

# “Top of the License Navigation” at Lahey Health

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## 1.0 Overview of MIT Sloan H-Lab Team



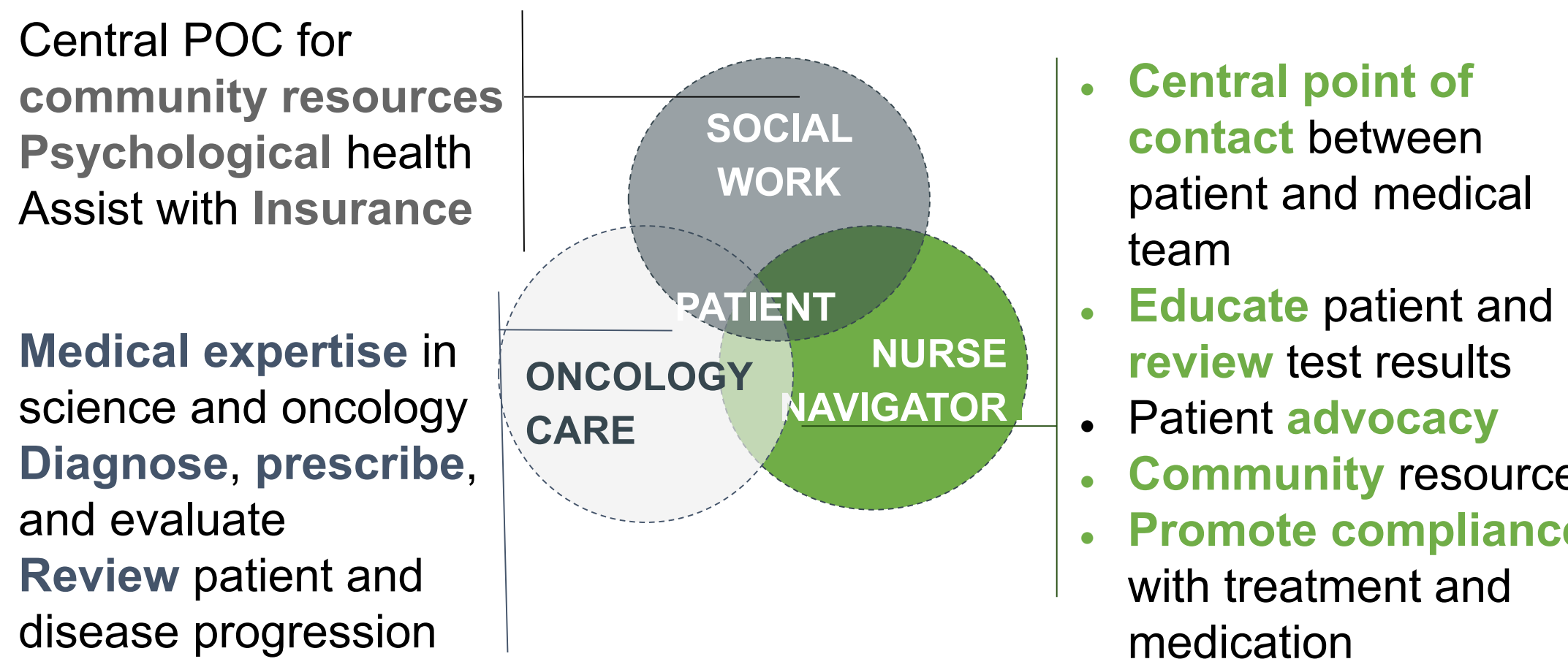
From front to back: Michael Easton, Jacob Vineberg, Allison Dorey, and Joseph Barrasse working studiously on-site.

