliable delivery network
- Positive Veteran experience/satisfaction
- Operational efficiencies and effectiveness
- Knowledge management/lessons learned

Pittsburgh VA Healthcare System (VAHS)

Largest, most complex VA healthcare system in Pennsylvania

- 2 medical centers
- 5 outpatient clinics
- 3,893 employees

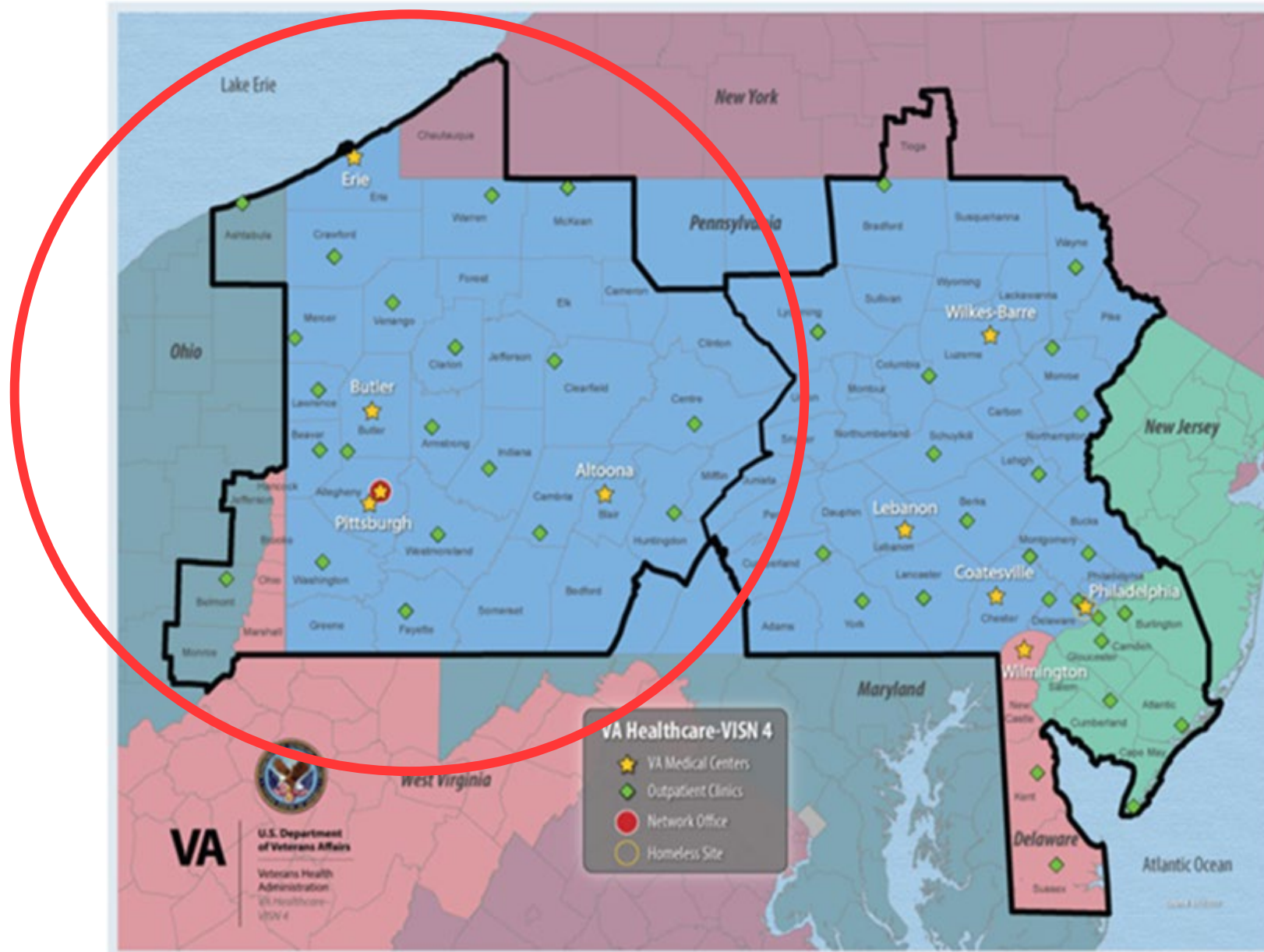
Highly specialized care referral center for VISN (VHA service region) 4

- 72,647 unique Veteran patients in FY 20 medical centers
- 675,575 outpatient visits
- 49,904 telehealth encounters
- Diverse Veteran populations

