

Cancer Care Ontario
Action Cancer Ontario

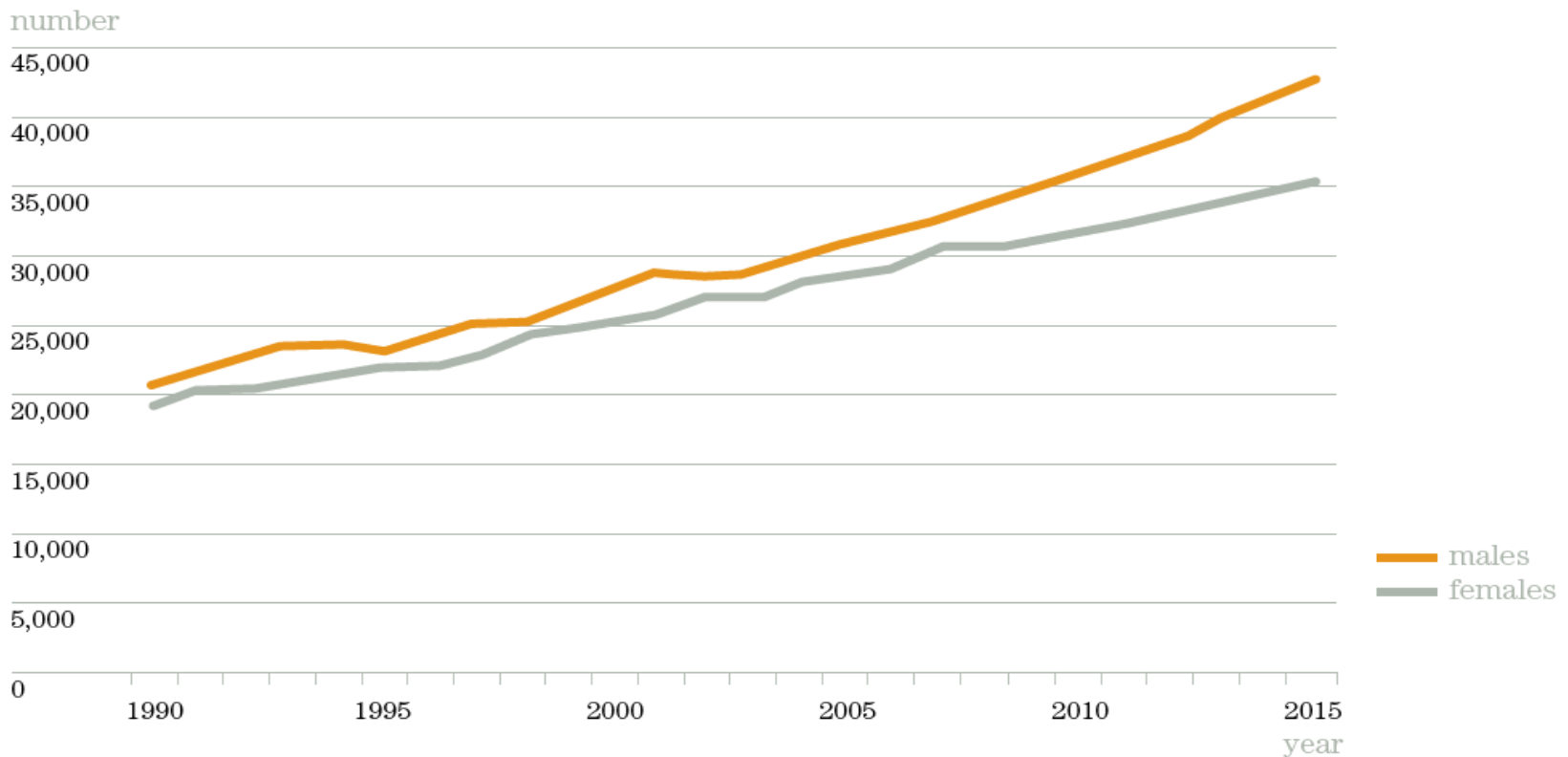
Engaging Patients in Designing Care: System and Organizational Perspectives

