

Positive Quality Intervention: Oral Anticancer Medication Patient Management Workflow Evaluation and Process Mapping

Description:

The support of patients taking oral anticancer medications (OAMs) necessitates a proactive workflow that is built around a collaborative, multidisciplinary approach. This document offers a template to help the medically integrated practice assess their OAM program by outlining critical junctures for workflow development and suggesting expert intervention strategies.

Background: Caring for patients taking OAMs is a complex, multifaceted process that involves multiple prescription and patient touchpoints. These touchpoints present operational challenges for the practice. Each facet may vary in terms of who is performing the task, the timing involved, and the outcome of each touchpoint. In some instances, one activity cannot be initiated until another is completed, while at other times, multiple actions may occur simultaneously.¹ Administration safety and patient-centered dispensing standards are well documented.^{2,3} As such, oncology practices need to develop a proactive interprofessional workflow that navigates the care of patients taking OAMs throughout their cancer treatment journey. Process mapping is a valuable tool used for developing a multidisciplinary workflow by visually outlining key junctures in the patient care journey, from diagnosis to treatment and follow-up. Process mapping allows all team members to identify roles, responsibilities, and key decision points, which will foster collaboration and seamless, efficient, patient-centered care.

PQI Process: Workflow evaluation and process mapping

1. Identify clinical champions to collaborate on workflow evaluation and process mapping.
 - Include key stakeholders and representatives from all departments who have knowledge of OAM treatment planning, patient education, medication procurement, monitoring, and documentation criteria.
2. Identify all available staff and resources.
3. Outline the practice's current OAM workflow.
 - Include key junctures that occur from treatment planning through drug acquisition, administration, and patient monitoring and follow-up.
 - Include any tools, documentation, and care coordination that takes place.
4. Analyze the current OAM workflow.
 - Compare current workflow with touchpoints and key junctures listed on OAM Workflow Analysis Tool. *
 - Identify strengths at juncture points where roles are currently defined.
 - Recognize gaps and opportunities for improvement where roles are not defined at listed touchpoints.
5. Assign available resources to own or track each key juncture/touchpoint.
 - Define new roles.
 - Identify communication strategies between roles and various disciplines.
 - Describe documentation criteria that need to take place at each juncture.

IMPORTANT NOTICE: NCODA has developed this Positive Quality Intervention platform. This platform is intended as an educational aid, does not provide individual medical advice, and does not substitute for the advice of a qualified healthcare professional. This platform does not cover all existing information related to the possible uses, directions, doses, precautions, warning, interactions, adverse effects, or risks associated with the medication. The materials contained in this platform do not constitute or imply endorsement, recommendation, or favoring of this medication by NCODA. NCODA does not ensure the accuracy of the information presented and assumes no liability relating to its accuracy. All decisions related to taking this medication should be made with the guidance and under the direction of a qualified healthcare professional. It is the individual's sole responsibility to seek guidance from a qualified healthcare professional.



***OAM Workflow Analysis Tool: See separate document**

The OAM Workflow Analysis Tool lists key junctures along the prescription and patient treatment journey of oral anticancer medications. Key actions and decision touchpoints are categorized into 5 treatment domains including:

Treatment Planning and Order Verification
OAM Prescribing and Procurement
Pretreatment: Assessments and Education
During Treatment: Monitoring and Follow-Up
Post-Treatment: Transitions of Care

In addition to key touchpoints to be analyzed for process mapping within the practice setting, recommendations to improve efficiency and promote patient safety are provided by a panel of expert oncology clinical pharmacist specialists and esteemed oral oncolytic nurse navigators.

*While many standards are incorporated into the OAM Workflow Assessment Tool as frequent practice and recommended by the expert panel, the user is advised to consult the specific documents for the complete description of standards.

References:

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Supplemental Information:

This PQI was developed as part of a collaboration between NCODA and ONS. The following subject matter experts contributed to this document:

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