1.0 Overview of MIT Sloan H-Lab Team

From front to back: Michael Easton, Jacob Vineberg, Allison Dorey, and Joseph Barrassé 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
- Medical expertise in science and oncology
- Diagnose, prescribe, and evaluate
- Review patient and disease progression

3.0 We identified seven opportunities at LHCI

ONN introduction to patients could be more robust and standardized

ONNs could benefit from a “worry screen” to identify patients upfront who require high-touch care

Task handoffs could be more defined with clearer best practices for each team

LHCI could benefit from metrics to measure patient satisfaction, ONN utilization, or ONN performance

Nurse triage for very sick patients could be improved with better clinical judgment

ONNs deliver a significant workload and the ONS describes it as a pain point for managing the workload

Patient prioritization guidelines are undefined due to complex systems IT (EPIC) and do not make it easy to proactively manage patient follow up

3.1 Task Resegmentation

Care Coordination
- MTOC preparation
- Tumor board
- Record pull/review
- Work-up
- Medical Records
- Charts
- Patient Advocacy
- Letters
- New Patient
- PCP/External
- Survivorship
- Map disease schedule
- Applications
- Disability
- Drug application

Symptom Management
- Adverse side effects
- Patient inquiry
- Symptoms
- Disease progression
- Treatment Summary

Appointment Scheduling
- Appointment Requests
- Schedule Appointment
- Reschedule Appointments

Other Tasks
- Nurse Triage
- New Patient
- Review MD Consults
- Coordinate Multidisciplinary Care
- Outpatient
- Transfer of Care

3.2 Nurse Navigation Telephone Services

Recommended:
- Change Call Tree to add a first option for appointment scheduling that goes directly
- 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

When to call nurse telephone services
- Provide additional Lahey resources and contact info
- Channels to contact ONS

Real-time tracking of patient assignment to ONNs
- Accurate view on ONS workload

Initiate relationship with holistic introduction letter

"My Care Team" Approach

Actively add and remove patients from "My Care Team"

Use EPIC as “Source of all truth"

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