

Meeting new standards of care: Implementing innovative technology for distress screening across settings



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Disclosures

- SupportScreen is a licensed software product of the City of Hope.



Learning objectives

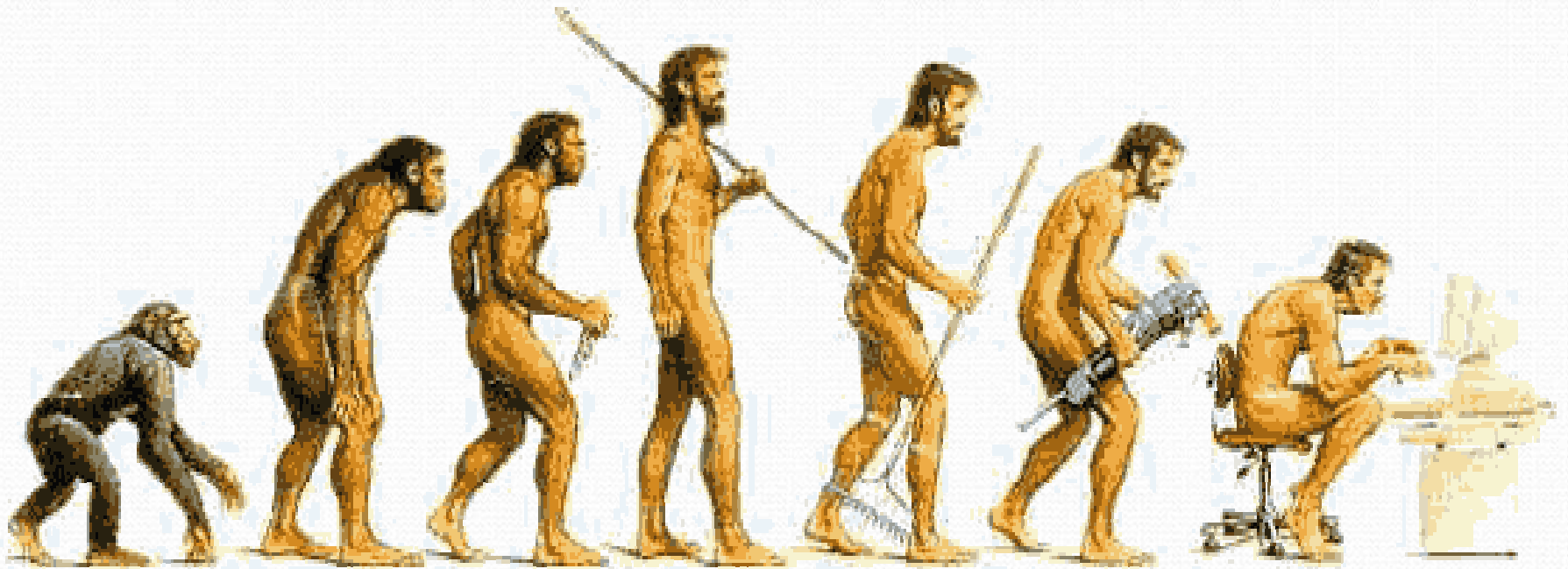
- Describe an innovative touch screen system used to meet new standards of care
- Outline strategies for implementing innovative technology for distress screening in four comprehensive cancer centers
- Discuss specific implementation strategies for implementing innovative technology for distress screening that were successfully adapted to a community-based setting

SupportScreen



Improved Patient Outcomes
At Your Fingertips

Using Technology to Bring People Closer





Does Automated Screening Work?

- Patient and physician acceptance
- Patients report significant difference in interaction
- Focused discussions to key areas
- Emotional well being and social functioning improved
- Anxiety and depression reduced

Velikova, Brown, et al. Computer-based quality of life questionnaires may contribute to doctor-patient interaction in oncology. *British journal of cancer* , 2002, 86, 51-59.

Carlson LE, Groff SL, Maciejewski O, et al. (2010) *Screening for distress in lung and breast cancer outpatients: A randomized controlled trial. J Clin Oncol* 28:4884-4891.

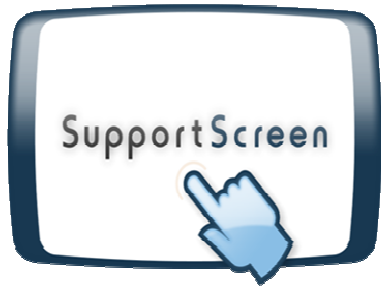


What is SupportScreen?

- SupportScreen is a patient-friendly automated touch-screen tool with applications that are the foundation for transforming health care
- A patient screening system that:
 - identifies physical and psychosocial concerns
 - alerts the health care team to risk factors and barriers to care
 - triages patients to multi-specialists and refers them to community resources
 - provides personalized educational information based on the specific needs of the patient and family member
 - all in real-time.

Patient

SupportScreen Real-Time Outputs



Improved Patient Outcomes
At Your Fingertips

- Patient-friendly interface available in *English and Spanish*

Summary Report

- Printed and e-mailed

MD/RN/MSW

Automated Referrals

Consultants

- Community Resources Coordinator
- Nutrition
- Pain Management
- Patient Navigators
- Pharmacy
- Psychology
- Psychiatry
- Rehabilitation
- Spiritual Care

Tailored educational materials

- Printed and e-mailed

Individual Patient Responses Recorded

Research and Program Development



City of Hope

Introduction



Dear Test,

Welcome to City of Hope, where we partner with you and your family to get the most out of your medical care. Our goal is to provide you and your family with comprehensive and compassionate care.

