Comprehensive Care Model: Right Care at the Right Place

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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

- Cancer Navigators
- Survivorship Clinic
- Oral Anticancer Therapy Clinic
- Palliative Care
- Virtual Cancer Care Clinics
- High Reliability Organization
- Provider & Staff
- Veteran

Timely Access-ROI - Accountability-Patient Safety
Integrated Oncology Comprehensive Care Team

- Physicians
- CRNP
- PAs
- Pharmacists
- Palliative Care MD
- CRNP, MSAs
- Telehealth Care Technicians
- Social Work
- Home Health
- Community Services
- Navigators
- Survivorship CRNP
- Oncology Nurses
- Oncology Clinical Pharmacy Specialist
- Pharmacists
Streamlined Care

1. Navigation
2. Hem/Onc Consult Clinic Visit
3. Treatment Plan
4. Anticancer Therapy
5. Oral Anticancer Therapy
6. Virtual Cancer Clinic (IV Chemo Infusion)
7. Palliative Care
8. Survivorship
9. Hem/Onc Follow-up

Clinical Video Telehealth (CVT) Option
Electronic Consult Option
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

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**Pittsburgh VA Medical Center**

**The Pittsburgh "Hub" Team:**

- Lead Cancer Nurse Practitioner (CRNP)
- RN Cancer Navigators

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Altoona

Erie

Butler
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

- Clinical Video Telehealth (CVT) Option
- Electronic Consult Option

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Hem/Onc Consult Clinic Visit
Virtual Cancer Clinic (IV Chemo Infusion)
Survivorship
Oral Anticancer Therapy Clinic

**Pittsburgh Performed Activities**
- Treatment plans
- Initial Veteran education
- Assess medication compliance and adherence, toxicity and interactions
- Engage dietician, social worker, psychiatrist and palliative care to support Veteran

**Altoona**
"Spoke" Team Members
- Nursing (RN, CRNP)
- Pharmacist
- Telehealth Staff

**Erie**
"Spoke" Performed Activities
- Oral anticancer therapy dispensing
- Monitoring Veterans for drug toxicity, adherence and compliance and drug interactions
- Engage PharmD if abnormal labs or adverse reaction

**The Pittsburgh "Hub" Team:**
- Hematologist/Oncologist
- Hem/Onc PharmD
- Pharmacist
- Palliative care MD
- Telehealth Staff
- Dietician

**Pittsburgh VA Medical Center**
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

- Navigation
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- Treatment Plan
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- Oral Anticancer Therapy
- Virtual Cancer Clinic (IV Chemo Infusion)
- Palliative Care
- Survivorship
- Hem/Onc Follow-up

- Clinical Video Telehealth (CVT) Option
- Electronic Consult Option
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

"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

The Pittsburgh "Hub" Team:
• Hematologist/Oncologist
• Hem/Onc PharmD
• Palliative Care MD
• Telehealth Staff
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

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- Electronic Consult Option
**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

**Palliative Care**

**The Pittsburgh "Hub" Team:**
- Palliative Care MDs
- Palliative Care CRNPs
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

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- Oral Anticancer Therapy

Clinical Video Telehealth (CVT) Option
Electronic Consult Option
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

The Pittsburgh "Hub" Team
- Survivorship Coordinator
- Cancer Nurse Practitioner (CRNP)
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

1/23/2017 12:00 AM

VISN 4 Western Market

Heme/Onc IFCs

1/17 - 7/21

By Veteran Residential Location
Questions?
Thank you!

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