## 2.0 Overview of Lahey Health Cancer Institute

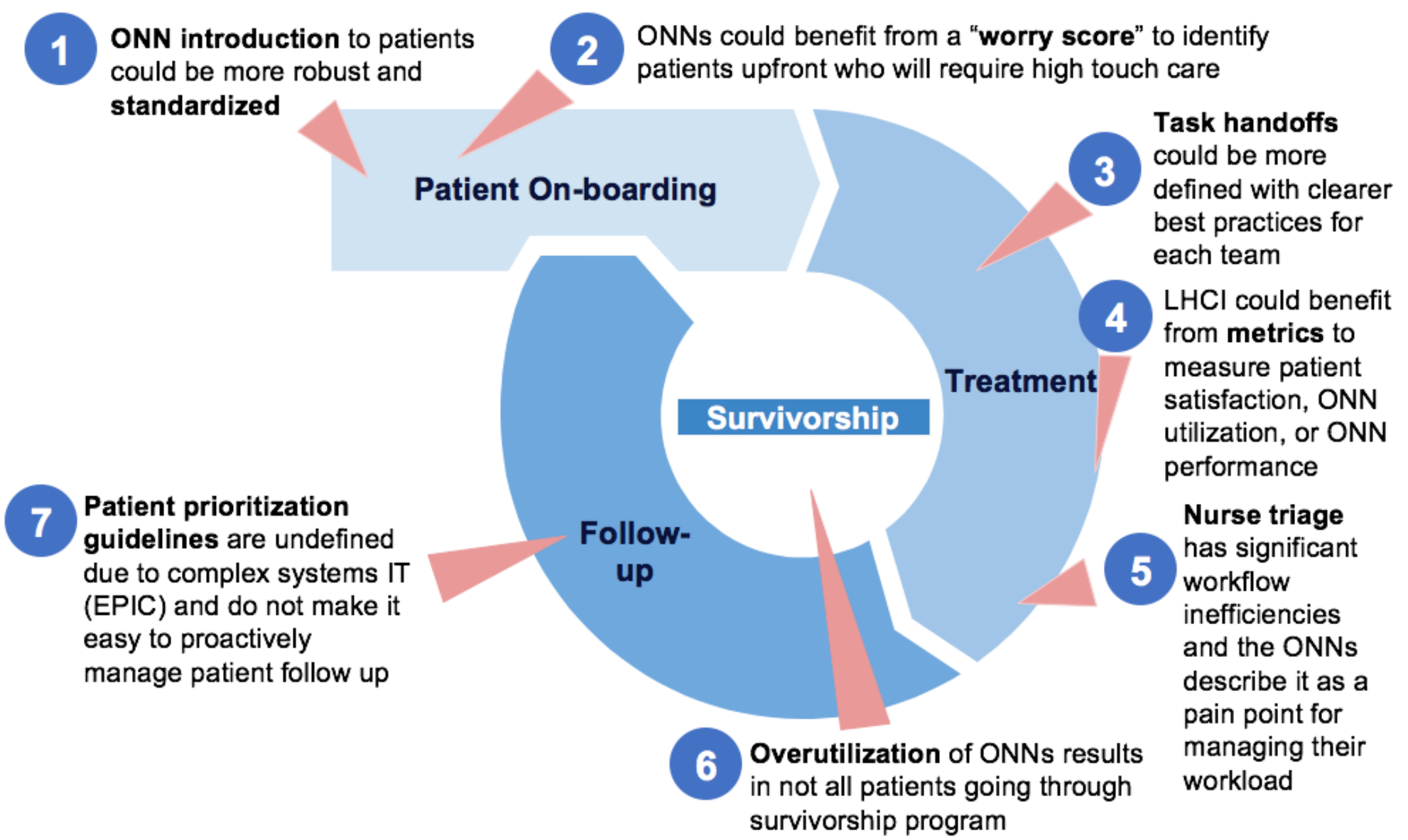


Established in 2014 as part of the Lahey Health System, Lahey Health Cancer Institute (LHCI) is a physician-led, nonprofit group practice. CMS has selected LHCI to participate in an **oncology care model (OCM)** that delivers higher quality, more coordinated cancer care. This model mandates using **nurse navigators (ONNs)** to coordinate **better care for oncology patients**.

