

Implementing an Oncology Care Management Program in a Rural Healthcare Setting

Crete Area Medical Center, Crete, Nebraska

Background

- Crete Area Medical Center – 24 bed CAH with attached physician clinic
- Mission – To advance the health of the communities and region we serve, through collaboration, prevention, innovation and exceptional care.
- Community Needs Assessment identified need for additional cancer care and resources
- Cancer Survivorship Team (consisting of leaders, providers & front line team members) at CAMC identified the greatest need is improved coordination of care for cancer patients.
- Providers identified that large amounts of time and resources are needed to help coordinate the care for these patients

Aims

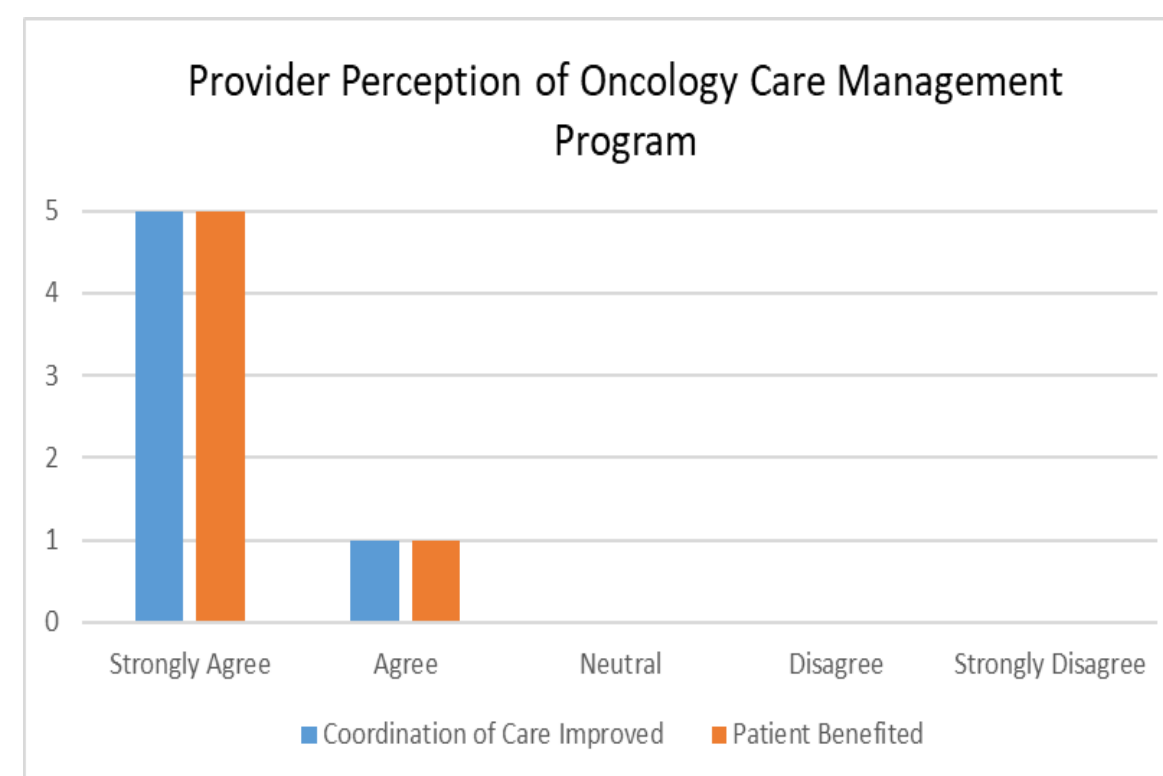
- To improve coordination of care for oncology patients

Measure

- Provider Survey on Perception of the Oncology Program
 - Likert Scale
- Outpatient Specialty Clinic Statistics

