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# Out of the Emergency Department: Smarter Care for Cancer Patients

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# Disclosure of relevant financial relationship



Lauren Maeda, MD, speaker for this educational activity, is an Advisory Board Member for ADC Therapeutics and Data Monitoring Committee for BeiOne Medicines.

Lindsey Zinck, PhD, RN, OCN, NEA-BC, speaker for this educational activity, is a Cancer Program Advisor for Leap Health.

All relevant financial relationships listed for these individual(s) have been mitigated.

All others in a position to control content for this educational activity have no relevant financial relationship(s) to disclose with ineligible companies whose primary business is producing, marketing, selling, re-selling or distributing healthcare products used by or on patients.

# Learning Objectives



- Describe how same-day evaluation centers can reduce ED visits for oncology patients.
- Outline care delivery redesign strategies that can improve access and reduce inpatient length of stay.



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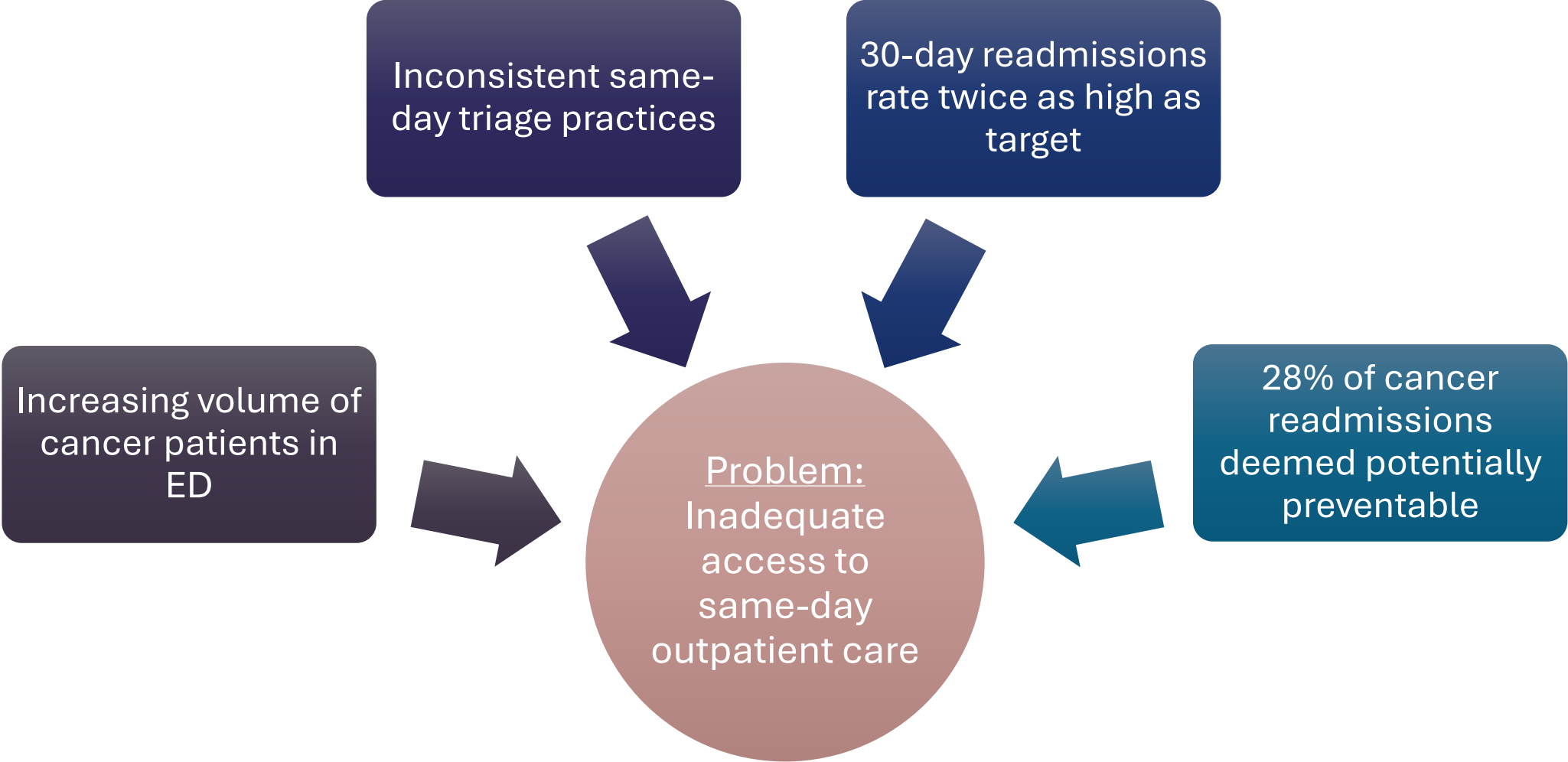
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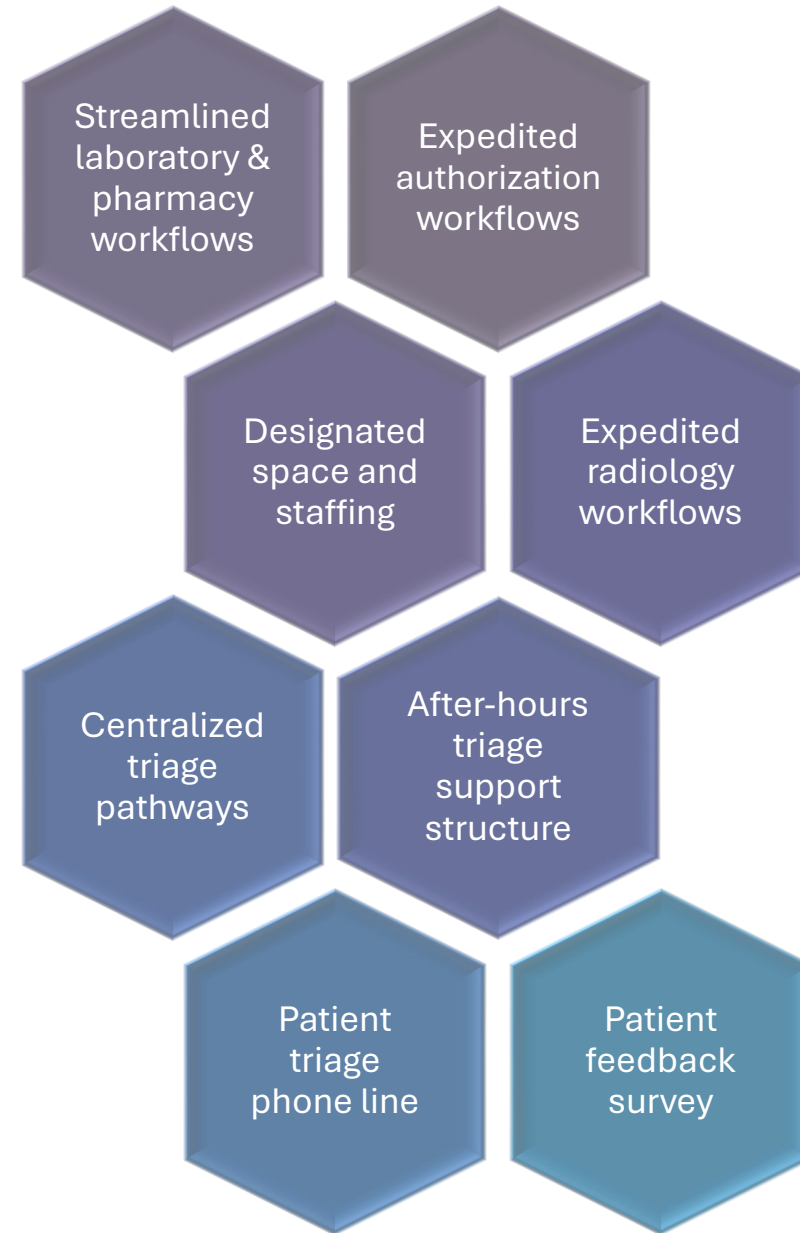
# Out of the Emergency Department: Smarter Care for Cancer Patients

