An Immediate Care Center for Oncology Patients
Symptom Management Doesn’t Require the Emergency Department
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Background

VOLUME AND COMPLEX CARE
- The James Comprehensive Cancer Center opened a new hospital in 2014
- Inpatient census is continually high
- Outpatient clinics have grown: > 20,000 monthly visits
- Infusion clinics have grown: > 7,000 monthly visits
- Patients require increased symptom management for more complex therapy, immunotherapy, chemotherapy, radiation and surgery.

NEED FOR ALTERNATE SITES OF CARE
- Unplanned visits in clinics impact throughput and creates a sub-optimal patient experience
- Emergency room visits = extended wait times, higher cost of care and increased potential for hospital admission
- Desire to create timely and specialized care for unplanned acute needs for oncology patients

Methods

CREATING THE PROGRAM
- Eight bed Immediate Care Center (ICC) opened April 2018
- Staffed by oncology nurse practitioners and oncology nurses
- Soft opening – Monday through Friday 7am – 11pm with expansion to weekends and holidays followed by 24/7 operation in November 2018
- Communication with clinical teams, telephone triage nurses, attending physicians
- Intent to manage acute, unplanned symptoms
  - Patients who do not meet the criteria for an emergent visit
  - Patients who do require evaluation by a provider
  - Patients referred by clinical team
- Treatments: IV fluids, antibiotics, anti-emetics, pain management, neutropenic fever, wound management, transfusions

Results

ICC PATIENT VOLUME AND ADMISSIONS

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Patient Volume</th>
<th>Patients Admitted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q4 FY18</td>
<td>360</td>
<td>65</td>
</tr>
<tr>
<td>Q1 FY19</td>
<td>410</td>
<td>77</td>
</tr>
<tr>
<td>Q2 FY19</td>
<td>454</td>
<td>101</td>
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<tr>
<td>Q3 FY19</td>
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<td>116</td>
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<tr>
<td>Q4 FY19</td>
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<td>131</td>
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<tr>
<td>Q1 FY20</td>
<td>851</td>
<td>170</td>
</tr>
<tr>
<td>Q2 FY20</td>
<td>964</td>
<td>222</td>
</tr>
</tbody>
</table>

Impact on Patient Care and Experience

- Press Ganey patient satisfaction scores are in the 97th percentile for the Immediate Care Center
- Oncology providers have expressed high satisfaction with the ICC
- Patients admitted from the ICC since opening = 19% compared to 74% of patients admitted from the ED

Conclusion

- Oncology patients require specialized care that is challenging in a rapid paced ED
- Managing oncology patient symptoms in the ED is not patient centered and often not necessary
- ED visits are more likely to result in an unplanned hospital admission. ↑ cost of care, ↑ risk of complications
- The ICC can dramatically reduce readmission rates for oncology patients
- Planned expansion of the ICC in July 2020

References