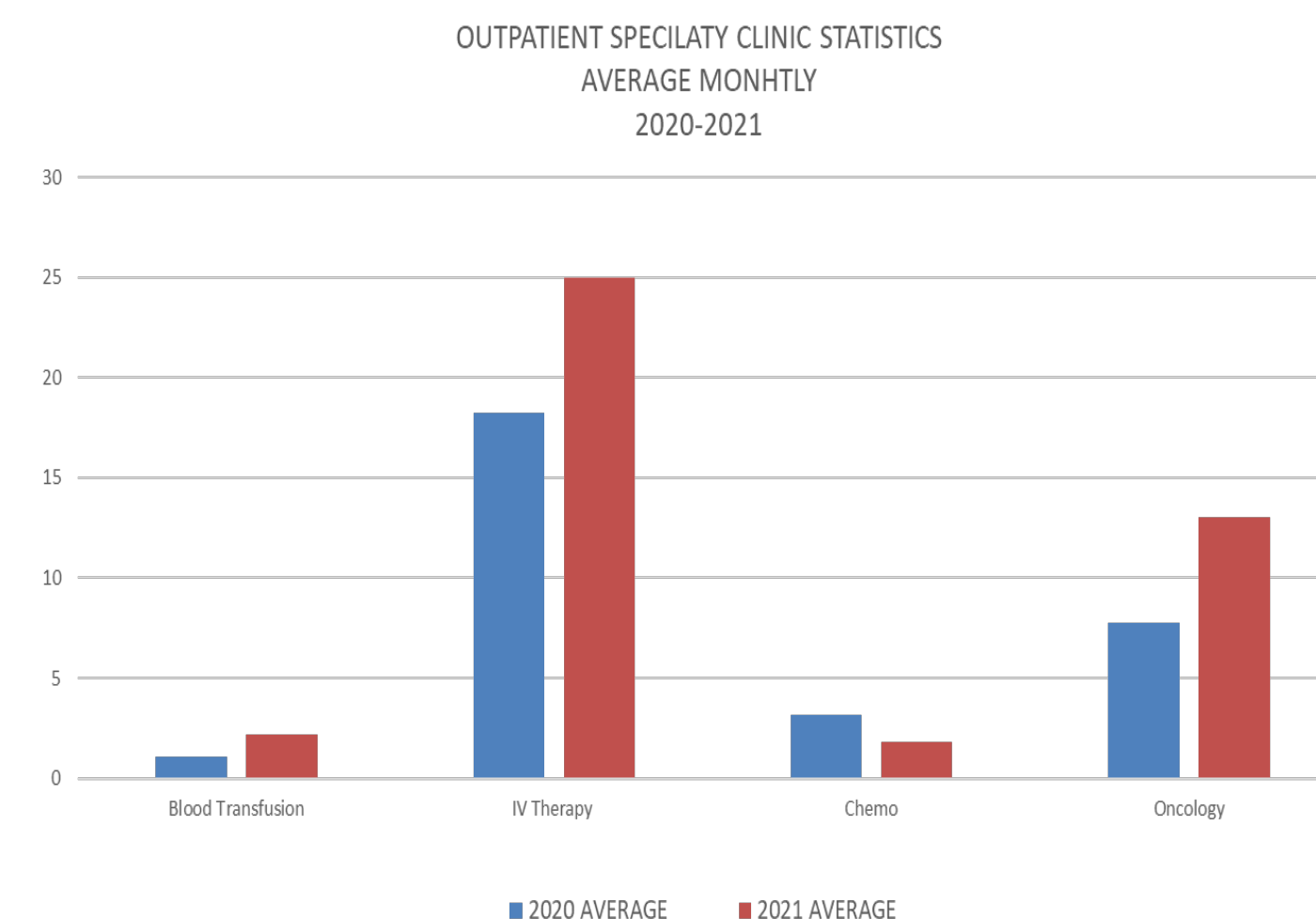
Plan

- Establish Cancer Survivorship team (2018)
- Identified need for improved coordination of care
- Established Project Charter & Scoping Document
- Identified Stakeholders
- Create new job role & job description modeled after the Pfizer oncology Patient Navigation in Cancer Care 2.0
- Hired Oncology Care Management RN (Dec. 2020)
- Orientation to internal process and external key resources (early 2021)
- Oncology Care Management services offered Jan. 2021.



Results

- All providers strongly agree or agree to both the improved coordination of care for oncology patients & that their patient benefited from the program
 - Coordination of Care – Mean score 4.83
 - Patient Benefit – Mean Score 4.83



Team



Becky Kaelin, BSN, RN, OCN - Oncology Care Management RN

- April Gaines, RN, MSN – CNO
- Steph Hollman – Clinic Operations Director
- Stephanie Boldt – President/CEO