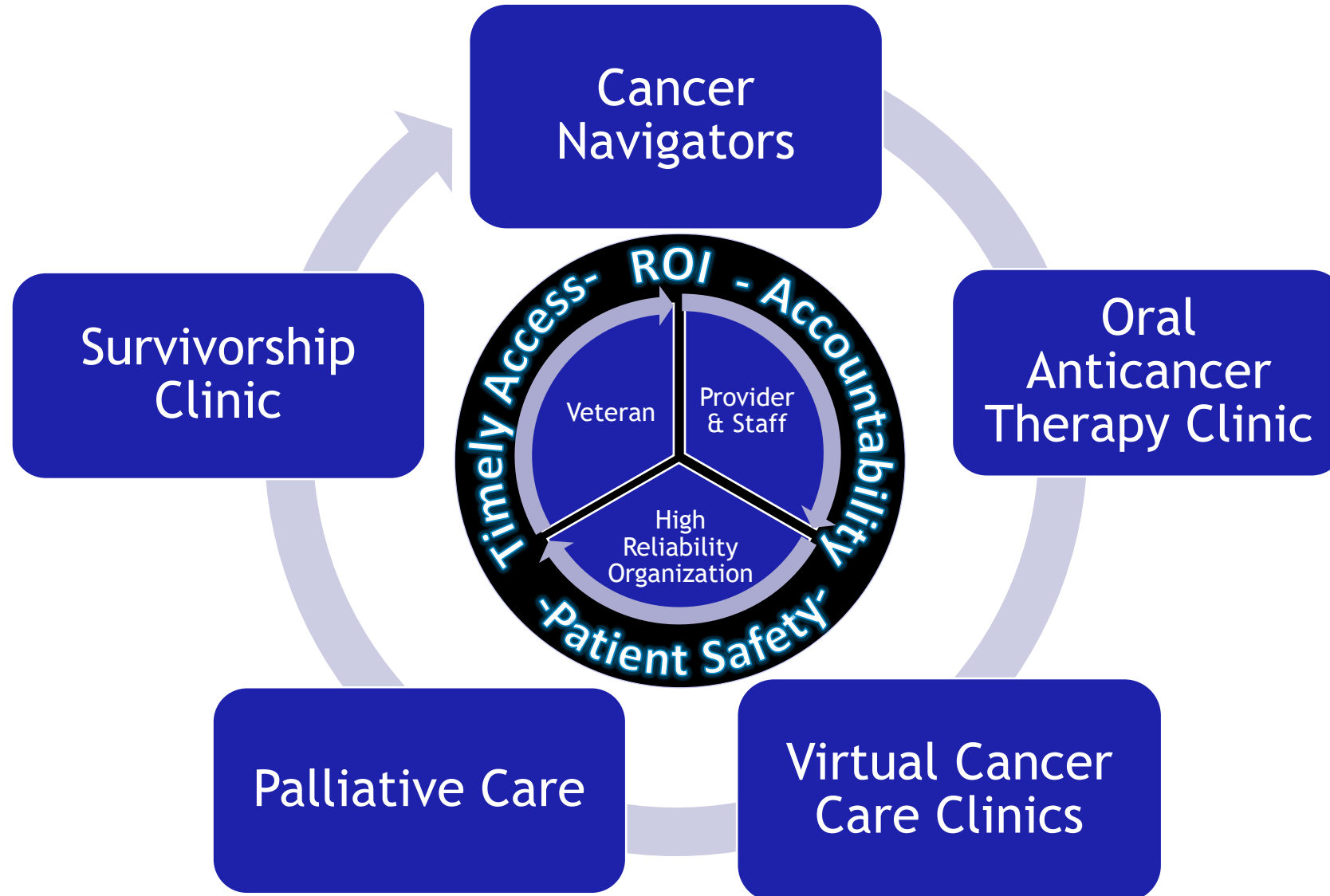
Expansive Provider and Veteran needs

- Timely access through virtual and in-person care
- Integrated whole health care – right modality, right time for the right type of care
- Positive Veteran and staff experience/satisfaction
- Operationalized geographic efficiencies and effectiveness

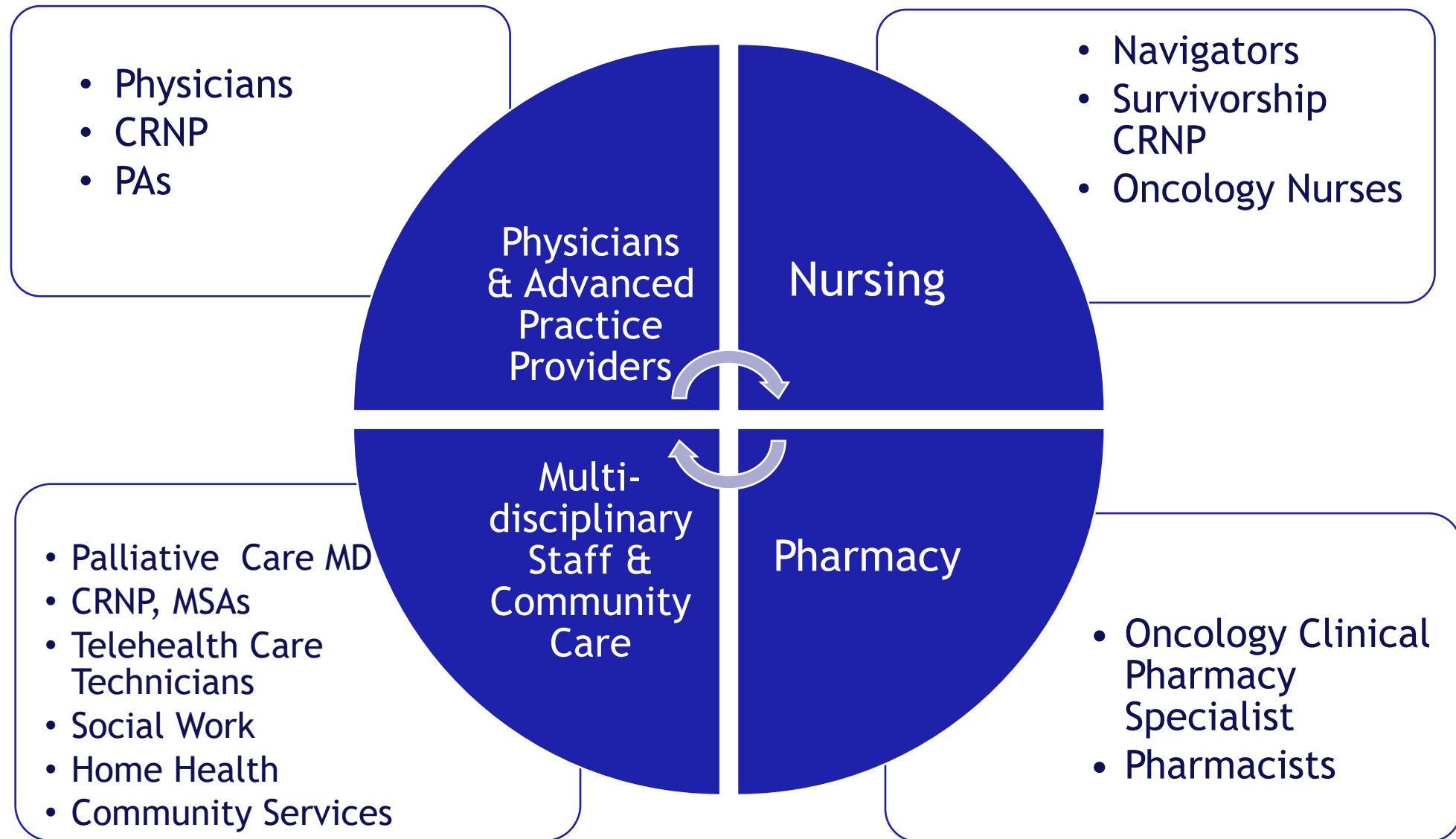
Veterans Health Administration: Pittsburgh VAHS



