Improving Care Coordination for Cancer Patients with an Advanced Practice Provider-Led Service Embedded in the Infusion Suite

Caitlin M. O’Neill, MSN, RN, OCN, NEA-BC

Addressing the complex needs of patients with cancer in the ambulatory setting has become an operational challenge, especially for leukemia patients:
- Frequent infusion suite visits due to treatments and transfusion/supportive care dependency
- Patients do not always have formal visits with a provider prior to an infusion appointment
- Difficulty anticipating supportive care needs and coordinating that care before the point of service at the infusion suite, leading to delays

Applying an APP-led service in the infusion suite was successful in improving care coordination for leukemia patients receiving treatment in the suite, as well as improving the primary oncology teams' perception of support in caring for these patients:
- Model could easily be replicated by other disease teams where patients receiving infusion care may benefit from additional management
- Opportunities for APP-led model to facilitate transitions from inpatient cancer care to outpatient cancer care

100% of participating providers reported they now felt they had adequate support for their patients.

Provider perception of experiencing frequent interruptions with questions from the infusion suite decreased from 66% to 20% for participating providers.

Plan
- Define problem: challenges with care coordination
- Identify intervention: embed APP in infusion

Do
- Implement APP-led care infusion suite for management and coordination of supportive care for leukemia patients

Study
- Appointment delays, or hold times
- Provider satisfaction with level of support for care delivery

Act
- Evaluate success
- Plan for sustainability
- Look for opportunities for improvement

24 → 0 (minutes)
20 → 0 (minutes)
24 → 0 (minutes)

Appointment Hold for Lab Results
Appointment Hold for Orders
Appointment Hold for Order Signatures