## 2.1 What is the oncology care model?



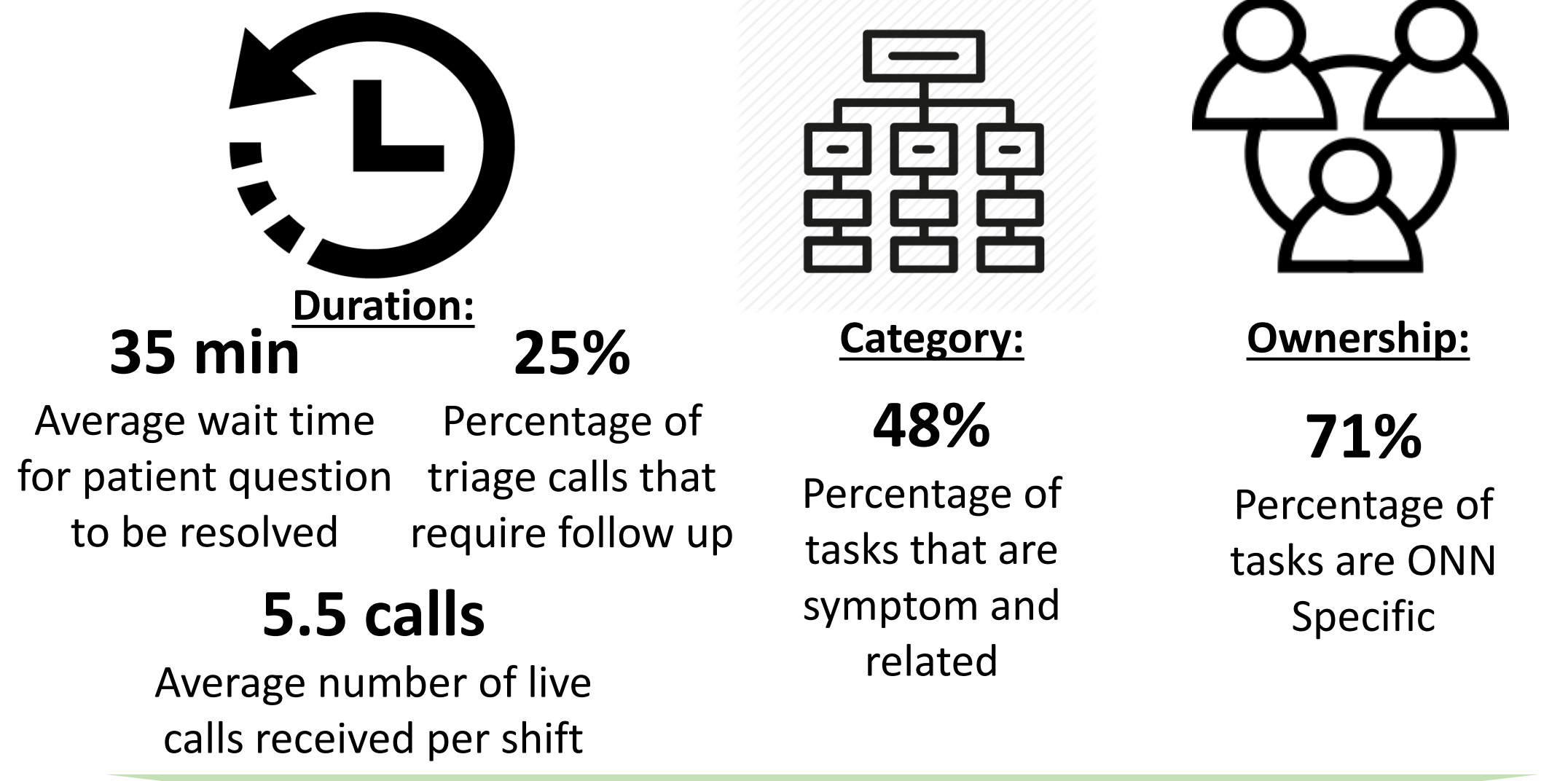
## 3.0 We identified seven opportunities at LHCI



## 3.1 Task Resegmentation

Care Coordination	Symptom Management	Appointment Scheduling
<ul style="list-style-type: none"><li>MTOC preparation</li><li>Tumor board</li><li>Record pull/review<ul style="list-style-type: none"><li>Workque</li><li>Medical Records</li><li>Charts</li></ul></li><li>Patient Advocacy</li><li>Letters<ul style="list-style-type: none"><li>New Patient</li><li>PCP/External</li><li>Survivorship</li></ul></li><li>Map disease schedule</li><li>Applications<ul style="list-style-type: none"><li>Disability</li><li>Drug application</li></ul></li></ul>	<ul style="list-style-type: none"><li>Adverse side effects</li><li>Patient inquiry<ul style="list-style-type: none"><li>Symptoms</li><li>Disease progression</li></ul></li><li>Treatment Summary</li></ul> <div>Medication<ul style="list-style-type: none"><li>Patient Inquiry<ul style="list-style-type: none"><li>Drug Compliance</li><li>Treatment Cycle</li></ul></li><li>Compassionate drug use application</li><li>Rx order/re-order</li></ul></div>	<ul style="list-style-type: none"><li>Appointment Requests</li><li>Schedule Appointment</li><li>Reschedule Appointments</li></ul> <div>Other Tasks<ul style="list-style-type: none"><li>Nurse Triage</li><li>New Patient<ul style="list-style-type: none"><li>Review MD Consults</li></ul></li><li>Coordinate Multidisciplinary Care</li><li>Outpatient<ul style="list-style-type: none"><li>Transfer of Care</li></ul></li></ul></div>