The Ontario Experience

Michael Sherar, PhD
President and CEO
Cancer Care Ontario
Ontario, Canada

Increase in cancer incidence

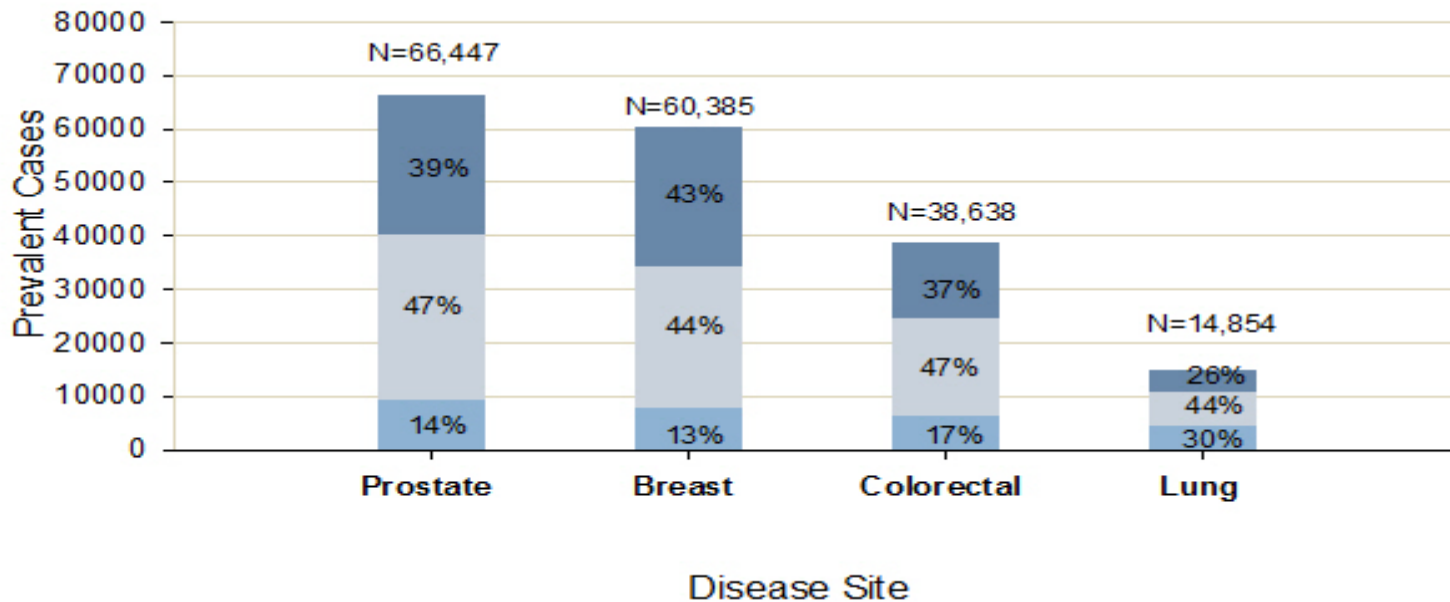
Number of new cases of all cancers combined, by sex and year
(actual to 2007 and projected 2008-15)



Increase in cancer prevalence

Cancer Prevalence

Prevalence for the most common cancers by time since diagnosis, Ontario, January 1, 2008



Data source: Ontario Cancer Registry, 2010

Prepared by: Cancer Care Ontario, Prevention and Cancer Control

Notes: 1. Percentages represent the proportion of 10-year prevalent cases by number of years since diagnosis for each cancer.

