Diagnostic Assessment Programs: High Quality Care for Patients with a Suspicion of Cancer.

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Who is Cancer Care Ontario?

Responsible for continually improving cancer services by driving quality, accountability, and innovation.

Uses information technology/management, informatics, project management and clinical expertise to plan and execute provincial strategies.

Directs and oversees $1.3 billion to hospitals and other care providers to deliver cancer, kidney and other health care services.
Due to our aging population, our health care system will continue to face increased demand for cancer screening, diagnostic testing, and treatment services.
What is the Problem We’re Trying to Solve?

“This was really my first introduction to the cancer system and I saw very quickly how overwhelming it was to keep track of things when you’re not only feeling unwell, but are also under stress from the fear and anxiety of what’s going on. It would be very easy to get lost along the way.” – DAP Patient
A New Model for Diagnostic Assessment

Since 2008, Diagnostic Assessment Programs (DAPs) have brought a new model of care and support to patients in the diagnostic phase.
DAP Program Evolution

First “DAP”
Toronto East General Hospital
Time to Treat Program

2005
2007
2007
2008/09
2011
2011 - 2013
2014 - 2018

Quality and Process Improvement funding to regions for DAPs began

2007
2014 - 2018
DAPs are Available Across the Province

The DAP Program Model

36 DAPs have been implemented throughout the province*

- 15 Lung
- 14 Colorectal
- 7 Prostate

*Additional systems of organized diagnostic assessment have been introduced for other types of cancer, based on regional needs.
DAP Patients Have Shortened Wait Times

Decrease in diagnostic wait times with implementation of thoracic/lung DAPs
DAPs Provide Streamlined Access to Multidisciplinary Treatment Options

Sample data from Erie St. Clair Prostate DAP (FY 2012-13)

Intermediate-risk prostate patients who went through a DAP were presented with more treatment options, and preliminary data shows that their treatment choices were significantly different as a result.
Performance Management in the Diagnostic Phase

Introduced indicator on diagnostic wait times for lung DAPs to the regional scorecard

Note: The red line represents the provincial target for the percentage of referral to diagnosis wait times that are within 28 days.
Note: Based on disease site, between 42-45 percent of patients who responded to the AOPSS were referred to a provider who could help with their anxieties or fears when first told of their illness.
DAPs Provide Navigation Support

- Piloted and operationalized patient navigation role in DAPs
- Developed and implemented the DAP-EPS
DAP-EPS: Benefits Patients and Healthcare Providers

PATIENTS CAN:

- Access to their appointment information
- View their diagnostic results and consult notes online
- Review their relevant educational content
- Invite their family or friends to follow along

PROVIDERS CAN:

- Access a centralized, automated repository of patient diagnostic data
- Manage patients efficiently and effectively, improving workflow
- Communicate with multidisciplinary care team
- Track wait times and identify areas of improvement

“This is a positive move towards inclusive, collaborative care. I like it very much.”

“Everything you need is in the [DAP-]EPS so it’s basically a one stop shop.”
Strong Partnerships Enable DAP Success

- **REGIONAL VICE PRESIDENTS**
- **DAP PATIENT NAVIGATORS**
- **HOSPITAL DEPARTMENTS**
  - Diagnostic Imaging
  - Pathology
  - Endoscopy
- **REGIONAL DAP STAFF**
  - Supported design of local programs
- **DECISION SUPPORT**
  - Enable reporting and performance monitoring
- **PATIENTS & CAREGIVERS**
  - Participated in focus group to support design of local programs
- **CLINICAL CHAMPIONS**
  - Supporting best practice & providing advice on local clinical questions
Challenges that we are Tackling

• Funding pressures and sustainability of funding model

• Access to population data for demonstrating DAP value

• Change management for new model of care
DAP Strategic Plan (2014-2018)

GOAL: Improve the diagnostic phase for all individuals undergoing a potential cancer diagnosis

STRATEGIC PRIORITY 1
Refine and Align the Scope of Diagnostic Assessment Programs

STRATEGIC PRIORITY 2
Develop Models of Navigation for Patients During the Diagnostic Phase

STRATEGIC PRIORITY 3
Improve Patient Transitions Along the Pathway from Suspicion to Diagnosis, Leading to Treatment

STRATEGIC PRIORITY 4
Drive Continuous Quality Improvements during the Diagnostic Phase

We’re building upon the current oversight, management and measurement done for DAP patients, to expand support for all Ontarians undergoing a diagnosis for a suspicion of cancer.

For more information, visit www.cancercare.on.ca
What DAP Patients Say

“I can’t say enough about how invaluable the nurse navigator was in my cancer journey….she was clear, concise and supportive throughout my entire cancer journey and this support is still ongoing.”

“Both the doctor(s) and the nurse navigator had all my information to discuss at the appointments. All my diagnoses as well as tests, treatments etc. were answered in language the average person understands”

“I had a good sense of being treated as a person, rather than in some other processes I felt more like an item being processed.”