Developing a Coordinated Response to Patient Screening: rEFOCUS

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Patient-Reported Outcomes (PROs)

- A patient reported outcome (PRO) is a measurement of any aspect of health status that comes directly from the patient.

- In the past decade, increasingly used in oncology:
  - In clinical trials
  - In clinical practice: distress and symptom screening

- Core component of value-based healthcare delivery (Porter)

- No single standardized set of validated measures, however…
  - Edmonton Symptom Assessment Scale (ESAS-r)
  - ICHOM: 5 standard sets for common cancers
ePROs at the RCN

Clinical practice guideline (2017)

La Direction générale de cancérologie (DGC)
Collecting Patient Reported Outcomes (PROs)

- Streamlined Clinic Assessment
- Person Centered Response

Inter-professional collaborative team care and algorithm

- Low Distress (Patient self management)
- Moderate Distress (Team intervention)
- High Distress (Specialist intervention)
rEFOCUS: Key components

1. Expand ePRO collection across the RCN

2. Mobilize healthcare teams to respond to concerns

3. Assess patient impact (and availability of downstream resources)

Follow the patient
ePROs: **Now**

- Treatment room, Psychosocial oncology
- Nowhere.

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**ePROs: rEFOCUS**

- Oral chemotherapy, Palliative care
- + Lung, Neuro, Pain, Head & Neck, Lachine, PSO, Cancer Rehab
- + Treatment area

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Patient Population

Up to **9,000 patients/year** across RCN cancer care trajectory
rEFOCUS: Proposed Patient Process

Facilitates screening

Reports health status

Reviews results

Responds to results

Acts on aggregate data

Coordinator

Oversight & coordination

Staff

Patient

Shared responsibility within primary oncology team

Management

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rEFOCUS: Timeline

Continuous, proactive monitoring & evaluation

Baseline analysis, evaluation framework complete
Testing and consolidation complete
rEFOCUS complete

PRO trajectories revised/established
Change management embedded throughout

Summer 2018
Fall 2018
Winter 2019
Spring 2019
Fall 2019
rEFOCUS: Where we are

Based on each clinic / area’s patient population and resources, we are:

• Determining our processes: who should do screening, what sort of screening, how often, who should assess and discuss results

• We are modifying the response algorithms: intervention guidelines based on screening results and discussions

• Prioritizing clinics’ roll out: considering readiness, training, patient groups, HCP teams, and complementary projects and research grants
Evidence shows…

- Prompts discussion of relevant concerns
- Increases symptom awareness & recall
- Improves understanding of patient experience

Better symptom management
Better quality of life
Increased survival

Key Elements for Success

• Seeing PROs as an RCN Program vs. temporary QI/research project

• Focus on clinic-based response

• Comprehensive, real-time evaluation framework
  • Patient level: Improved clinical outcomes
  • Network level: Using data collected as a lever for change, to improve care & coordination throughout the RCN

• Integration into pre-existing hospital committees/structures (ex: Accreditation)
Thank you!