The Opportunity

Ontario Cancer Plan III (2011 – 2015)

- Strategic Priority 4: Continue to assess and improve the patient experience
- Involved patients through online discussion forums and advisory panels

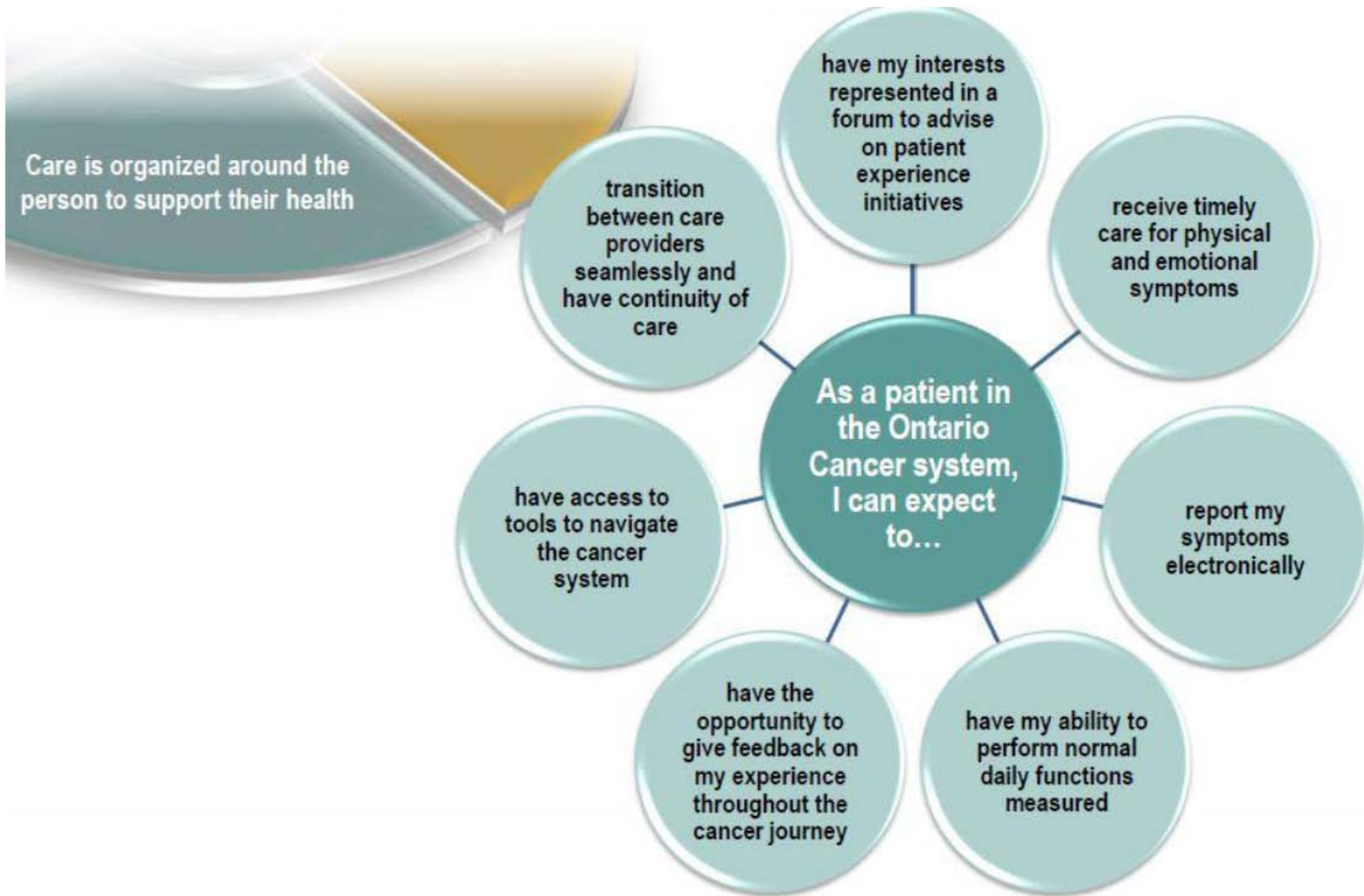
Excellent Care for All Act, 2010

- Puts patients first by improving the quality and value of the patient experience through the application of evidence-based health care

We have developed a better understanding of the patient experience through activities such as:

- Cancer Quality Council of Ontario Signature Events focused on the patient experience
 - Engaging patients through focus groups and social media
 - The Ambulatory Oncology Patient Satisfaction Survey
- **Progress has been made, but there is more to be done**