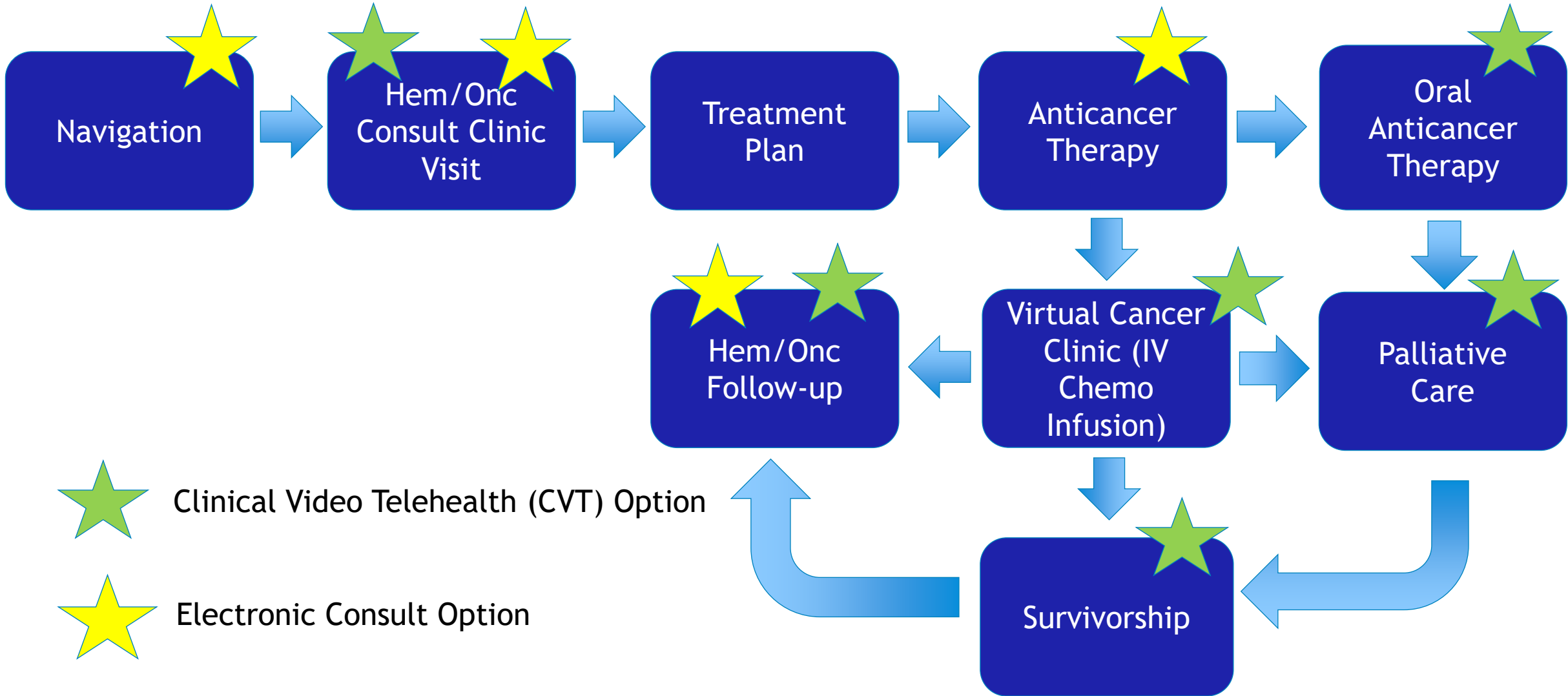
Pittsburgh Oncology Comprehensive Care Model: Key Features



Integrated Oncology Comprehensive Care Team



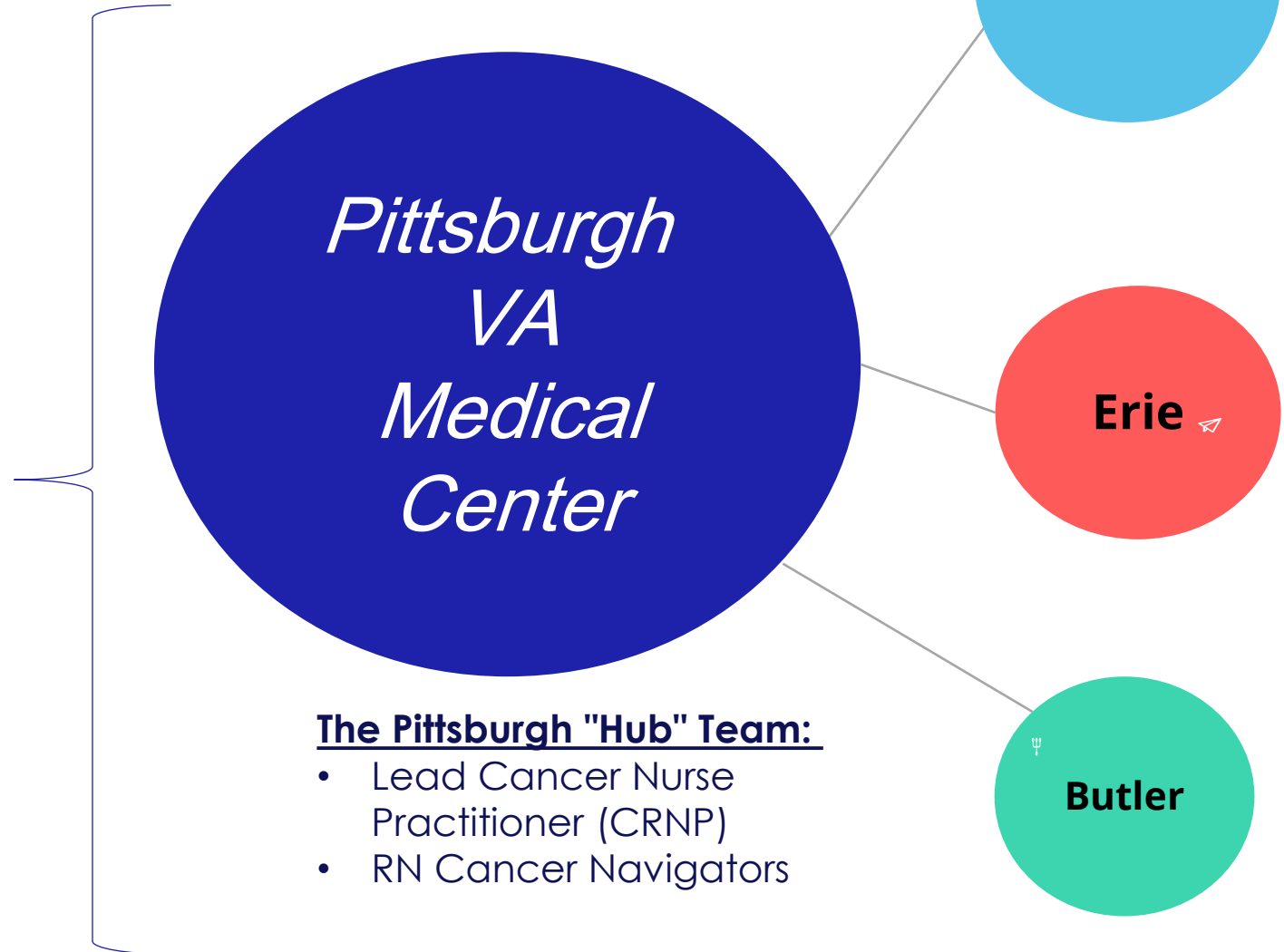
Streamlined Care



Cancer Navigators

Pittsburgh Performed Activities

- Ensure pathologies and next gen sequencing received from referring providers
- Collect, scan and upload documentation
- Facilitate transition of care
- Provide warm introduction to the service
- Link Veterans/family to social work
- Assist in developing and following up on Veteran care plans
- Attend team huddles and tumor boards
- Provide front-line triage



