

NAVIGATING ACROSS THE QUALITY CHASM IN THORACIC ONCOLOGY

Ray U. Osarogiagbon, MBBS

Director,

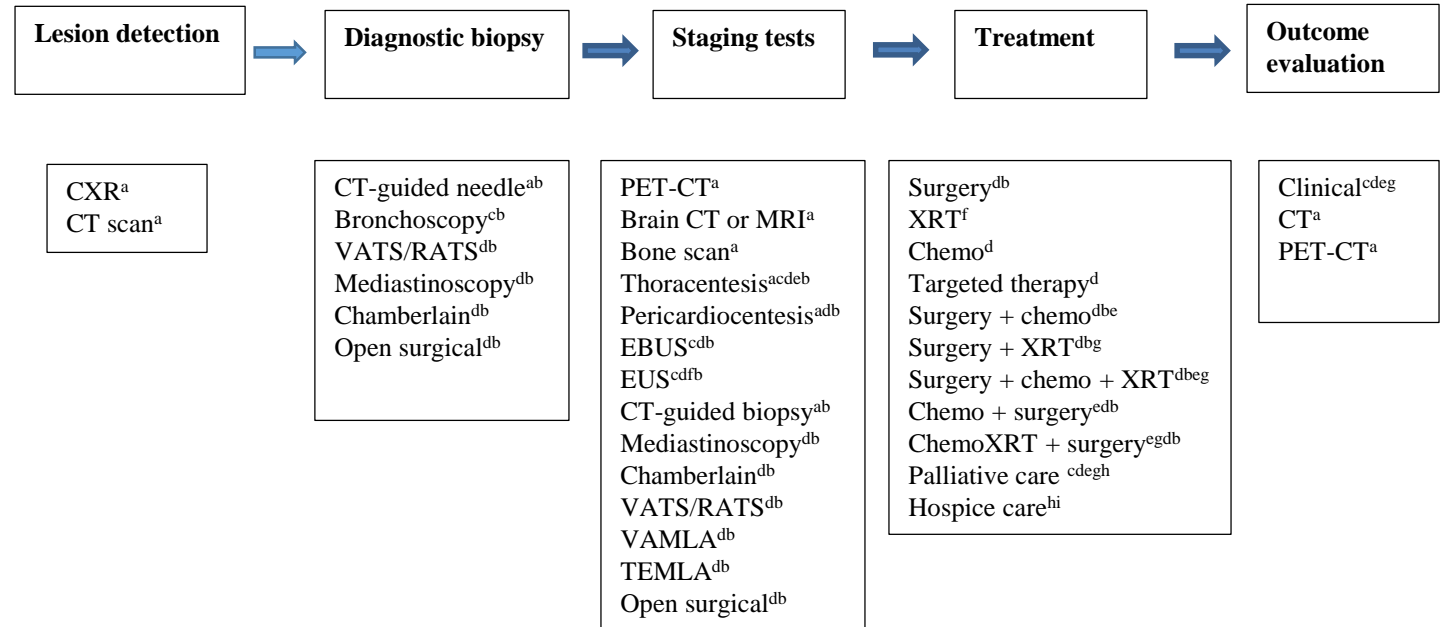
Multidisciplinary Thoracic Oncology & Thoracic Oncology Research Programs

Baptist Cancer Center, Memphis, TN

Monday November 13, 2017

Lung Cancer Care is Complex!

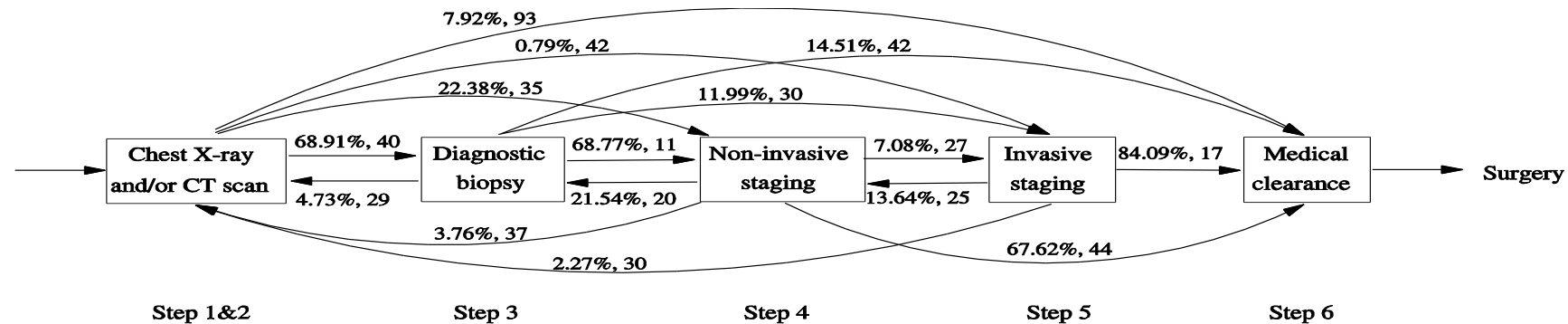
- Anatomy
- Patient characteristics
- Widening array of options
- Provider factors
- Care-delivery systems



INVOLVED PHYSICIAN SPECIALIST
 a Radiologist; b Pathologist; c Pulmonologist; d Surgeon; e Medical Oncologist; f Gastroenterologist; g Radiation Oncologist; h Palliative care specialist; i Hospice care specialist.

....and complicated!

The pathway to lung cancer surgery...



Stakeholder Perspectives: Multidisciplinary Model

	Patients & Caregivers	Physicians	Hospital Admins.	Health Insurance
Benefits				
Physician collaboration	+	+	+	+
Coordinated care	+	+	+	+
Concordance with recommendations	+	+	+	+
Timeliness of care	+	+	+	+
Challenges				
Financial disincentives		+		
Scheduling conflicts		+		
Conflicting treatment opinions		+		
Lack of validated benchmarks			+	+
Effectiveness of Multi-D			+	+

Stakeholder Priorities for Benchmarking

- Patients, caregivers:
 - **timeliness**; **communication**; navigation across systems.
- Clinicians:
 - **timeliness**; **communication** with referring physicians; respect for pre-existing relationships
- Administrators:
 - access to care; patient satisfaction; **cost-effectiveness**
- Insurance executives:
 - **concordance**; **resource utilization**; **prevention of hospitalization**; **evidence-based care delivery**

Benchmarking: what is 'timely care'?

- Waiting times from Lesion Detection to Treatment Onset:
 - 60 days (MD) vs. 57 days (SC).
 - 49 days (MD) vs. 43 days (SC).
- Patient satisfaction with
 - Timeliness from diagnosis to treatment: 4.9 v 4.6 p=.03
 - Combined quality of care from team members: 15.9 v 14.4, p<.001
- Caregiver satisfaction with
 - Overall quality of care: 16.33 v 14.14, p<.01