To get started, please complete the *You, Your Family and City of Hope are a Team* touch-screen program.

Your answers to these questions will be shared with the team and will enable us to begin working together as a team to address any concerns or problems related to your care at City of Hope.

To respond to the questions, simply use your finger to touch the button that best represents your situation.

To move backwards touch the back button. You do not need to use the next button. The screen will automatically move to the next page after the two questions on each page are completed.

Sincerely,

Please *touch the button* below to begin

Touch here to begin



You, Your Family and City of Hope are a Team

How Much Of A Problem Is This For You?

Pain

Severity Rating 1-5

Not a Problem

Mild Problem

Moderate Problem

Severe Problem

Very Severe Problem

Prefer not to answer

Do not know

How Can We Best Work With You On This Problem?

Level of Assistance

Provide Written
Information

Talk with a Member of
the Team

Written Information &
Talk with Team
Member

Nothing Needed at
this Time



You, Your Family and City of Hope are a Team

How Much Of A Problem Is This For You?

Feeling down or depressed

Not a Problem

Mild Problem

Moderate Problem

Severe Problem

Very Severe Problem

Prefer not to answer

Do not know

How Can We Best Work With You On This Problem?

Provide Written Information

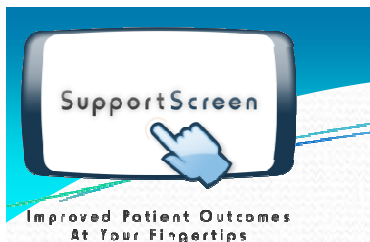
Talk with a Member of the Team

Written Information & Talk with Team Member

Nothing Needed at this Time

Back

Next



From: SupportScreen
Sent: Thursday, October 14, 2009 2:18 PM
To: Skadoo, Murdock; Smith, Jane; Garcia, Jennifer; Social Work Screening WC
Subject: Patient SupportScreen completed. Please review for any actions required by you or your team.

Attention Dr. MURDOCK SKADOO,

Your patient, **Test Patient3** [MRN: 333333], seen on **10/14/2010 6:18:19 PM**, is requesting help from you or a member of your team.

MD:

- Pain(780.96)
- Understanding my treatment options(V65.49)

PE/RN:

- Walking, climbing, stairs (719.7)

Please write an order for Physical Therapy if appropriate. The order may be faxed to x65369

- Side-effects of treatments(V65.49)

MSW:

- Finances (V60.3)
- Becoming too ill to communicate my choices about medical care
- Fear of medical procedures (needles, enclosed places, surgery)(300.2)
- Feeling anxious or fearful (300.3)
- Losing control of things that matter to me(308.3)
- Feeling down or depressed (311)

If you have any questions or concerns about this screening process please contact Matthew Loscalzo at mloscalzo@coh.org

SupportScreen Data

- Collected from June 2009 to present
- N=2,177
- Outpatient clinics
 - General Medical Oncology
 - Head and neck
 - Breast Surgery
 - Gynecological
 - Hematology/Transplant

Top 5 Problems Rated as High Distress	%	Top 5 Problems Requested to Talk with a Member of the Team	%
Sleeping	37.52%	Understanding my treatment options	27.55%
Fatigue	34.12%	Needing help coordinating my medical care	22.69%
Worry about the future	33.06%	Fear of medical procedures	17.83%
Pain	31.12%	Sleeping	16.00%
Finances	31.88%	Walking, climbing stairs	13.79%



Strategies For Implementing Touch Screen Technology

- General strategies
 - Primary health care team, especially the physician, is always the most important ally in creating new programs
 - They need to be engaged from the beginning
 - Professionals apply the clinical skills that they so easily activate for patients to support their colleagues in managing their apprehension
 - important to address “control” and “turf” issues
 - “Start low-go slow”
 - Know that culture change takes time, a vision and persistence



Strategies For Implementing Touch Screen Technology

- Engagement strategies
 - MD and RN
 - Efficient use of physician time
 - Hospital Administration
 - Creating a profound sense of interdependence
 - Psychosocial team
 - Developing practical guidelines as processes together
 - Others
 - Patient Navigators, Clinical Nutrition, Rehabilitation Medicine, Health Educators, Community Resources, etc.
 - Influential Patients
 - Patient Advisory Council

Strategies For Implementing Touch Screen Technology

- Criteria of items to include on screening
 - Is the Item?
 1. Relevant to the patient at this time
 2. A problem or symptom that can be influenced
 3. Useful to maximize the benefit of the clinical encounter or ongoing medical care
 4. An essential element of the program
 - Focus of clinical care, education or research
 5. Highly valued by the institution (i.e. regulatory, safety)



Specific Strategies for Implementing Touch Screen Technology in the Community

- The culture of the community supports screening innately and is consistent with the interventions provided
- Expectations of academic centers are inconsistent with the resources of community-based organizations
 - New programs require major investments of Information Technology support, staff education, training and reorientation of staff and then cancer survivors to technology and research.



Conclusions

- Patient-centered care can only occur if it is where the patient lives-- in the community.
- Innovative programs that build bridges across settings can benefit from the latent capabilities and unique resources inherent to the individual setting.
- Screening, through this feasibility study, has shown that it can be the connective tissue among academic institutions, hospitals, and community organizations.