

eConsults: A tool to extend careforce capacity in cancer care?

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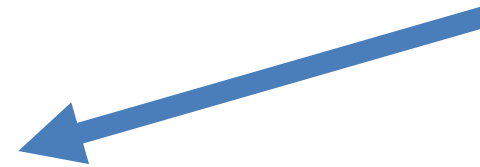
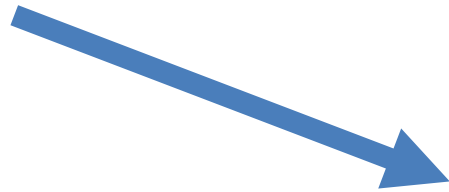
Director of Clinical Innovations

Association of American Medical Colleges

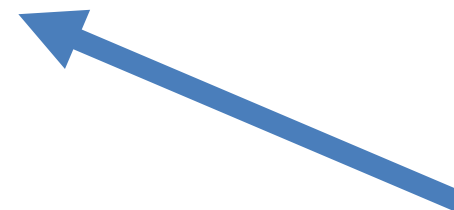
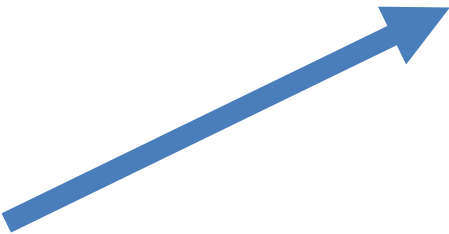
Drivers of demand for Cancer care

Curbside consults

Active cancer patients



Oncology team



Referrals

Cancer survivors

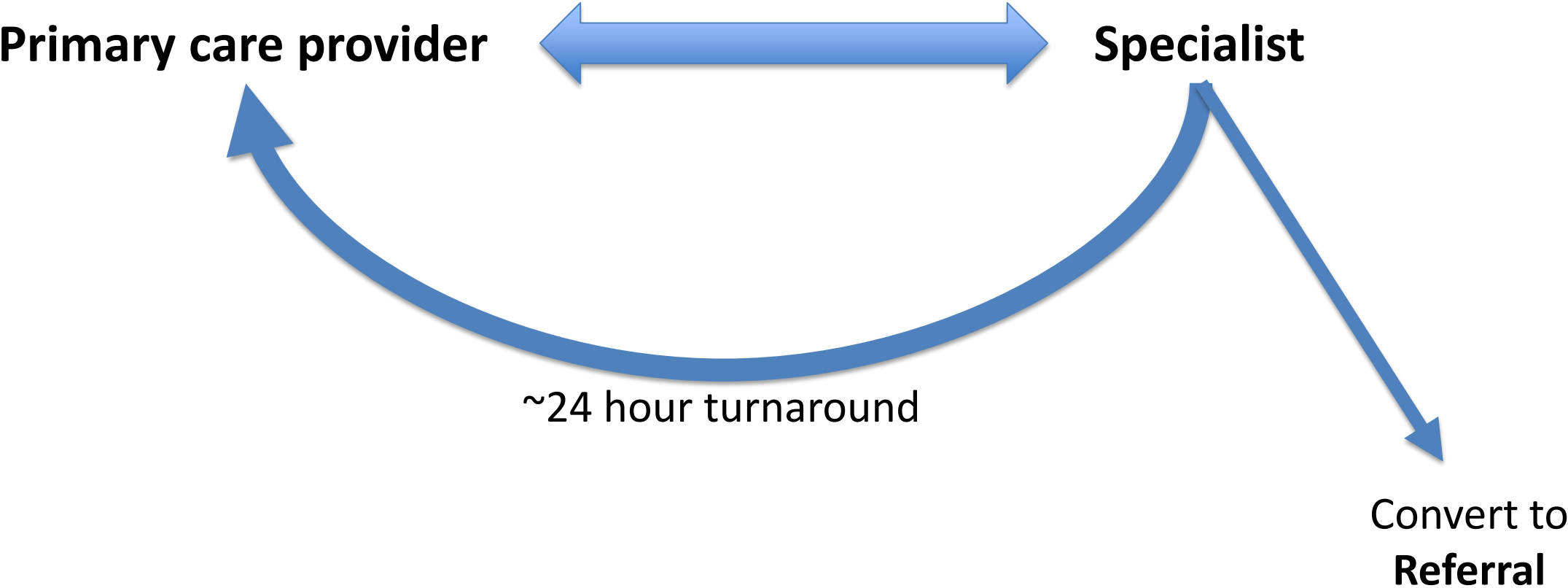
What is an eConsult?

