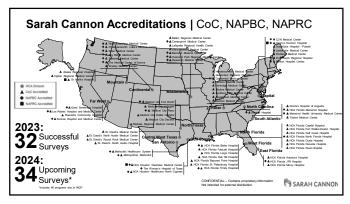


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# Corrective Action Process | Opportunity for Improvement Oncology Data & Accreditation Managers (ODAMs) not only act as content experts, they facilitate

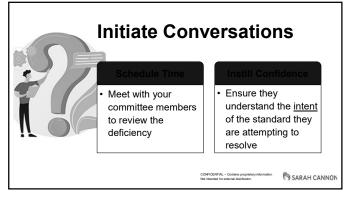
Oncology Data & Accreditation Managers (ODAMs) not only act as content experts, they facilitate the collaboration of appropriate individuals to establish effective processes, ensuring not only compliance with standards, but also enhancing the level of patient care.

- Listen and comprehend challenges, leveraging them as opportunities for enhancement and growth.
- Recognize and define the problem or deviation from the standard that requires corrective action.
- Initiate conversations to encourage improvements in processes.
- Investigate the underlying causes of the issue to address the fundamental source, not just the symptoms.
- Formulate specific actions and solutions to rectify the identified problem and prevent its recurrence.



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# Examples | Challenges and Resolution/Corrective Action

- Program was having difficulty tracking number of patients who were receiving oncology nutrition, palliative care, and/or rehab services
- With the number of travel nurses, staff turnover, and insufficient awareness of patient needs, challenge arose



#### Resolution/Corrective Action

- Committee Member proposed the concept of developing an oncology
- Put together a subcommittee that included clinical informatics and team members from nutrition, case management, social work, rehab
- Capability of pre-checked orders or providers can choose which
- services

  Allows for reports to be generated on the backend to track patients

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### Examples| Challenges and Resolution/Corrective Action Challenge

Tracking for Psychosocial Distress Screenings



#### Resolution/Corrective Action

- Created an excel tracking mechanism that is reviewed monthly and reported quarterly
- Support Staff to input all distress screenings (using the NCCN thermometer)
- Excel is temporary fix meeting with EPIC team to create a report

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#### Examples | Challenges and Resolution/Corrective Action

#### Challenge

- Surgeons were not in attendance at each general cancer conference
   Surgeons consistently remained in the OR, preventing their attendance at the conference



#### Resolution/Corrective Action

- The CEO met with the Chair of Surgery and together, they created a schedule to ensure one surgeon is present at each cancer conference
  All five disciplines achieve 100% attendance at cancer
- conferences, ensuring comprehensive input from each specialty for treatment planning

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### Examples | Challenges and Resolution/Corrective Action

Challenge
• Standard 5.7 & 5.8 are below the 80% required compliance



#### Resolution/Corrective Action

- Audits were conducted and reported to the established site -specific workgroup
  The CMO of the facility will address any noncompliance with the
- The UNIO of the facility will address any noncompliance with the individual surgeon Quarterly audits will be conducted for all cases, and the findings will be reported to both the site-specific workgroup and Cancer Committee

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## Thank you



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	Carrie Antonelli				
	Carrie.Antonelli@sarahcannon.com				
	Vanessa Hoffmann				
8/	Vanessa.Hoffmann@sarahcannon.com				
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