

Coordination of Care with a Multidisciplinary Care Team During Treatment

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Learning Objectives

After reading and reviewing this material, the participant should be able to:

- Describe the key principles of coordination of care in a multidisciplinary team setting
- Apply care coordination mechanisms in the promotion of team based care

Mr. Miller's Treatment Summary

Initial	
<ul style="list-style-type: none">• Mr. Miller• Dr. James• Dr. Smith• Gloria	<ul style="list-style-type: none">+ Dr. Smith called Dr. James about Mr. Miller+ Medical records sent prior to second opinion+ Dr. James spoke with Dr. Smith about the treatment chosen by Mr. Miller



Salvage	
<ul style="list-style-type: none">• Mr. Miller• Dr. James• Dr. Smith• Gloria• Sally	<ul style="list-style-type: none">- Mr. Miller scheduled as 'return' appointment without records+ Dr. James calls both Mr. Miller and Dr. Smith with recommendation+ Gloria arranges admission+ At discharge Sally coordinates care with Dr. Smith's office- No documentation of hospitalization for neutropenic fever



- + Effective care coordination
- Ineffective care coordination

Mr. Miller's Treatment Summary cont.

Clinical Trial			
• Mr. Miller	• Dr. James	• Mary • Susan	+ Coordination between Mary, patient and multi-systems + Susan starts pre-transplant evaluation and insurance approval process



Transplant			
• Mr. Miller	• Dr. James • Dr. Smith	• Susan • Sally	+ Seen after-hours and documentation in EMR by Advance Practice Provider + Sally coordinated appointments and notified Susan of this + Packet of medical records, guidelines sent with patient for Dr. Smith and PCP + Dr. James sends progress notes to Dr. Smith, radiation oncologist and PCP

- + Effective care coordination
- Ineffective care coordination

Key Principles of Coordination of Care

- **Effective communication** between members and the patient
- Promotion of strong-clinician relationship built on **mutual trust** and rapport
- **Shared goals** of care and **accountability** of team members to perform their respective roles
- **Role clarity** between team members and role identification to the patient
- **Hand-off** in transitions of care to promote safety and avoid fragmentation of care

*****Key principles of coordination of care are not intended to be independent of each other but are interwoven and necessary for a high-quality team-based system**

Application to Case

- Shared Goals and Accountability
 - Patient's goal was to pursue aggressive treatment
 - Oncologists/HCPs develop a treatment plan consistent with patient goals
- Role Clarity
 - Case managers with expertise in their respective fields emerged in leadership roles
 - Oncologists/HCPs clearly communicate their roles and responsibilities to the patient/family and to each other
 - Leadership structure resulted in comprehensive, efficient care

HCPs= Healthcare Providers

Application to Case

- Effective Communication
 - Teams utilized various methods of communication
 - Case manager overseeing each phase and serving as point of contact for ancillary services
- Hand-off
 - Safe transition in care with the internal team at the academic institution
 - Fragmentation occurred with transition between institutions
- Mutual Trust
 - All members felt connected and played a critical role in the care
 - Seamless care was provided because everyone performed their assigned job

Clinical Application

- Utilization of the coordination mechanisms are keys in developing a system of seamless care between healthcare providers regardless of their size or location
- It is important that the patient remain the constant member of the team
- The teams transitioned in and out seamlessly during the time of care in the academic healthcare center
- Disconnection occurred when there was transition from outside the immediate facility



How do we keep the water in the bucket?

Recommendations	Improvement	Key Principles Involved
Identification of Team Members	<ul style="list-style-type: none"> • Specific key team members at both healthcare facilities should be identified • Understanding the role of each team member is also important. • Primary case manager should be a designated liaison for all correspondence and management of care. 	<p>Shared Goals and Accountability Role Clarity</p> <p>Role Clarity Mutual Trust</p> <p>Effective Communication Hand-off Mutual Trust</p>
Process for documentation and sharing of information between healthcare providers should established	<ul style="list-style-type: none"> • The patient should be instructed to call for any changes in care especially if any new treatments prescribed or hospitalizations. • Providing the patient both verbal and written instruction offers a complete and duplicative review of information. • The patient should be provided with an overview of reasons to call, who to call, and how to get a hold of the healthcare provider should questions arise. • A small business size card could be used as an “emergency card” with important numbers and health information listed. <ul style="list-style-type: none"> ○ The patient should be encouraged to keep this emergency card readily available for unexpected events. 	<p>Shared Goals and Accountability Hand-off</p> <p>Effective communication</p> <p>Hand-off Mutual Trust</p> <p>Shared Goals and Accountability Effective communication Hand-off</p>

Implication for Research

- Research exploring the involvement of the PCP during cancer treatment is needed to define role clarity
- Research is needed to assist HCPs with information exchange across the cancer care continuum utilizing technology and valuation of hand-off process
- Outcome measures to assess the impact of technology on the coordination of care mechanism must be identified

Conclusion

- It is important that the patient remains the constant member of the team
- It is important for teams to encourage open communication between each other that is efficient, accurate and precise
- Utilization of the coordination mechanisms are keys in developing a system of seamless care between healthcare providers regardless of their size or location
- Role of case management utilizing these key principles of coordination of care mechanisms enhance the the performance of a highly functioning team
- Need more research to examine the transitions in care and the methods of exchange in information