# A Need for Improved Same-Day Outpatient Care

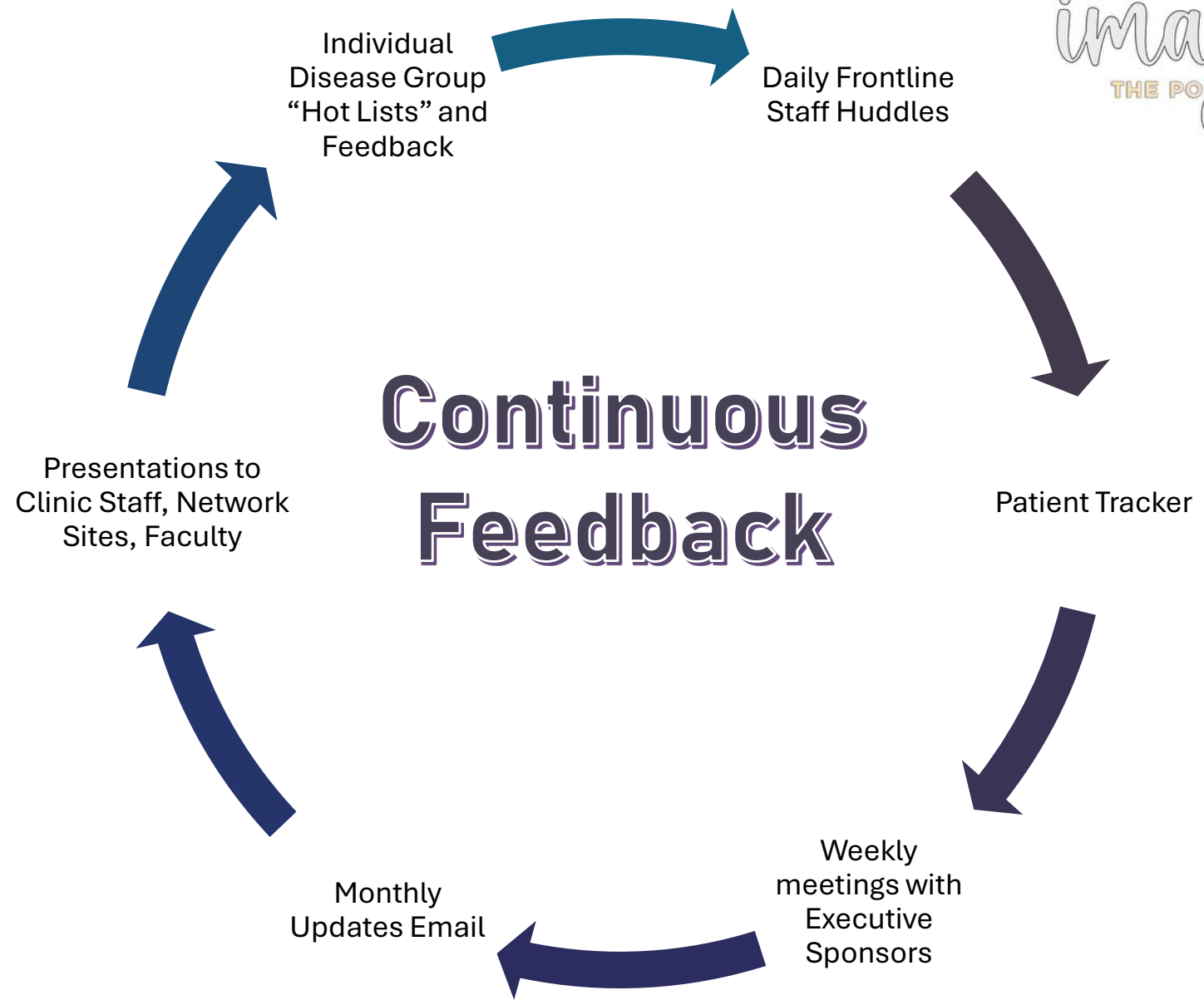


# Key Interventions

- Formed a multi-disciplinary **Oncology Rapid Assessment Center (ORAC)** Workgroup
- Evaluated current barriers and opportunities for improved processes
- Identified opportunity to optimize APP practice with physician collaboration



# Managing Change across the Cancer Service Line



# Outcomes



## Emergency Department Visits

- 13.7% reduction in weekly ED visits by cancer patients



## Hospital Readmissions and Excess Days

- 127 potentially prevented 30-day readmissions
- Excess days per 100 encounters improved from 3.72 to -17.44 days



## Patient Satisfaction

- >1400 patients evaluated and treated
- >66% of patients would have gone to ED in absence of ORAC

### Where do patients go after being evaluated in ORAC?

83% Home

8% ED

9% Hospital admission

# Recognizing ORAC's Impact for Patients



**“The ORAC option was extremely helpful: it helped address my issues quickly and helped me avoid the ED, which is an extremely difficult place.”**