Benefits of Cancer Navigators

Remove barriers to cancer care

Improve Veteran satisfaction and reduce anxiety related to diagnosis and treatment

Single point of contact & secure warm handoffs

Proactively identify and engage Veterans requiring support through patient rounds and morning huddles

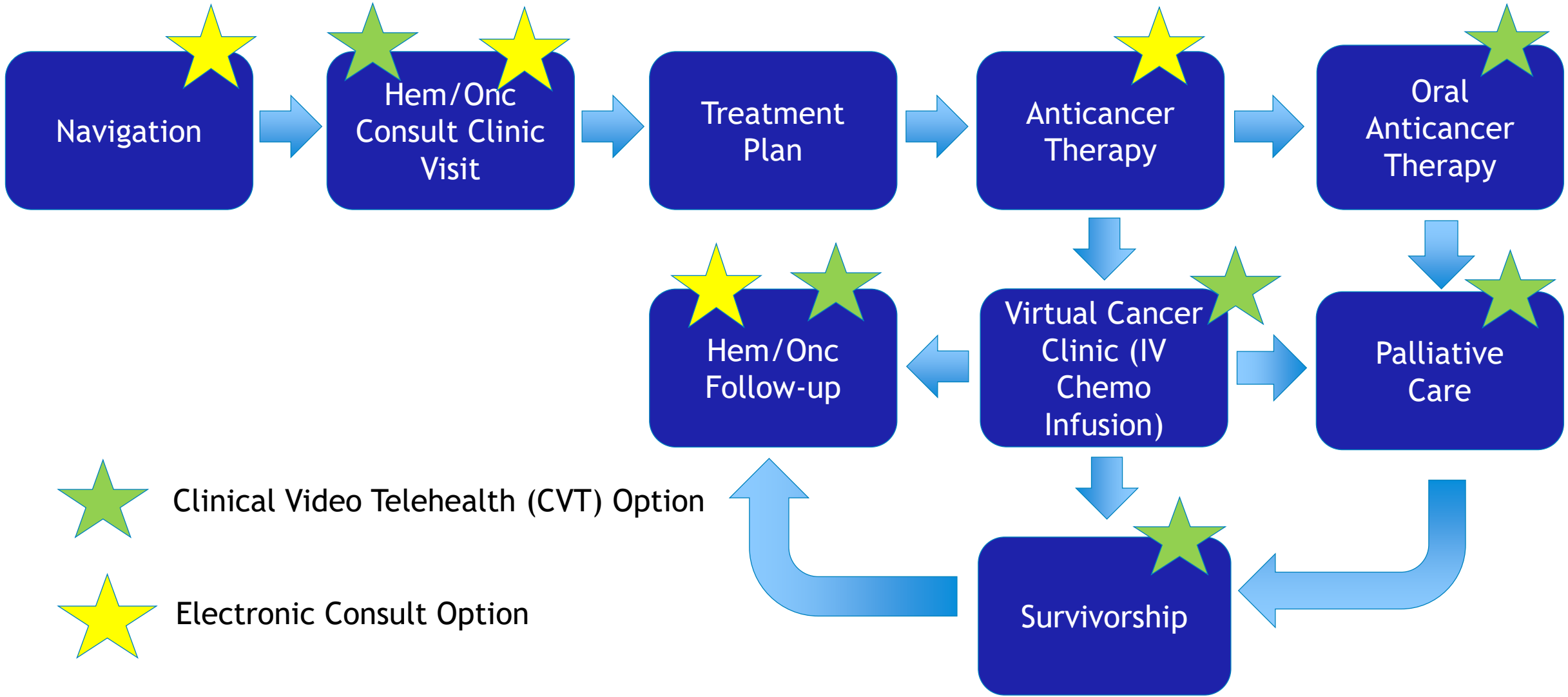
Maximize efficiencies for triage providers and Veterans traveling to the clinic

Eliminate unnecessary duplicate testing

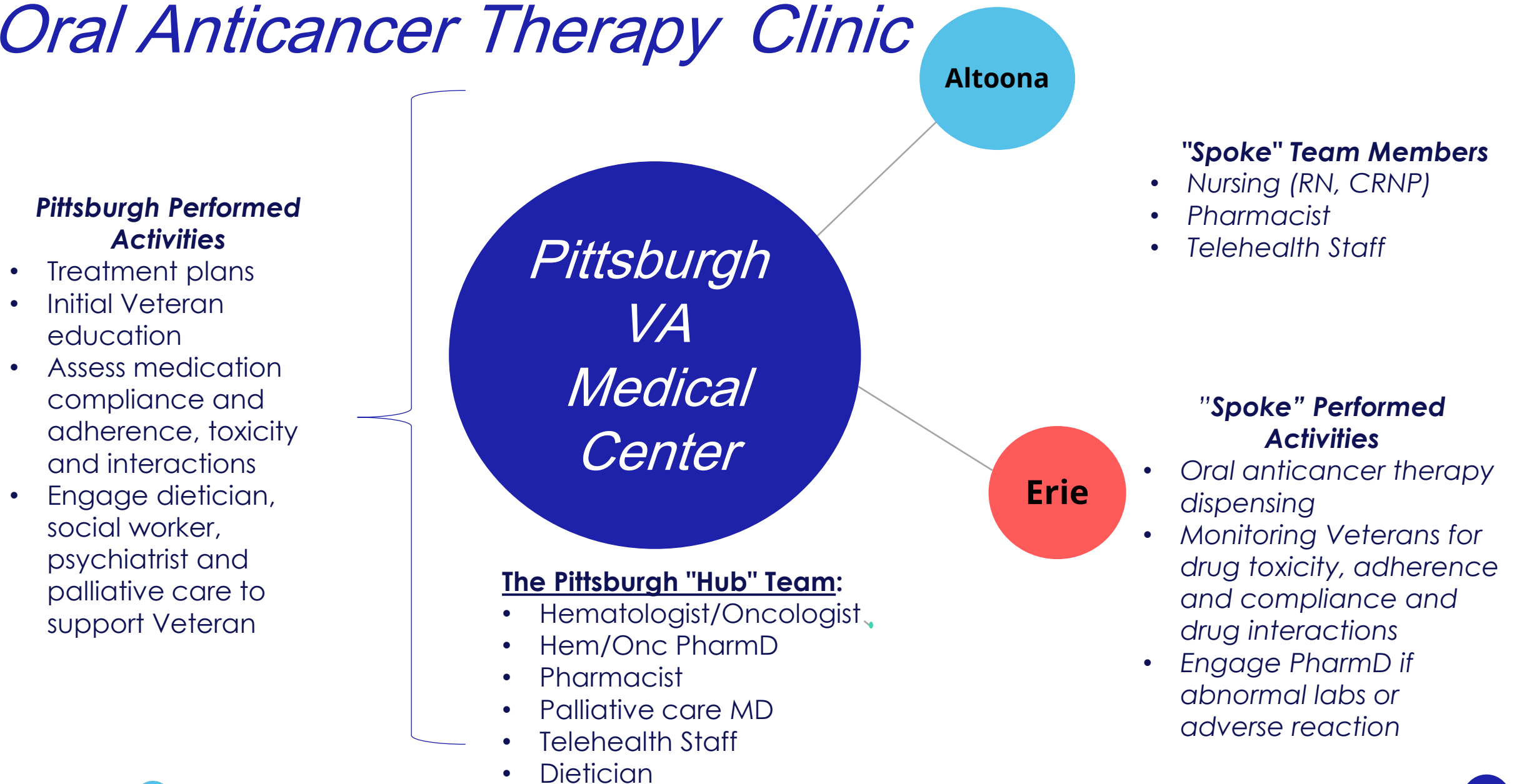
Increase % of scheduled admissions starting chemo on the day of admission & decrease inpatient length of stay

