INTRODUCTION

- Results of the Ambulatory Oncology Patient Satisfaction Survey (AOPSS) revealed that relay of information from oncology to primary care is an important area of improvement in the Rossy Cancer Network (RCN).
  - Q7: "If you had a visit with your family doctor in the past six months, did you feel your family doctor knew enough about your cancer care?" (RCN average = 42.5%, vs. Canadian average = 60.3%)
- Gaps in communication increase burden of responsibility on patients to relay important clinical information.
- To address this important issue, St. Mary’s Hospital Center put in place a seven month pilot project aimed at strengthening and standardizing communication from oncology to primary care.

OBJECTIVES

The key objectives of the pilot project were to:
1. Develop a communication tool to relay important information regarding:
   - Patient’s cancer diagnosis
   - Treatment plan
   - Health issues related to illness
2. Implement the tool
3. Evaluate the usefulness of the tool to the family physicians’ scope of practice
4. Evaluate feasibility of the pilot implementation across RCN

METHODS / INTERVENTIONS

- Phase I: Tool development and process design
  - Literature review
  - Interviews with family physicians (FP) and oncologists in the RCN
  - Approvals
  - Process design
- Phase II: Tool implementation
  - Process implementation
  - Development of a tool-usage tracking system (logs of patients’ appointments, diagnosis, FP contact info)
  - Survey of family physicians
- Phase III: Evaluation
  - Survey analysis, chart reviews

RESULTS: USER ADOPTION METRICS

- From October 2015 to April 2016, 117 patients met the essential criteria for the pilot: i) malignant tumor, and ii) first time consult
- 70 treatment summaries were filled out by SMHC oncologists:
  - This represents 60% of all new patients
  - 51 summaries were sent to family physicians
  - 19 were not sent (but scanned and available in Oasis)
  - 2 patients (treatment summaries were incomplete)

RESULTS OF THE FAMILY PHYSICIAN SATISFACTION SURVEY

Q1: The treatment summary provides information that is pertinent to my practice
Q2: The treatment summary contains sufficient amount of information regarding my patient’s cancer diagnosis, treatment plan and health issues related to their illness or treatment
Q3: The treatment summary helps me get more complete understanding of my patient’s health status and therefore has a positive impact on my practice
Q4: In future, I would like to continue receiving treatment summaries for my patients

TRANSLATION ACROSS THE RCN

Following the successful implementation of the pilot, the SMHC permanently incorporated the relay of treatment summary to primary care into their oncology clinical practice.