**- ORAC Patient**

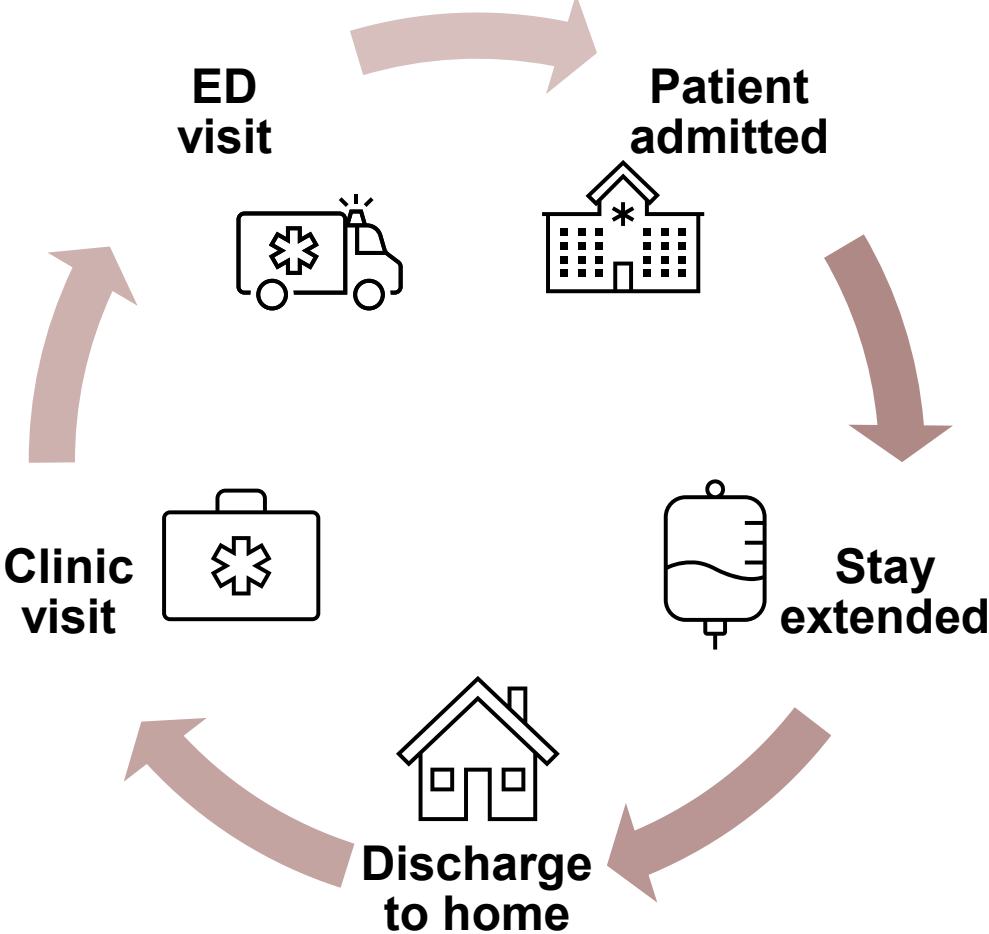




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# Out of the Emergency Department: Smarter Care for Cancer Patients

# Right Care, Right Place, Right Time



... this cycle keeps cancer patients from living their lives.

# Setting the Stage for Success

- Formed an Inpatient-Outpatient committee
- Established strong executive sponsorship
- Assessed the gaps/opportunities
- Evaluated existing resources
- Gauged patient interest