Our commitment to improve the patient experience



Disease Pathway Management: a new approach to improving quality of care, processes and patient experience

- Uses a multidisciplinary approach to bring together physicians, nurses, support staff, patients and caregivers to focus on a specific type of cancer
- Examines the entire cancer journey from the perspective of the patient
- Develops disease pathway maps based on best practices
- Identifies and prioritizes gaps in the cancer system e.g., transitions
- Identifies quality improvement targets
- Makes recommendations for guideline development

Using the pathways as a means to support patient navigation

DIAGNOSTIC ASSESSMENT PROGRAM - ELECTRONIC PATHWAY SOLUTION (DAP-EPS)

anna.chan Change Password Log Out

Home Profile Appointments Care Team Diagnosis & Info Help

My Care Team

Your Care Team is a list of all the doctors involved in your care. It also lists family and friends who have permission to follow your progress. To add or remove a member of Your Care Team contact your local Diagnostic Centre.

Provider /Family/Friend	Member Type	Phone	Appointment
Chan Charlie	Family/Friend		
Ross Johnson	Family		
Patricia Smith	Referring Physician		

Export Type: Excel Export Table

* Click Here to invite friends and family to follow your progress.

Diagnostic Centre

For information about the diagnostic process including questions about the DAP-EPS contact your Diagnostic Centre:

Thunder Bay Regional Health Sciences Centre
Diagnostic Assessment Program (DAP)
880 Oliver Road
Thunder Bay ON P7B 6V4
DAP Office: 807-834-6843

Useful Links:

1. Patient Services Information
2. Location and Map
3. Parking
4. Facility Layout
5. Family and Patient Centred Care
6. Colon Cancer Check

Useful documents:

- Lung DAP Patient Intro Letter
- Screening Colonoscopy Direct Referral Information Sheet
- Bowel Preparation for Screening Colonoscopy
- Colonoscopy Info Sheet
- Polype Info Sheet

My Appointments

All appointments are highlighted in the calendar below. To view previous appointments click on the appropriate month and find the highlighted date. To view your appointments in the form of a list, select 'List/View'.

Select View Type: List View Calendar View

Calendar View

May			June 2011							July			
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4							
5	6	7	8	9	10	11							
12	13	14	15	16	17	18							
19	20	21	22	23	24	25							
26	27	28	29	30	1	2							
3	4	5	6	7	8	9							

Legend:

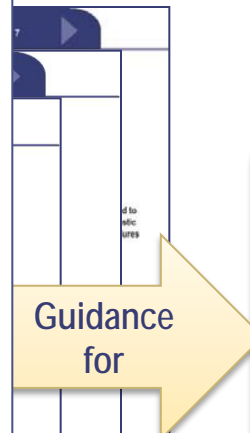
- current date
- previous appointments
- upcoming appointments

Canadian Cancer Society Société canadienne du cancer

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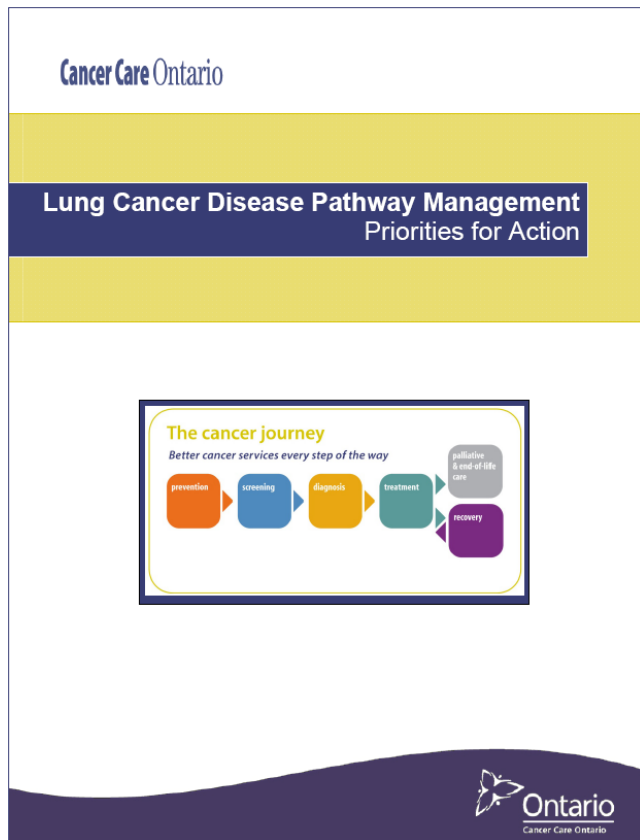
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Diagnostic Assessment Programs and DAP- EPS