Reduce delays and barriers to care by ensuring prior radiology imaging, labs and releases of information are obtained

Streamlined Care



Oral Anticancer Therapy Clinic



Benefits of Oral Anticancer Therapy Clinic

Improve Veteran
quality of life

Minimize travel
requirement

Reduce toxicities and
extend Veteran lifespan

Mitigate negative
physical and
psychological side
effects of treatments

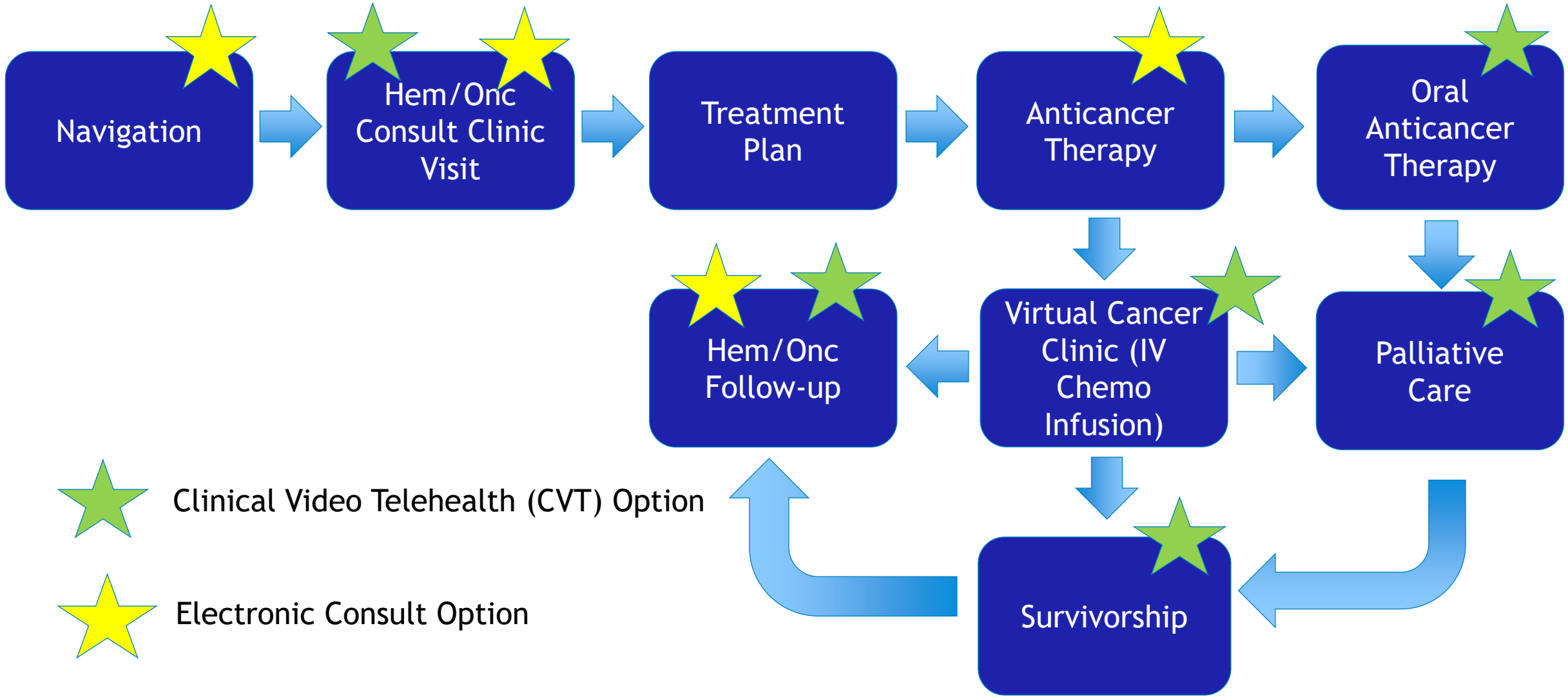
Specialized expertise in
oncology clinical
pharmacy and RNs