# Expanding Weekend Services

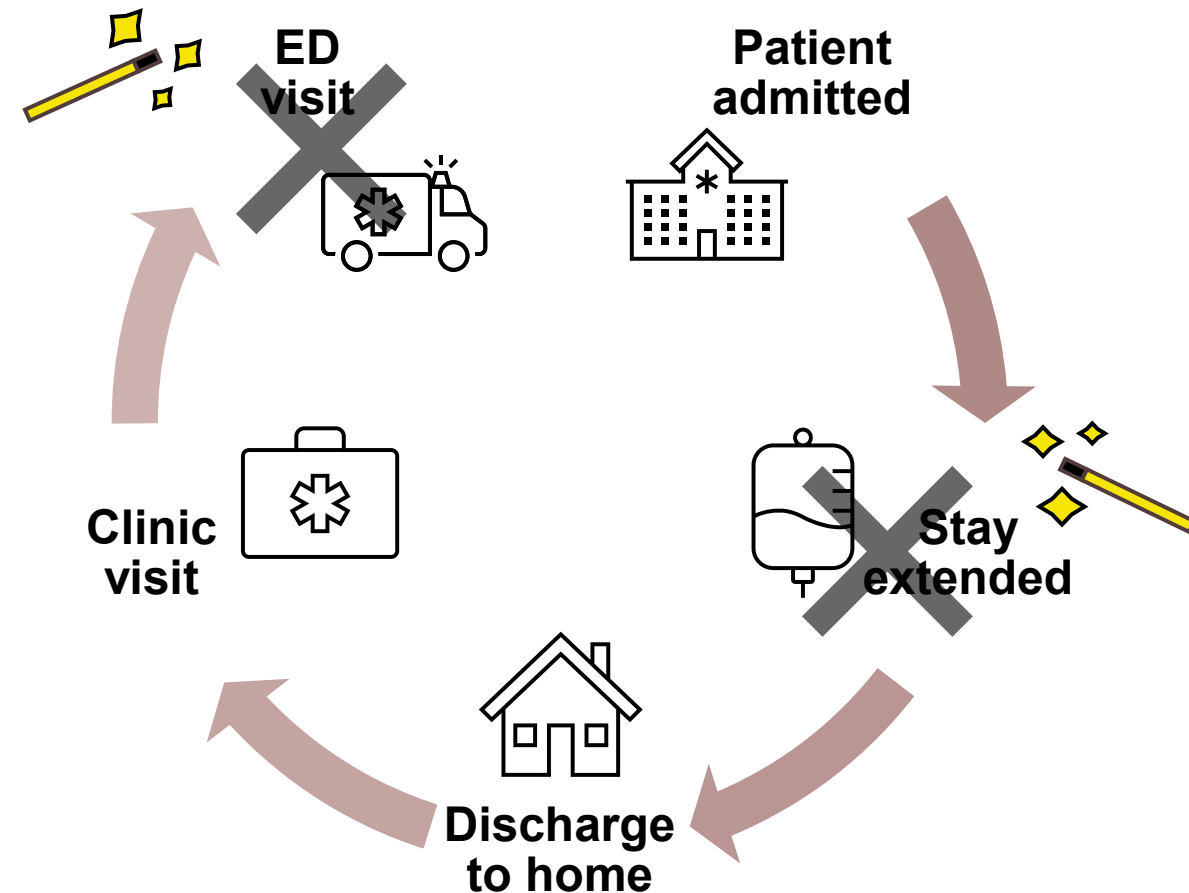
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- **PDSA Cycles**

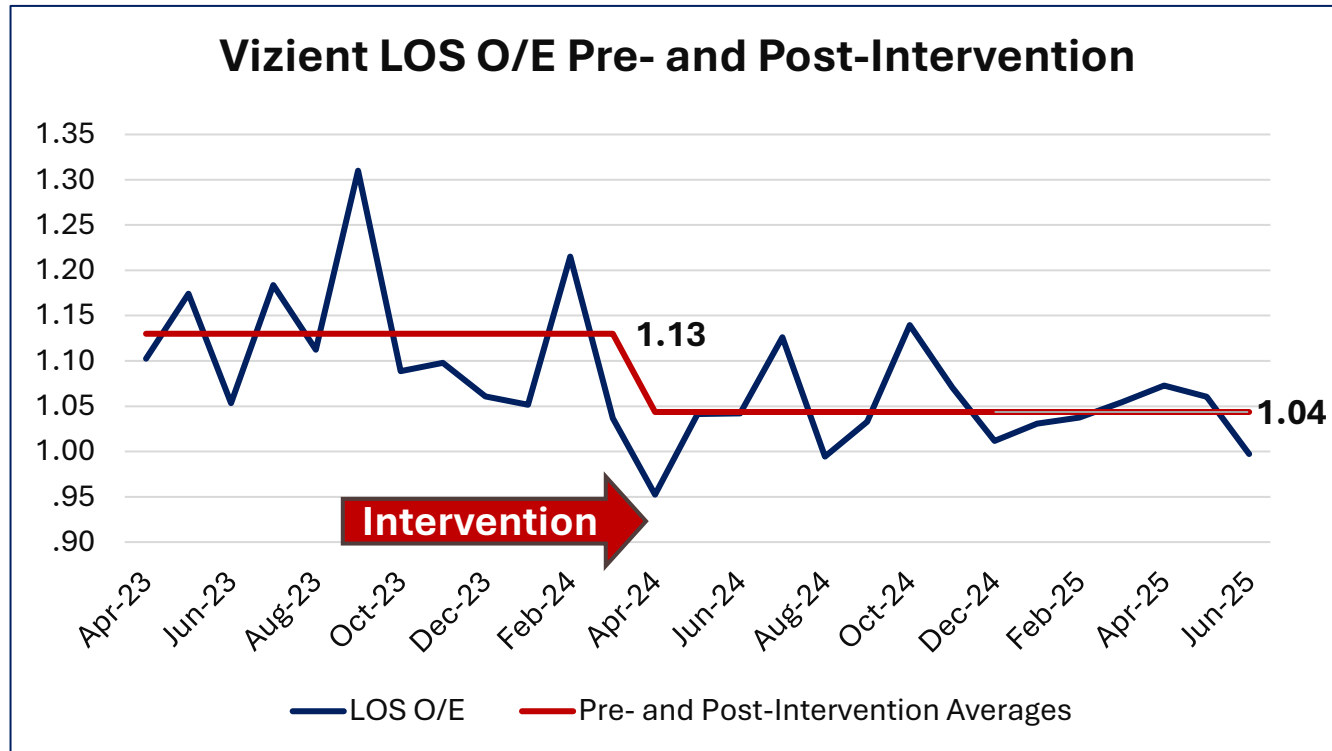
- Established weekly inpatient review
- Created referral order for inpatient teams
- Refined outpatient referrals

