

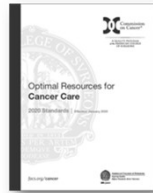
Perspective



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Success at the Site Visit: Making the Most of the Annual Review

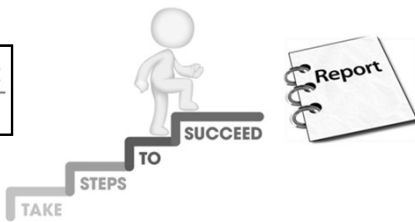
- 4 Personnel and Services Resources
 - 4.1 Physician Credentials
 - 4.2 Oncology Nursing Credentials
 - 4.3 Cancer Registry Staff Credentials
 - 4.4 Genetic Counseling and Risk Assessment
 - 4.5 Palliative Care Services
 - 4.6 Rehabilitation Care Services
 - 4.7 Oncology Nutrition Services
 - 4.8 Survivorship Program
- 5 Patient Care: Expectations and Protocols
 - 5.1 College of American Pathologists Symptomatic Reporting
 - 5.2 Psychosocial Distress Screening



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Success at the Site Visit: Making the Most of the Annual Review

$$\text{Value} = \frac{\text{Benefit}}{\text{Effort}}$$



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First Step

The slide features two book covers. On the left is 'START WITH WHY' by Simon Sinek, with the subtitle 'WHY WE DO WHAT WE DO, HOW WE SUCCEED, AND HOW TO TAKE ACTION'. On the right is 'Optimal Resources for Cancer Care: 2020 Standards' published by the American Society of Clinical Oncology (ASCO).

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Remember WHY these standards exist

The slide includes three images: a lighthouse with a beam of light, a large black 'no' symbol (a circle with a diagonal slash) overlaid on a dark background, and the 'START WITH WHY' book cover.

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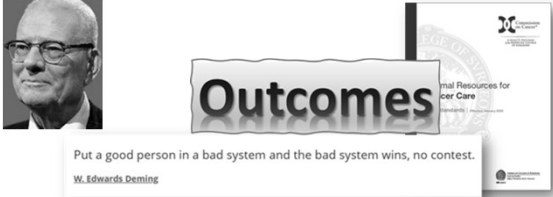
Remember WHY these standards exist

The slide features a list of standards on the left, the 'START WITH WHY' book cover on the right, and the word 'Outcomes' in a large, bold, grey font in the center. The list includes:

- 4 Personnel and Services Resources
 - 4.1 Physician Credentials
 - 4.2 Oncology Nursing Credentials
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- 5 Patient Care Expectations and Protocols
 - 5.1 College of American Pathologists Synoptic Reporting
 - 5.2 Psychosocial Distress Screening

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Remember WHY these standards exist




Put a good person in a bad system and the bad system wins, no contest.
W. Edwards Deming

Optimal Resources for Cancer Care

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Remember WHY these standards exist



CHANGE is good you go first!


Optimal Resources for Cancer Care

Notes on the gentle art of herding cats:

- 1. Cats don't like to be herded. In fact, you can't really herd cats.
- 2. Cats prefer to herd themselves.
- 3. Cats prefer to be herded.
- 4. Cats understand that they sometimes need to be herded. Cats don't make things any easier to herd.
- 5. Cats don't like being rewarded. They are being herded only because of this.
- 6. Cats don't like being rewarded. They are being herded only because of this.
- 7. Herd gently, but firmly, with affection and patience.
- 8. Remember, you are a cat. You are a cat. You are a cat.

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Second Step



WOULD IT KILL YOU TO JUST ONCE READ THE INSTRUCTIONS?

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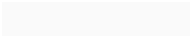
KNOW Standards 4.4-4.7 & 5.2

- Standard 4.4: Genetic Counseling and Risk Assessment
- Standard 4.5: Palliative Care Services
- Standard 4.6: Rehabilitation Care Services
- Standard 4.7: Oncology Nutrition Services
- Standard 4.8: Survivorship Program
- Standard 5.2: Psychosocial Distress Screening

Documentation


Submitted with Pre-Review Questionnaire

- Policy and procedure
- Cancer committee minutes that document the required yearly evaluations



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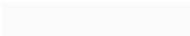
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Documentation


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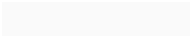
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Identified Compliance Concerns on Annual Reports

- **INCOMPLETE UNDERSTANDING OF THE STANDARD**
 - Doing the **WRONG** thing more than required does not make it right!

Evaluating Rehabilitation Care Services
 Each calendar year, the cancer committee must monitor, evaluate, and make recommendations for improvement, as needed, to rehabilitation care services and/or referrals. The content of the review and any recommendations for improvement are documented in the cancer committee minutes.

Standards Requiring Annual Review
 The following standards require a review of services at least once each calendar year. These reviews must be documented in the cancer committee minutes and must take place within the same year on which they are based or no later than the first quarter of the following calendar year. This requirement applies to the annual review required in:

- Standard 2.5: Multidisciplinary Cancer Case Conference
- Standard 4.4: Genetic Counseling and Risk Assessment
- Standard 4.5: Palliative Care Services
- Standard 4.6: Rehabilitation Care Services
- Standard 4.7: Oncology Nutrition Services
- Standard 4.8: Survivorship Programs
- Standard 5.2: Psychosocial Distress Screening
- Standard 6.1: Cancer Registry Quality Centers
- Standard 8.1: Addressing Barriers to Care
- Standard 8.2: Cancer Prevention Event
- Standard 8.3: Cancer Screening Event
- Standard 9.1: Clinical Research Accrual

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Identified Compliance Concerns on Annual Reports

- **INCOMPLETE UNDERSTANDING OF THE STANDARD**
 - Doing the **WRONG** thing more than required does not make it right!
 - Doing the **RIGHT** thing incorrectly more than required does not make it right!