- Asynchronous exchange between providers
- Enables requesting provider to manage patient, guided by the recommendations of the consultant
- Built into the EMR, or cloud-based platform
- Formalizes the process and expectations
 - Consistent, reliable structure for exchange
 - Automatic documentation in EMR
 - Clinical credit provided (RVU)

Why an eConsult?

- Improves access to specialty care
- Reduce marginal value referrals
- Creates a meaningful connection between providers
- Better patient experience
- Cost-saving service

How it works



How it works

Primary care provider



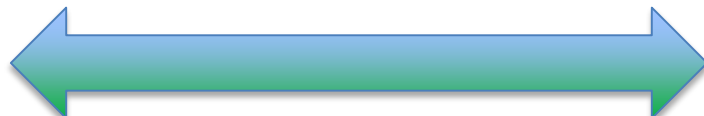
Specialist

Specialist



Subspecialist

Specialist

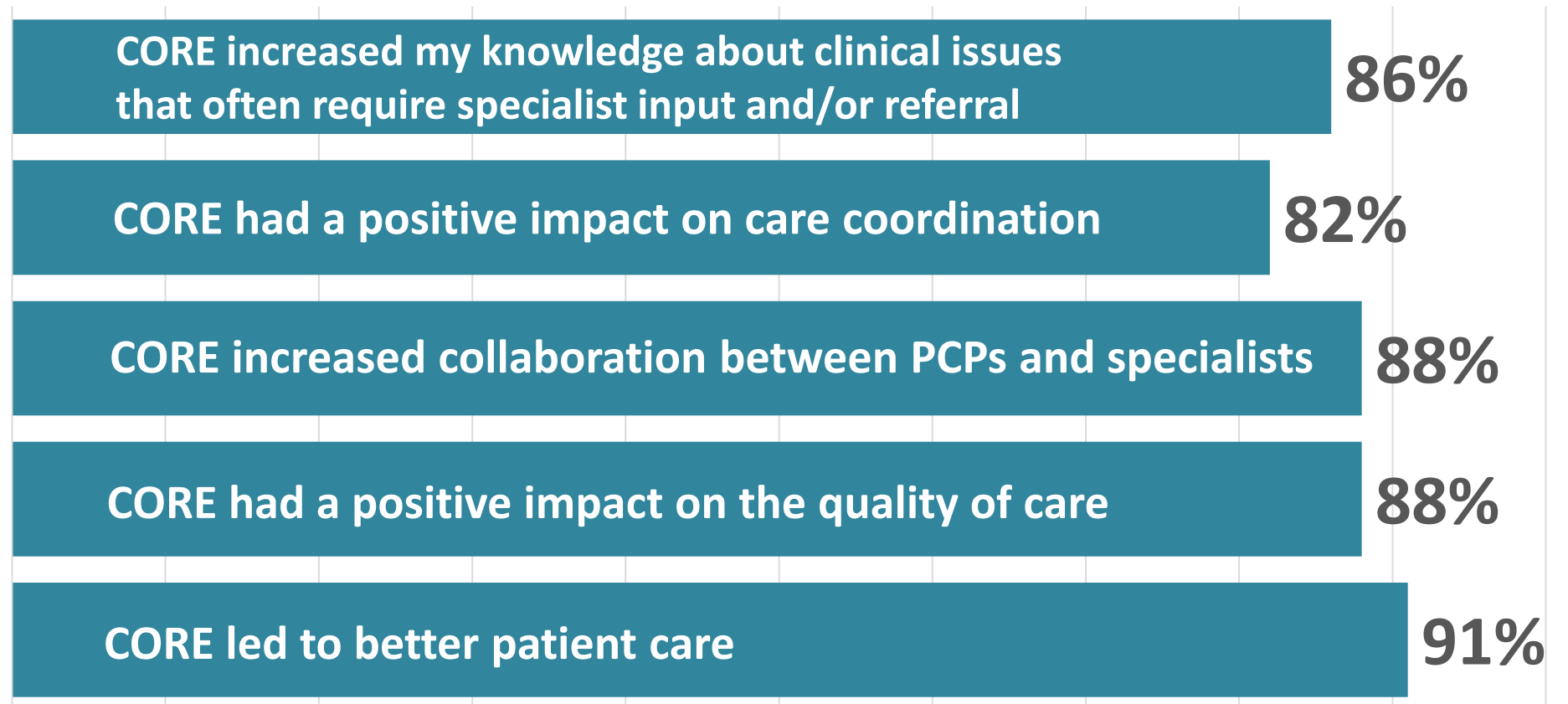


Primary care provider

Provider feedback on eConsults and the CORE model

% of respondents agreeing with statement

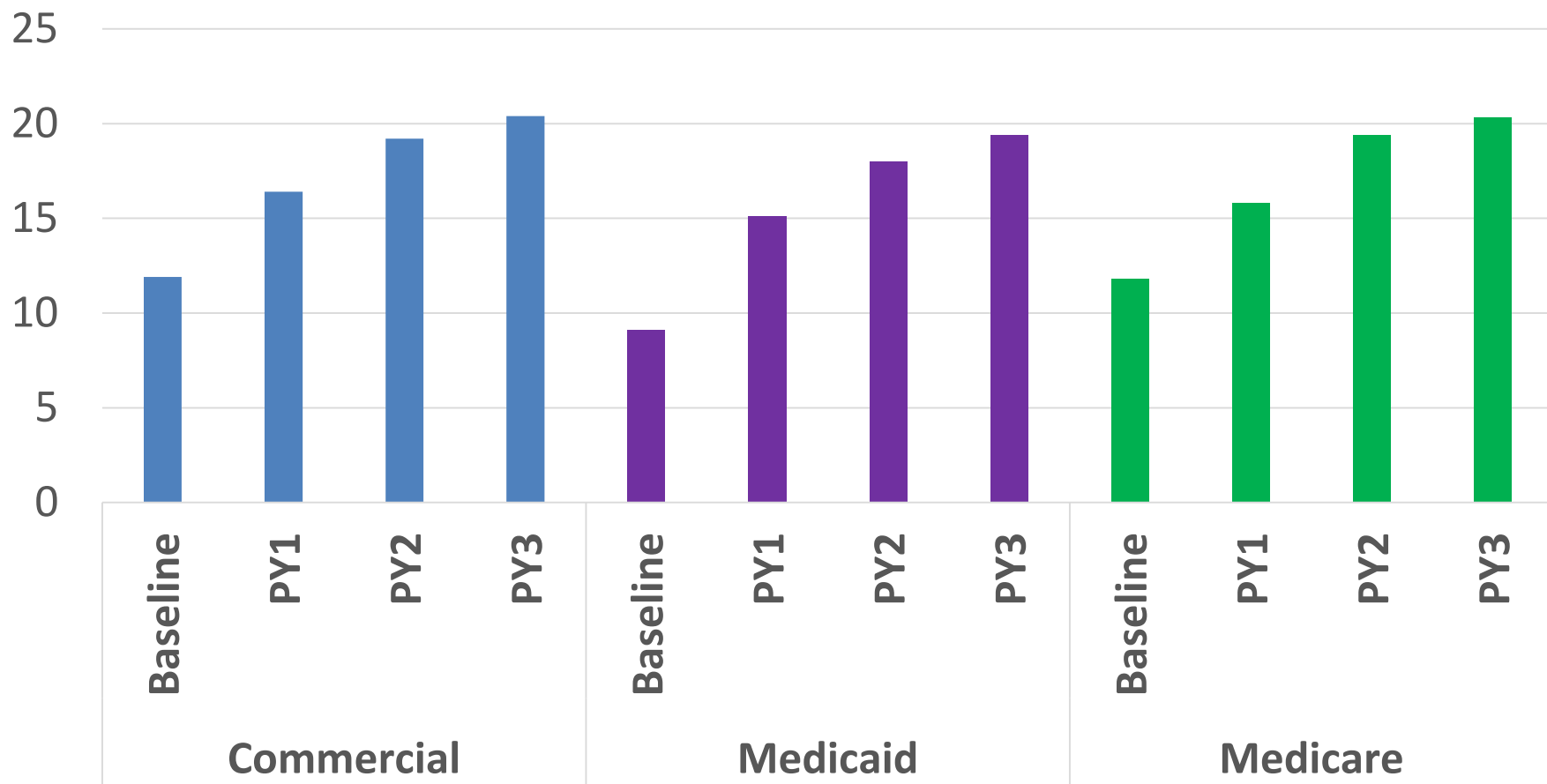
300 clinicians surveyed, 49% response rate



Source: Preliminary report of CMMI HCIA-2 independent evaluator, Mathematica

Improving Access to Care: % of Patients with Specialty Input within 14 Days of PCP request in Project CORE

Overall, 80% improvement in timely (14 day) access to specialty input in Year 3 vs. Baseline



Patient Satisfaction with eConsults in Project CORE

81% of patients

are satisfied with the specialists' eConsult recommendations (same as with an in-person referral)



95% of patients

feel that the specialist's eConsult advice was conveyed promptly and recommendations were clearly explained

*“You don't have to take a day off work, you don't have to just sit there waiting around, you don't have to pay your copay or anything else that comes down. I mean, when you add it all up, **it's advantageous to the patient.** There's very little downside...”*

- Patient feedback on eConsults