Breaking Barriers: Data in and Data out

May 12, 2023
Logistics

• All participants are muted during the webinar

• Questions – including technical issues you may be experiencing – should be submitted through the question pane

• Questions will be answered as time permits; additional questions and answers will be posted on the website

• Please complete the post-webinar evaluation you will receive via email
Introducing our Moderator and Panelists

Dr. Laurie Kirstein, MD, FACS
Attending Breast Surgeon
Memorial Sloan Kettering Cancer Center
Associate Professor
Cornell University Medical College

Lauren Janczewski, MD
ACS Cancer Program Scholar

Susan Hedlund, MSW, LCSW, OSW-C, FAOSW
Chair, Member Organization Steering Committee
Agenda for today

- Welcome
- Data Overview
- Common questions and findings
- Psychosocial screening and assessment: What we know, What we need to know
- Q and A
Looking at Baseline Data

Lauren Janczewski
Participating Programs

• 366 total programs
  • 292 had patients with 3 or more missed appts (79.8%)

<table>
<thead>
<tr>
<th>Type of Program</th>
<th>N (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic</td>
<td>41 (11.2%)</td>
</tr>
<tr>
<td>Comprehensive Community</td>
<td>99 (27.0%)</td>
</tr>
<tr>
<td>Community Cancer Program</td>
<td>60 (16.4%)</td>
</tr>
<tr>
<td>Integrated Network</td>
<td>110 (30.1%)</td>
</tr>
<tr>
<td>Other</td>
<td>56 (15.3%)</td>
</tr>
</tbody>
</table>
Baseline Systems in Place

No System = 1.8%
Total Disease Site Submissions

- 837 total submissions across all disease sites
  - Median # of submissions per program = 2 (IQR 1-4)
  - 463 had patients with 3 or more missed appts (55.3%)

<table>
<thead>
<tr>
<th>Disease Site</th>
<th>Breast</th>
<th>GI</th>
<th>GYN</th>
<th>H&amp;N</th>
<th>Lung</th>
<th>“Other”</th>
<th>Prostate</th>
<th>Rectum</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>55.5%</td>
<td>35.3%</td>
<td>35.7%</td>
<td>62.4%</td>
<td>55.6%</td>
<td>79.6%</td>
<td>50.4%</td>
<td>50.9%</td>
</tr>
</tbody>
</table>
Rate of 3 or More Missed Appointments
All Disease Site Submissions

• Including submissions with zero missed appointments
  • Median 3.7% (IQR 0-16.7)

• Excluding submissions with zero missed appointments
  • Median 14.3% (IQR 7.7-29.3)
Rate of 3 or More Missed Appointments

By Individual Program

• Including programs with zero missed appointments
  • Median 7.1% (IQR 0-13.8)

• Excluding programs with zero missed appointments
  • Median 9.8% (IQR 5.4-16.1)
### Missed Appointments by Disease Site

<table>
<thead>
<tr>
<th>Disease Site</th>
<th>Submissions (N)</th>
<th>Patients (N)</th>
<th>Median (IQR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breast</td>
<td>105</td>
<td>242</td>
<td>7.7% (4.8-14.3)</td>
</tr>
<tr>
<td>GI</td>
<td>17</td>
<td>37</td>
<td>50% (18.2-50)</td>
</tr>
<tr>
<td>GYN</td>
<td>20</td>
<td>34</td>
<td>22.5% (14.3-50)</td>
</tr>
<tr>
<td>H&amp;N</td>
<td>87</td>
<td>183</td>
<td>22.2% (11.1-38.5)</td>
</tr>
<tr>
<td>Prostate</td>
<td>65</td>
<td>122</td>
<td>10.5% (7.1-20)</td>
</tr>
<tr>
<td>Lung</td>
<td>63</td>
<td>113</td>
<td>20% (10-30)</td>
</tr>
<tr>
<td>Rectum</td>
<td>27</td>
<td>34</td>
<td>50% (25-50)</td>
</tr>
</tbody>
</table>
Reasons for Missed Appointments

- Illness: 56.6%
- Toxicity: 35.2%
- Hospitalized: 38.8%
- Psychosocial: 5.1%
- Transportation: 31.8%
- Housing Concerns: 1.5%
- Financial: 1.9%
- Employment: 2.3%
- Childcare: 2.8%
- Conflicting Appointments: 15.2%
- Wait time: 3.2%
- Treatment Elsewhere: 1.1%
- No Longer Wants Treatment: 14%
Outreach

- Didn't wish to answer: 14.6%
- Outreach but no answer: 12.7%
- No system to track reasons: 3.7%
Illness, Hospitalization, Psychosocial Factors
Socioeconomic Factors

![Graph showing the percentage distribution of various factors related to different types of cancer. The factors include Transportation, Housing Concerns, Financial, Employment, and Childcare. The graph compares the percentages for Breast, GI, GYN, Head and Neck, Lung, Prostate, and Rectum.]
Healthcare Systems

![Bar graph showing percent of patients by location and reason for delay or treatment change.](image-url)
Common Data Questions

Laurie Kirstein
Common Questions

• Do I have to report and separate out by disease site?
• Many of our patients don’t miss 3 visits. Can I submit data on 2 or more missed visits instead?
• Data collection is taking awhile because I don’t know how to pull reports from my software. Can you help?
• The reason my patient “no-showed” is not listed in the REDCap form. What now?
• Should I include cancel? Or only no show? My report differentiates
Connecting patients to resources. The “What, when, and how” of assessing for psychosocial needs

Susan Hedlund
SAVE THE DATE

QSC 2023

Quality and Safety Conference
July 10-13, 2023 | Minneapolis, MN

#ACSQSC23
Breaking Barriers: Important Dates

**Ongoing:** Continue to work on your community asset map

**Early June:** Aria and Mosaiq specific webinars

**June 30:** Data Metrics Due; Will include questions about progress of Community Asset Map
Emailed directly to the primary contact inbox by **June 15**

**July 28 at 12pm CT - Webinar**

- If you need to change your primary contact: email **cancerqi@facs.org**
Q and A

Reach out to cancerqi@facs.org