- **Active Monitoring**

- Used qualitative feedback
- Tracked process and outcome measures
- Met weekly to validate and refine



# Over 2000 Inpatient Days Saved Annually



Measure	Results <sup>+</sup>
Weekend visits	1096*
Discharge to home	90%
Planned/unplanned visits	64%/33%
IP days saved via early DC	808*
ED visits avoided	492*
IP days saved via ED avoided	1385*

\* Annualized based on 14 months of operations  
 + Collected via weekly chart review and debrief

- **7.2% reduction in Vizient LOS O/E**
- **35% decrease in LOS O/E disparity between Black and White patients**

Data Source: Penn Medicine, Quality and Safety

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**“Before [this existed], I had to wait in the ED for hours. I was able to get care more quickly, and the quality of care was excellent.”**

**— Weekend Infusion Patient**

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## Lessons Learned and Key Takeaways



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# Lessons Learned

- Be willing to try again
- Be prepared to reset expectations
- Be open to input
- Be rigorous and timely

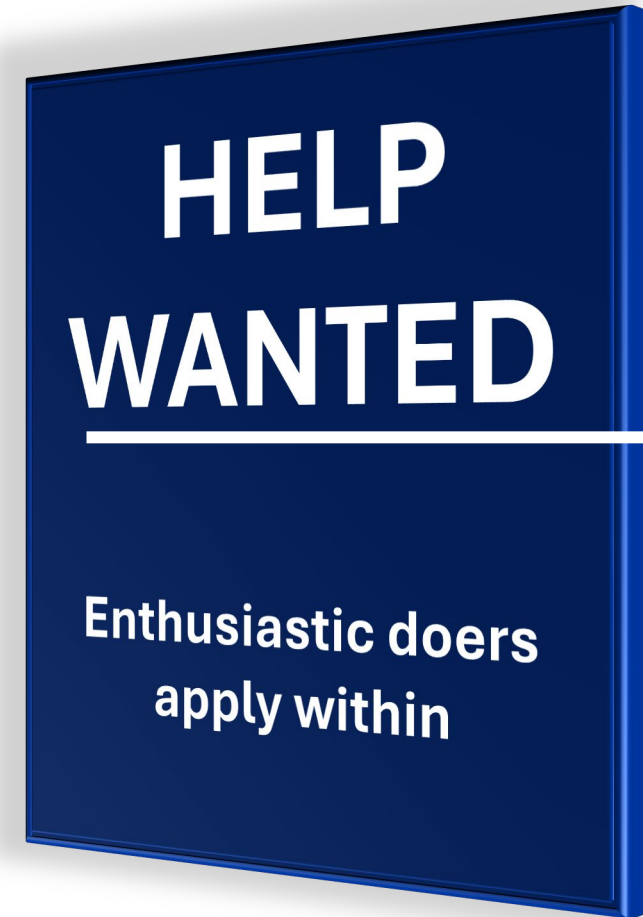


**RESET**

# Key Takeaways

**Expanding weekend services reduces ED utilization and saves inpatient days**

- Engage the right leaders
- Build a leadership structure that spans settings
- Ensure strong executive sponsor support
- Merge top-down and bottom-up thinking



# Questions?



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