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

- Mr. Miller
- Dr. James
- Dr. Smith
- Gloria

+ 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

- Mr. Miller
- Dr. James
- Dr. Smith
- Gloria
- Sally

- 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
<table>
<thead>
<tr>
<th>Clinical Trial</th>
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<tbody>
<tr>
<td><strong>Mr. Miller</strong></td>
</tr>
<tr>
<td>+ Coordination between Mary, patient and multi-systems</td>
</tr>
<tr>
<td>+ Susan starts pre-transplant evaluation and insurance approval process</td>
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<th>Transplant</th>
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<tr>
<td><strong>Mr. Miller</strong></td>
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<tr>
<td>+ Seen after-hours and documentation in EMR by Advance Practice Provider</td>
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<tr>
<td>+ Sally coordinated appointments and notified Susan of this</td>
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<tr>
<td>+ Packet of medical records, guidelines sent with patient for Dr. Smith and PCP</td>
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<tr>
<td>+ Dr. James sends progress notes to Dr. Smith, radiation oncologist and PCP</td>
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+ 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***

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2016 NCI-ASCO Teams in Cancer Care Workshop
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?
<table>
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<tr>
<th>Recommendations</th>
<th>Improvement</th>
<th>Key Principles Involved</th>
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| Identification of Team Members | • 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. | Shared Goals and Accountability  
Role Clarity  
Role Clarity  
Mutual Trust  
Effective Communication  
Hand-off  
Mutual Trust |
| Process for documentation and sharing of information between healthcare providers should established | • 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.  
  o The patient should be encouraged to keep this emergency card readily available for unexpected events. | Shared Goals and Accountability  
Hand-off  
Effective communication  
Hand-off  
Mutual Trust  
Shared Goals and Accountability  
Effective communication  
Hand-off |
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 performance of a highly functioning team.
- Need more research to examine the transitions in care and the methods of exchange in information.