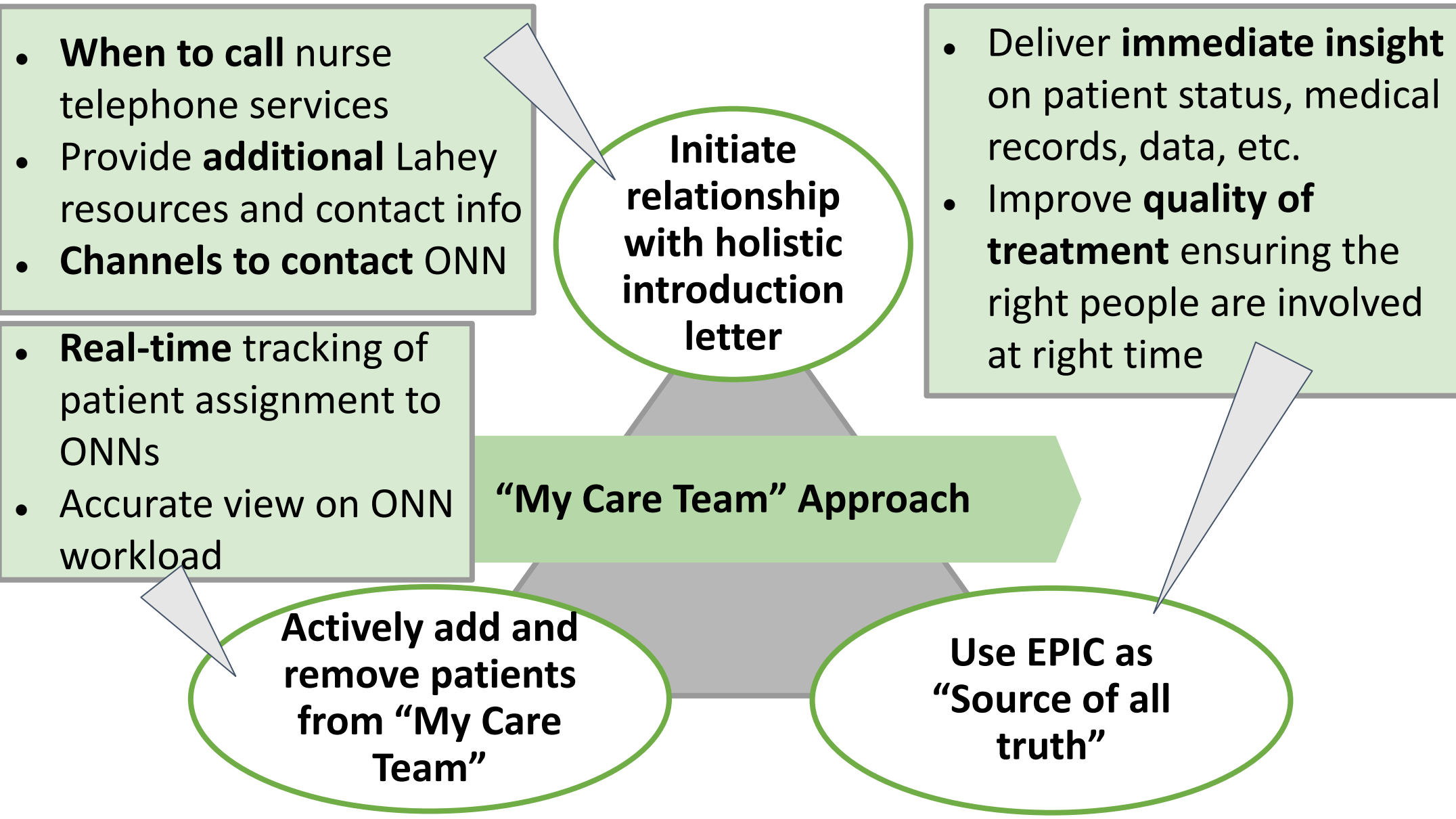
## 3.2 Nurse Navigation Telephone Services



**Recommendations:**

- Change Call Tree to add a first option for appointment scheduling that goes direct to admin
- Establish triage SOP to not let calls go to voicemail; put on hold if necessary to pull patient record
- Get into a **learning mindset** with ongoing tracking of triage volume and task type within EPIC

## 3.3 “My Care Team” Approach



## 6.0 Acknowledgments

The authors would like to express our gratitude to the LHCI staff for the opportunity to be a part of the Lahey community this past Fall. In particular, we would like to acknowledge the strong support of staff navigators: Michael McGonigle, Kari Galuski, Deborah Ahlers, and Sandra Areias. In addition, we would like to thank Mehmet Erkan Ceylan and Camille Chicklis for fruitful discussions on project scope and analytics. We also would like to thank Mike Benedetto for his support as our H-Lab mentor. It was a pleasure working with you all.