



# Training & Education Considerations

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# Disclosures

- Employment: University of Michigan
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# Current State & Concerns

- Vacancies & reduced clinical hours → less cohesive & stable teams
- Increased complexity of cancer treatment & care
- Increased consequences for patient adverse events
- Condensed training schedules for some clinical professions
- Pervasive threats to clinician psychological safety in workplace

# Oncology Nurses' Practice Environments: Focus Group Thematic Analysis



CENTER FOR IMPROVING  
PATIENT AND POPULATION HEALTH  
UNIVERSITY OF MICHIGAN



Unsafe workloads for  
patient & nurses



Financial constraints



Communication  
challenges



Support from  
leaders & assistants



# Outcomes of an Interprofessional Chemotherapy Safety Training Program

## Process



Prework (2h)



Group class (4h)

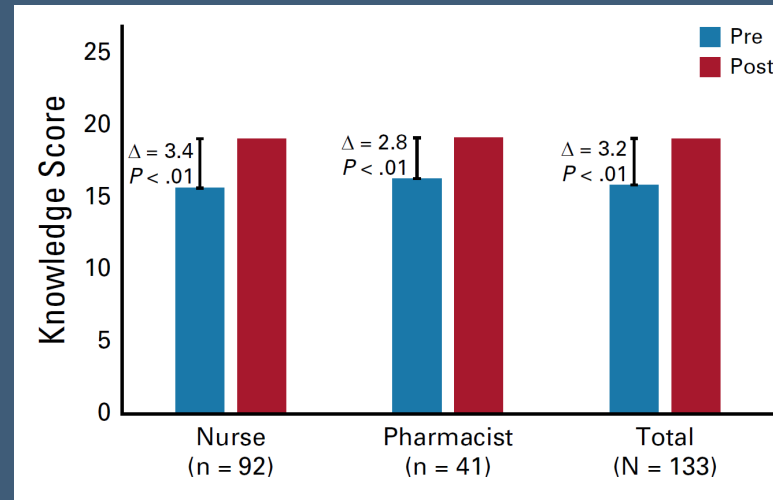


Simulation (3h)