Using the pathways to identify areas for quality improvement



Priority: Lung cancer patients and providers identified shortness of breath as one of the key issues that patients face on their journey



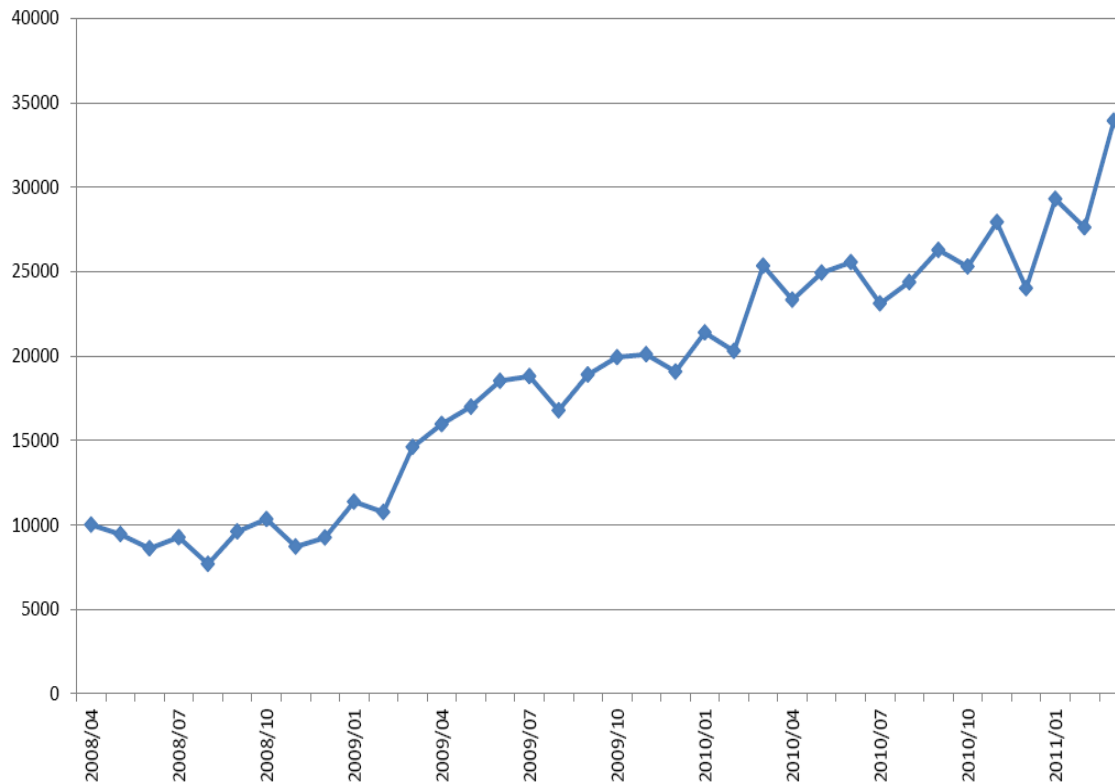
Dyspnea Management Pilot projects implemented in six sites

Improving Communication: Computerized symptom self-assessment such as ISAAC is the “gold standard” approach

