"Top of the License Navigation" at Lahey Health

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1.0 Overview of MIT Sloan H-Lab Team



3.1 Task Resegmentation

Symptom Appointment **Care Coordination** Scheduling Management MTOC preparation **Appointment Requests** • Adverse side effects Tumor board **Schedule Appointment** • Patient inquiry **Record pull/review** Reschedule • Symptoms • Workque • Disease progression **Appointments** Medical Records • Treatment Summary • Charts **Other Tasks Patient Advocacy** Medication Letters • Nurse Triage • New Patient • Patient Inquiry New Patient PCP/External • Drug Compliance Review MD Consults • Survivorship • Treatment Cycle Coordinate Map disease schedule Compassionate drug Multidisciplinary Care **Applications** use application • Outpatient

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?

- Central POC for community resources
- Psychological health
- Assist with Insurance



- **Central point of** contact between patient and medical team
- **Educate** patient and review test results Patient advocacy **Community** resources **Promote compliance** with treatment and medication

- Disability
- Drug application
- Rx order/re-order
- **Transfer of Care**

3.2 Nurse Navigation Telephone Services



Average number of live calls received per shift





Ownership:

48% Percentage of tasks that are symptom and related

71% Percentage of tasks are ONN Specific

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

Initiate

relationship

with holistic

introduction

letter

3.3 "My Care Team" Approach









- Diagnose, prescribe, and evaluate
- Review patient and disease progression

telephone services

- Provide additional Lahey resources and contact info
- Channels to contact ONN
- **Real-time** tracking of patient assignment to **ONNs**
- "My Care Team" Approach Accurate view on ONN workload

Actively add and remove patients from "My Care Team"

on patient status, medical records, data, etc. Improve quality of treatment ensuring the right people are involved at right time

Use EPIC as

"Source of all

truth"

3.0 We identified seven opportunities at LHCI

ONN introduction to patients could be more robust and standardized





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