Expand geographic
reach & provide regular
monitoring and revised
dosing

Enhance medication
compliance with potential
to reduce costs

Expedite time from
treatment plan to 1st
medication dose

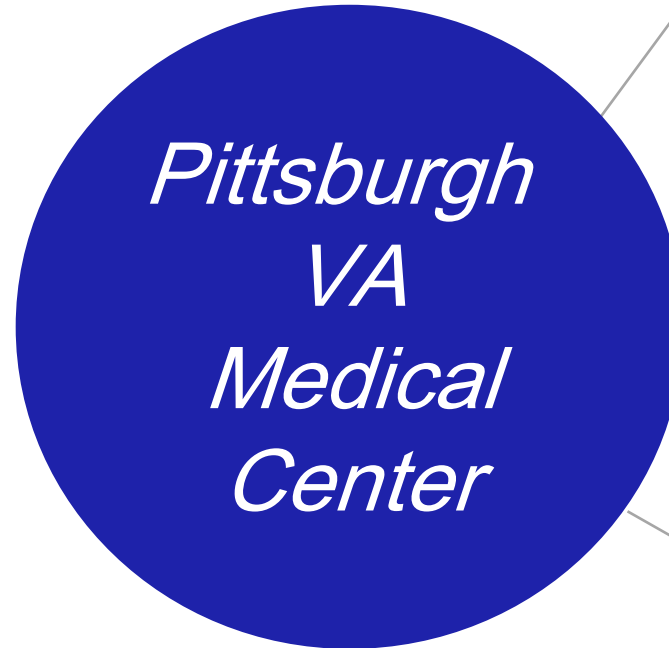
Streamlined Care



Virtual Cancer Care Clinics

Pittsburgh Performed Activities

- Initial consult (in-person and virtual)
- Treatment plans
- Exam, monitoring and follow-up (telehealth)
- Tumor boards
- Chart reviews and clinical guidance through e-consults



The Pittsburgh "Hub" Team:

- Hematologist/Oncologist
- Hem/Onc PharmD
- Palliative Care MD
- Telehealth Staff

"Spoke" Team Members

- Nursing (RN, CRNP)
- Pharmacy
- Telehealth Staff
- Internal Medicine teams, including Rapid Response teams

"Spoke" Performed Activities

- Co-sign treatment plans
- Veteran history
- Physical exam (hands-on and telehealth)
- Antineoplastic chemo/immunotherapy
- Follow up the history and physical
- Routine follow-ups
- Attending tumor boards

Benefits of Virtual Cancer Care Clinic

Reduce financial burden on the Veteran and VA travel programs

Enhance Veteran satisfaction & engagement

Improve multidisciplinary access to cancer care in rural areas

Secure safe access to cancer treatment and management

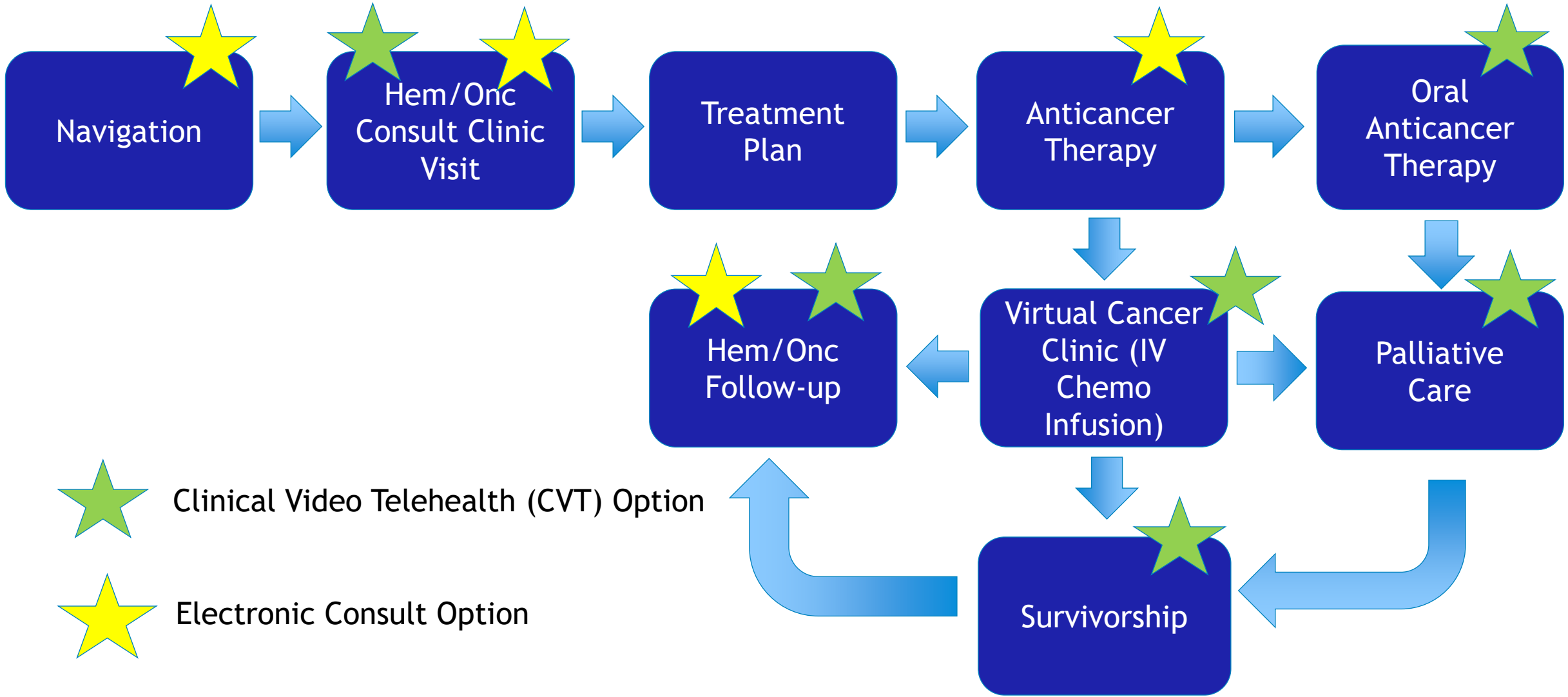
Remove geographical barriers to provide care & create new specialty-specific healthcare jobs in rural areas

Maintain Veterans' primary relationships and continuity with their oncologist/care team

Potential to reduce treatment costs by compounding therapies after the Veteran has been screened for appropriateness

Ensures Veterans are maintaining appropriate treatment intervals, including traveling Veterans and "snowbirds"