Survey at 3 mos

## Improved Knowledge



Effect size of 1.07, between pre- and 3-month knowledge test

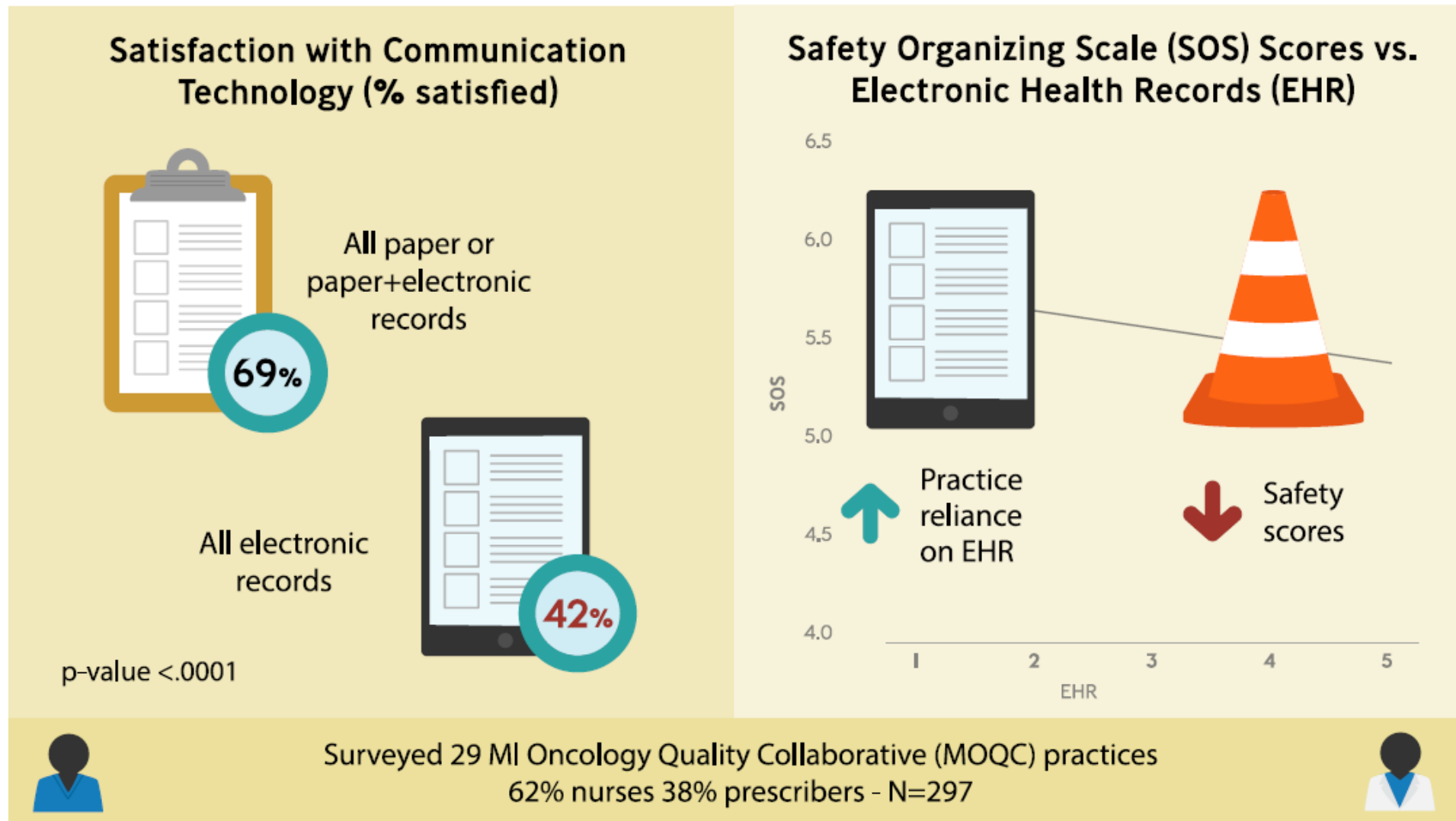
## Clinical Practice Change



60%

reported practice or policy changes made at three months

# Clinician Perspectives on Electronic Health Records, Communication, and Patient Safety across Diverse Medical Oncology Practices



# Cancer Care Teamwork Intervention (2021)

- Adapted Bunnell & Gross intervention in medical oncology practice
- Clinician (Teamwork, Safety Behaviors, Communication) & Patient (CancerCAHPS) surveys
- Interdisciplinary workgroup reviewed data and posited improvement strategies
  - Patient (90%) and Clinician (78%) response rates
  - Diverse use of communication technologies -> standard use guide
  - Patient appointment scheduling process improvements -> changed workflow
  - Clinician unease discussing topics in front of leadership (separate debriefs?)
  - Post workshop participants were satisfied or extremely satisfied with participation
  - Practice asked the study team to repeat the survey to evaluate process changes

Bunnell CA, et al. BMJ Qual Saf. 2013;22(5):405-13. doi: 10.1136/bmjqs-2012-000948.

Blok, AC, et al. Cancer Care Research Online. 2023 3(3):p e043. doi: 10.1097/CR9.0000000000000043

# Lessons Learned

- Embrace **lifelong learning**. Education is not retained nor relevant for long
- **Interprofessional training** is highly valued yet rarely programmed
- Consider *both* **clinical issues** *and* **care delivery** content
- Clinicians highly value **institutional investments** in education & training
- Clinicians accept virtual, **novel delivery approaches** with good design



# Research & Policy Agenda

- Efficient, satisfying strategies to support current & future oncology workforce
- Repurpose regional/multi-site quality efforts to support clinical teams
- Streamline & automate quality data collection & analysis
  - Reinvest in clinician effort to implement and de-implement, as appropriate
- Increased investments in interprofessional *clinical & quality training*



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