

# Improving The Process of Cancer Care

*Session 2 of a 5 part series*

## **Process of Care Research Branch**

Division of Cancer Control and Population Sciences/Behavioral  
Research Program

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# For Participants

- Understand the perspectives of three communities with respect to problems in cancer care delivery
- Learn conceptual, analytic, and practical approaches to understanding and addressing problems in cancer care delivery
- Contribute to the development of NCI's research agenda



# Series Purpose – for NCI

- Solicit opinions from three sectors of the community regarding problems in the quality of cancer care
  - Providers, Researchers, Health Care Purchasers
- Identify potential research topics that might address those problems
- Focus the research agenda of PCRFB upon major underlying factors affecting the processes of cancer care.



# Continuing the Discussion

**July 9, 2014, 2:00 PM - 3:00 PM EST**

Team Based Measures in Primary Care

*Dr. Richard Ricciardi*

**November 5, 2014, 2:00 PM - 3:00 PM EST**

Research Priorities in Cancer Care Teams Research

*Dr. Eduardo Salas*

**July 1, 2015, 2:00 PM - 3:00 PM EST**

*Team Cognition: Understanding the Factors That Drive Process and Performance*

*Dr. Steve Fiore*

To register, go to: <http://dccps.nci.nih.gov/brp/pcrb/cyberseminars.html>

If you have questions, contact Veronica Chollette  
([cholletv@mail.nih.gov](mailto:cholletv@mail.nih.gov))

# Review Case Study



57 yo slightly obese female with a history of hypertension

Arrives early – checked in late -Focus of visit is hypertension

Nurse notes need for mammogram on check out – orders

Abnormal screen reported and MD calls patient to leave message

Pt must schedule follow-up evaluation

Follow-up done and Radiologist recommends bx

Rad tells patient to schedule with 1<sup>o</sup> MD

Rad Notifies 1<sup>o</sup> MD

Bx performed between business trips and 6 wks after abnormality

Results given in person by surgeon

Patient devastated

Surgeon busy and recommends scheduling with ..

Oncologist

Radiation therapist

Patient overwhelmed - but goes home with phone numbers



# Microdynamics of Teamwork



**Stephen Humphrey**  
Penn State University

# Overview

- ➡ Discuss teamwork and rewards
- ➡ Apply to the case discussion
- ➡ Discuss challenges for teams in health care
- ➡ Discuss directions for application and future research

# What is a team?

- ➡ Traditional definition versus current boundary-less configurations
  - ➡ Assemblies of ***interdependent relations and activities*** *organizing shifting sets or subsets of participants* embedded in and relevant to *wider resource and institutional environments*



# Teams ...

- ➡ Do I know I'm in a team?
  - ➡ How many teams am I in?
  - ➡ Who's the point person / leader / quarterback?
  - ➡ Am I rewarded for it?

# Teams vs. groups of independent players

- ➡ Series of teams (MTS), pass information
- ➡ Miscommunication between players
- ➡ How much do players communicate with each other?
  - ➡ Is there incentive to do so?
  - ➡ What are the goals??

# Incentives

- ➡ Team care built into ACA
  - ➡ Metrics / Incentives to work together
- ➡ What are implications of rewards on team member behaviors?
  - ➡ Quality versus quantity?
  - ➡ Collaboration?
  - ➡ Relationship building?

# Suggestions for Future Research and Application

## ➡ Identification / labeling of team

- ➡ People need to know they are in a team, who else is in the team, what the team's goals are

## ➡ Consideration of team rewards

- ➡ Which behaviors do we want to reward?
- ➡ Bring the patient into the equation