

Cancer Care Coordination in Ambulatory Care

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Background

- Supportive care is a framework that guides practice by meeting the unique needs of people living with cancer from diagnosis through to end of life.
- Within the supportive care framework, care coordination is an integral aspect to providing personalized, seamlessly-delivered cancer care services.
- The Patient Experiences with Ambulatory Cancer Care in British Columbia Survey (2005/06) indicated participants felt their treatment lacked coordination and continuity of care after diagnosis, during treatment, and after treatment completion.
- An opportunity was identified within the BC Cancer Agency to provide care coordination to ambulatory cancer patients in a formalized, comprehensive manner.

Purpose

- Establish a BC Cancer Agency pilot project that focuses on care coordination and supportive client-centered care.
- Focus:
 - Utilize an oncology nurse to assess, create care plans and interventions with a patient, and give follow-up support via clinics and telephone care.
 - Present ambulatory cancer patients at BCCA with a tool that would help them collaboratively plan with their care team.
- Goal:
 - Improve continuity of care and promote a client's sense of support during all transitions of their experience.

Student Team Role

- Students participated in frequent teleconferences with practice partners to negotiate roles, present work, and receive feedback.
- Students were responsible for familiarizing themselves with supportive care and care coordination literature.
- An observational day at BC Cancer Centre (Vancouver) was undertaken by the students to facilitate a better understanding of ambulatory cancer care.
- A care plan draft was developed by the students for use by ambulatory cancer patients. The care plan was guided by team feedback, relevant literature, and current international care plans.
- Students had the opportunity to remotely sit in on a meeting with Program Directors/Advocates and BCCA team partners.

Deliverables

1. Students completed an updated literature review with specific search criteria. Recently published articles were added to the project library of relevant literature conducted previously.
2. The creation of a draft client care plan was carried out by the students under the guidance and support of the project team.

Disclaimer: The following care plan is a draft and is currently under revision. Any use or modification is strictly prohibited.

Excerpt of Client Care Plan

Care plan for: _____

Who to Contact

Team Member	Telephone Number	Contact Hours

Record of Care

Name:		PHN:	
Diagnosis:			
Surgery			
Surgeon:		Date:	
Procedure:			
Tumour Characteristics			
Stage:	T	N	M
Tumour size:	cm	Site:	
Chemotherapy treatment			
Treatment protocol:			
Medical oncologist:			
Side effects:			
Start date:		Completion date:	
Radiation Treatment			
Location of radiation on body:			
Radiation oncologist:			
Start date:		Completion date:	
Total number of treatments:			
Recent tests and appointments:			
Notes:			
Completed by:		Date:	

Excerpt of Client Care Plan

Plan of Care

Use this table to track your concerns and any suggestions for treatment from your care providers. The shaded area is an example.

Date	Concern	Plan	Follow-Up
<i>1 Jan 2014</i>	<i>Moderate nausea after meals</i>	<i>-Take five small meals per day -Drink plenty of clear fluids -Take 50 mg Gravol before meals, as needed</i>	<i>-Call clinic if 2+ meals missed or unable to keep fluids down</i>

Supplementary or Supportive Care

Use this form to record any supplementary or supportive care activities that you have completed. The shaded area is an example.

Date	Treatment	Comments
<i>2 Jan 2014</i>	<i>30 minute massage at Wellness Clinic</i>	<i>Relieved back pain for 24 hours. Some discomfort during massage.</i>

Learning Outcomes

- The creation of a pilot and client care plan was a unique experience to be part of.
- The dynamic interplay between parties in a large provincial organization was an important part of the care plan development process.
- This project taught us that often times the implementation of change within an organization is as much about the process as the product.
- It allowed us to see the importance of collaboration, team work, and reflexivity.
- The experience of participating in this project gave us an appreciation for the importance of effective communication and collaborative teamwork.

Next Steps

- A care plan has been drafted and will receive input from multimedia services in the near future.
- BCCA team members will liaise with leaders in their organization to implement the new patient care plan tool.
- The care plan will be incorporated into the larger care coordination project within the BC Cancer Agency.

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References

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