Streamlined Care



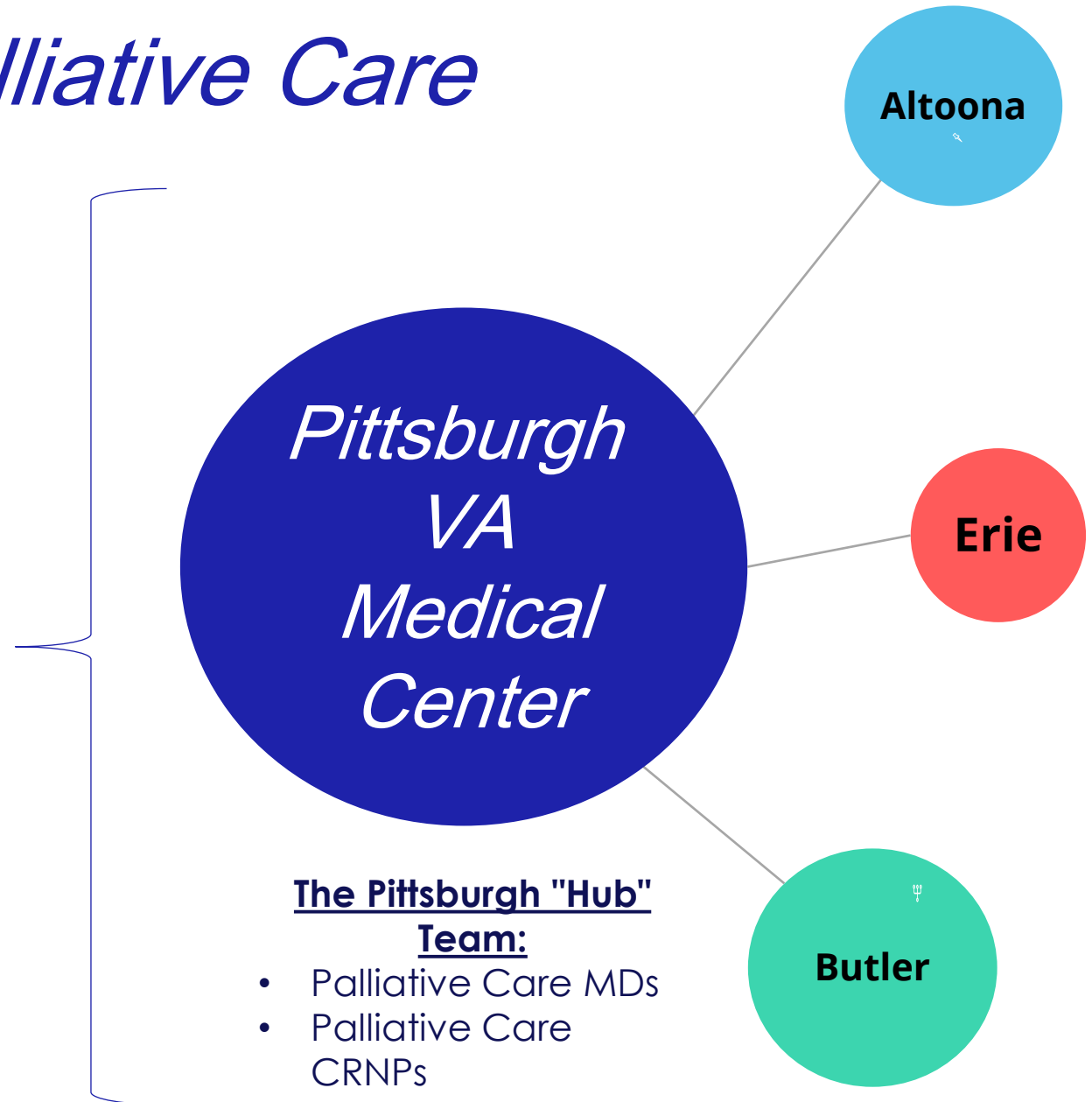
★ Clinical Video Telehealth (CVT) Option

★ Electronic Consult Option

Palliative Care

Pittsburgh Performed Activities

- Provide pain management and supportive services
- Engage nutritionists, chaplains and social workers
- Equip Veteran with end-of-life options
- Facilitate transition from palliative care to hospice
- Aid in obtaining Veteran advanced directives and do-not-resuscitate (DNR) orders
- Attend Veteran rounding, multidisciplinary teams/tumor
- Revisit care if Veteran condition declines
- Provide bereavement calls in collaboration with chaplain in event of death



Benefits of Palliative Care

Earlier initiation and improved integration of palliative care

Helps with pain, anxiety, depression, appetite

Dying at home with focus on symptom management and comfort care

Earlier integration with hospice if needed

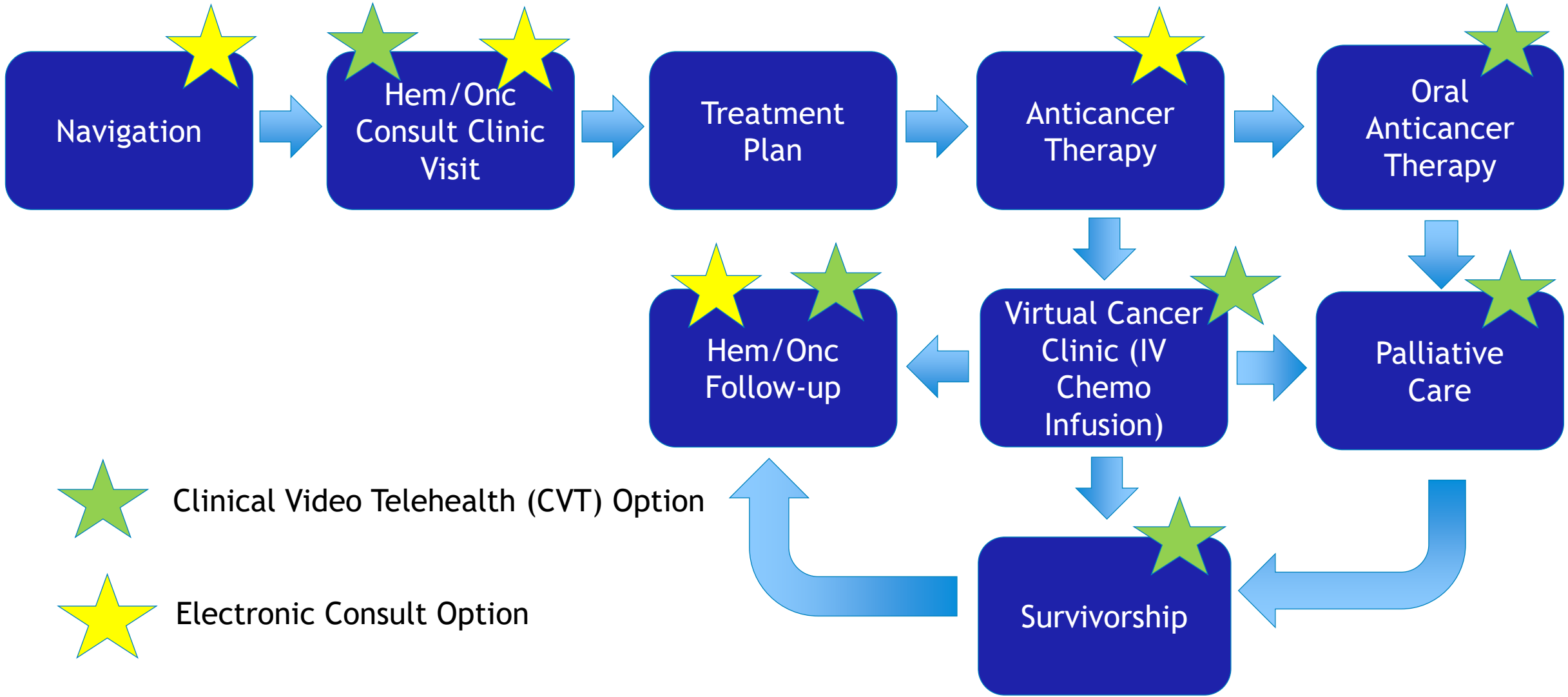
Decrease chemotherapy within 14 days of death & potential for reduced costs