Provincial reporting of symptom assessments

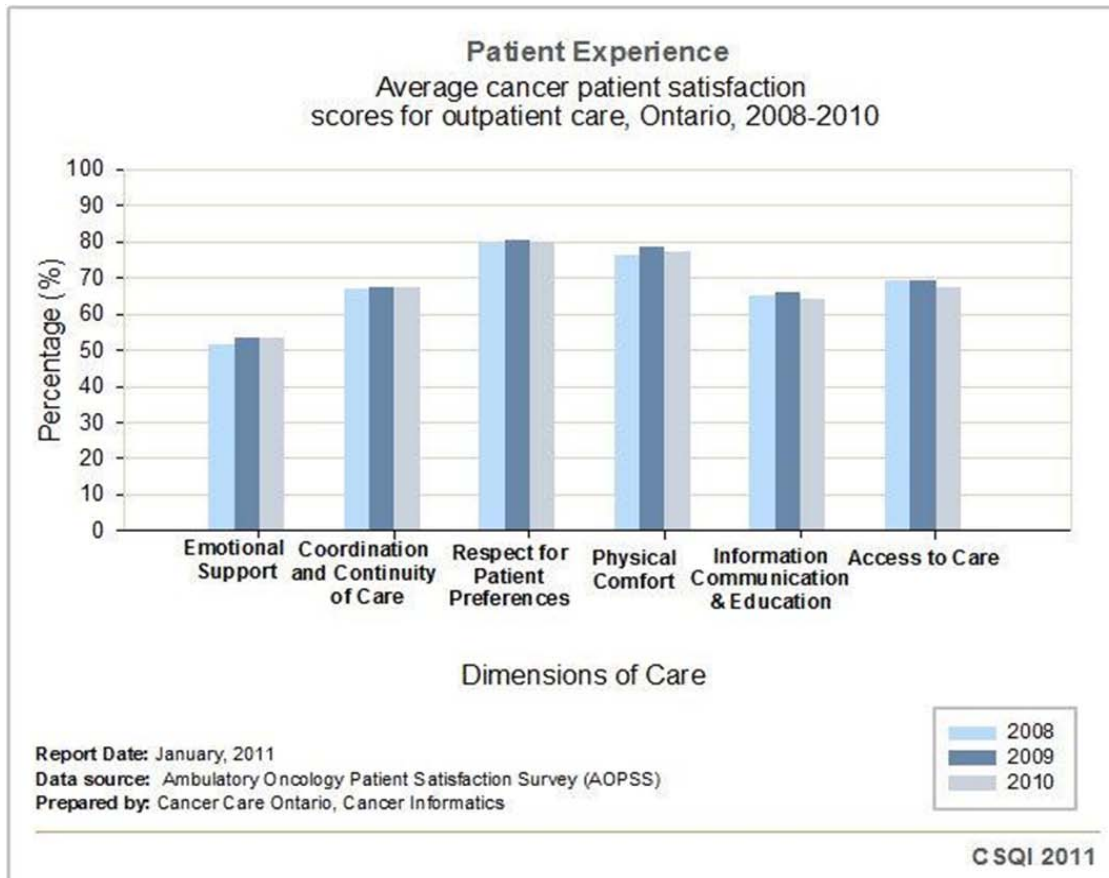
50% of all RCC patients now being screened monthly (23,000 patients)
316,000 ESAS assessments in past year (34,000 in March 2011)

Total Number of ESAS Assessments per Month



- Patients value this approach to symptom assessment
- 87% of patients thought ESAS was important
- 79% of patients agreed that their providers took ESAS into consideration in developing their care plan
- 79% felt their pain and other symptoms were controlled to a comfortable measure

Measuring the Patient Experience: are we making an impact?



- Our efforts to improve measurement:
 - Develop patient reported outcomes
 - Granular analyses of AOPSS e.g., by disease site
 - Develop point of care patient satisfaction questions

Patient Experience: value for money?

- More coordinated care = Decreased duplication of test
- Improve access to primary care = Fewer visits to ER
- Care closer to home = Decreased admissions to hospital
- **Will a focus on patient experience result in a significant improvement in value for money in the health care system?**

Lessons Learned

- Quality improvement starts with data
- Facilitating clinical practice change is key to improving symptom management and patient experience
- Engaging patients in