The cancer committee must review and document in the minutes:

- The number of patients identified as needing referrals for the selected cancer site each year, and
- How many patients received a referral for genetic counseling

It is encouraged, but not required, that programs track whether patients who received referrals ultimately had genetic counseling.

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Identified Compliance Concerns on Annual Reports

- **INCOMPLETE UNDERSTANDING OF THE STANDARD**
 - Doing the **WRONG** thing more than required does not make it right!
 - Doing the **RIGHT** thing incorrectly more than required does not make it right!
- **INCOMPLETE DATA PRESENTATION**
 - Failing to provide a calendar year's worth of data
- **TIMELINESS OF REPORT**
 - Failing to present report at end of calendar year or Q1 of succeeding year

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PAGE v

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- Standard 8.2: Cancer Prevention Event
- Standard 8.3: Cancer Screening Event
- Standard 9.1: Clinical Research Accrual

2023 **2024**

SITE REVIEWER

* Please enter the appropriate rating based on compliance with the standard.

Compliant

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PAGE v

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- Standard 8.3: Cancer Screening Event
- Standard 9.1: Clinical

2023 **2024**

SITE REVIEWER

* Please enter the appropriate rating based on compliance with the standard.

Non Compliant

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Third Step

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Missed Opportunities on Annual Reports

- INCOMPLETE DATA PRESENTATION
 - Failing to provide a calendar year's worth of data

"In God we trust; all others bring data."
 – W. Edwards Deming

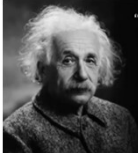


"Without data, you're just another person with an opinion."
 – W. Edwards Deming

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Missed Opportunities on Annual Reports

- INCOMPLETE DATA PRESENTATION
 - Failing to provide a calendar year's worth of data
- EVALUATING THE SAME PROCESSES EVERY YEAR
 - Without any meaningful change in the process and sometimes with an identical report

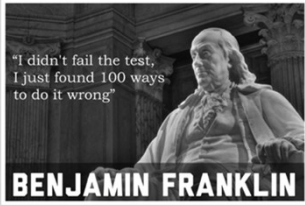


"The definition of insanity is doing the same thing over and over again expecting different results."
 –Albert Einstein

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Missed Opportunities on Annual Reports

- INCOMPLETE DATA PRESENTATION
 - Failing to provide a calendar year's worth of data
- EVALUATING THE SAME PROCESSES EVERY YEAR
 - Without any meaningful change in the process and sometimes with an identical report
- LACK OF CRITICAL REVIEW
 - Not assessing effectiveness of current process(es) and identifying opportunities for improvements/enhancements




"I didn't fail the test, I just found 100 ways to do it wrong"
BENJAMIN FRANKLIN

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Missed Opportunities on Annual Reports

We are being ruined by the best efforts of people who are doing the wrong thing.
W. Edwards Deming



The greatest waste ... is failure to use the abilities of people...to learn about their frustrations and about the contributions that they are eager to make.
W. Edwards Deming


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Fourth Step



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Attitude Towards the CoC Accreditation Site Visit



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Summation: Putting it Together



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Key Takeaways

- INTEGRATE the work of the standard into daily work



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Key Takeaways

- INTEGRATE the work of the standard into daily work
- KNOW the standard and assign responsibility to content expert



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Key Takeaways

- INTEGRATE the work of the standard into daily work
- KNOW the standard and assign responsibility to content expert
- Do the work in a TIMELY fashion



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Key Takeaways

"The greatest teacher, failure is."

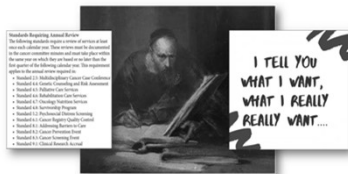
- INTEGRATE the work of the standard into daily work
- KNOW the standard and assign responsibility to content expert
- Do the work in a TIMELY fashion
- THINK CRITICALLY about the work you do and what you wish to achieve



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Key Takeaways

- INTEGRATE the work of the standard into daily work
- KNOW the standard and assign responsibility to content expert
- Do the work in a TIMELY fashion
- THINK CRITICALLY about the work you do and what you wish to achieve
- DOCUMENT both work accomplished and opportunities



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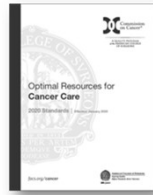
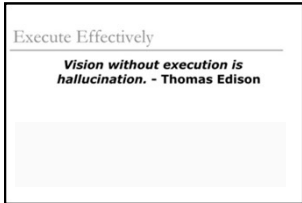
Key Takeaways

- INTEGRATE the work of the standard into daily work
- KNOW the standard and assign responsibility to content expert
- Do the work in a TIMELY fashion
- THINK CRITICALLY about the work you do and what you wish to achieve
- DOCUMENT both work accomplished and opportunities
- Stimulate discussion by providing reports to committee members well in ADVANCE of the meeting



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It is all about IMPROVEMENT



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Thank you

Questions will be addressed during the Q and A period at the end of the session.



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