Decreasing ICU admissions and Emergency Room visits within 30 days of death

Clinic or home-based palliative care with NP working with social services, nutrition, chaplain, and behavioral health

Bereavement calls and support after death by chaplain

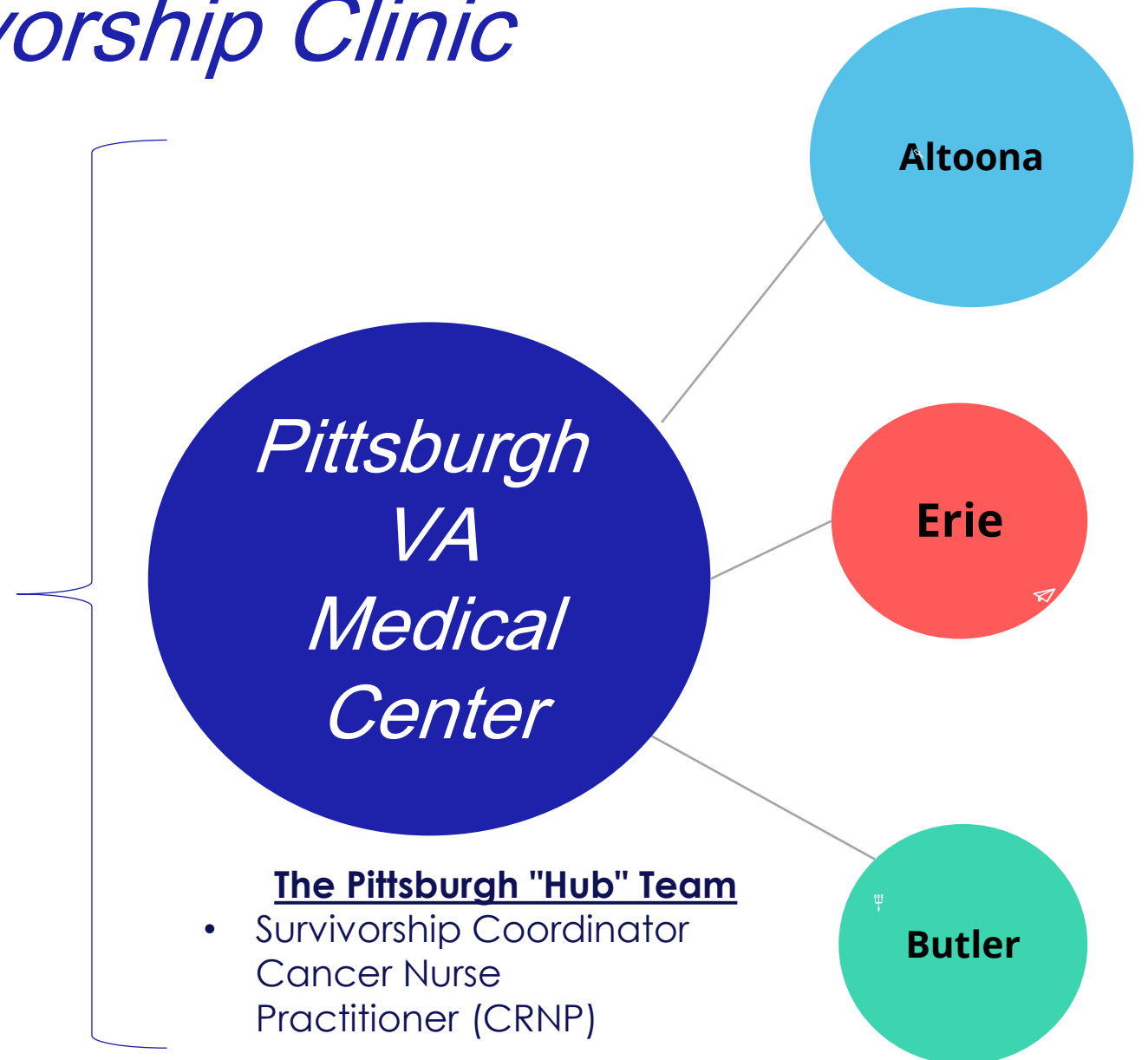
Streamlined Care



Survivorship Clinic

Pittsburgh Performed Activities

- Develop treatment summary note and oncology surveillance plans for Veteran
- Discuss and document any longer-term side-effects
- Discussions about genetic testing/counseling
- Conversations about goals of care
- Review opportunities to engage additional support services
- Proactively identify eligible Veterans working closely with the cancer registrars



Benefits of Survivorship Clinic

Completed survivorship summary of the diagnosis and the goal of the treatment

Link Veterans to supportive resources in the community and in the VA system

Help with long-term side effects including fatigue, nausea, rash and sexual dysfunction

Connect patients and caregivers to support groups

Provide CVT and face-to-face consults

Follow Veteran for up to 5 years

Pittsburgh Oncology Comprehensive Care Model Overarching Impact

Informs Veteran choice of where to receive care without compromising quality/safety

Preserves personalized face-to-face interactions between provider and Veteran

Supports the total health of the Veteran

Builds trust in the VA system, reducing community care costs and volumes

Facilitates fast/reliable clinical decision making

Provides a value-based care model

Operationalizes a true multidisciplinary team-based approach

Specializes healthcare jobs in rural communities

Veteran Impact



(With thanks to KOKA, CBS affiliate in Pittsburgh, PA)

Geographic Impact



Questions?

Thank you!

- Jennifer Ford – Jennifer.Ford@va.gov
- Chris Dykstra – Christopher.Dykstra@va.gov

