

Identifying and Addressing Distress in the Older Adult

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Disclosures

- NCI funding
- Novartis
- SupportScreen royalties

A Few Benefits of Biopsychosocial Distress Screening

- Orients to context
- Informs
- Educates
- Motivates
- Advocates
- Triage
- Coordinates care
- Communicates across settings
- Documents
- Enhances clinical care and new knowledge
- Essential to person centered care
- Meets standards

Limits as Opportunities

- Communication and Coordination of care as major complaints of patients, families, professionals, payers
- Technology, teams and reimbursements are not aligned (yet) to support person-centered care
- Complexity leads to confusion, high *stress—but great opportunity* for teams of clear and focused minds who share values
- Values, Benefits and Outcomes need to be clarified

Alchemizing the ACOS Standards

- Biopsychosocial Distress Screening, Patient Navigation & Survivorship is the connective tissue that has the potential to integrate the cancer experience in form, content and the absolute need to integrate resources across the health care continuum and especially across settings—from day one!

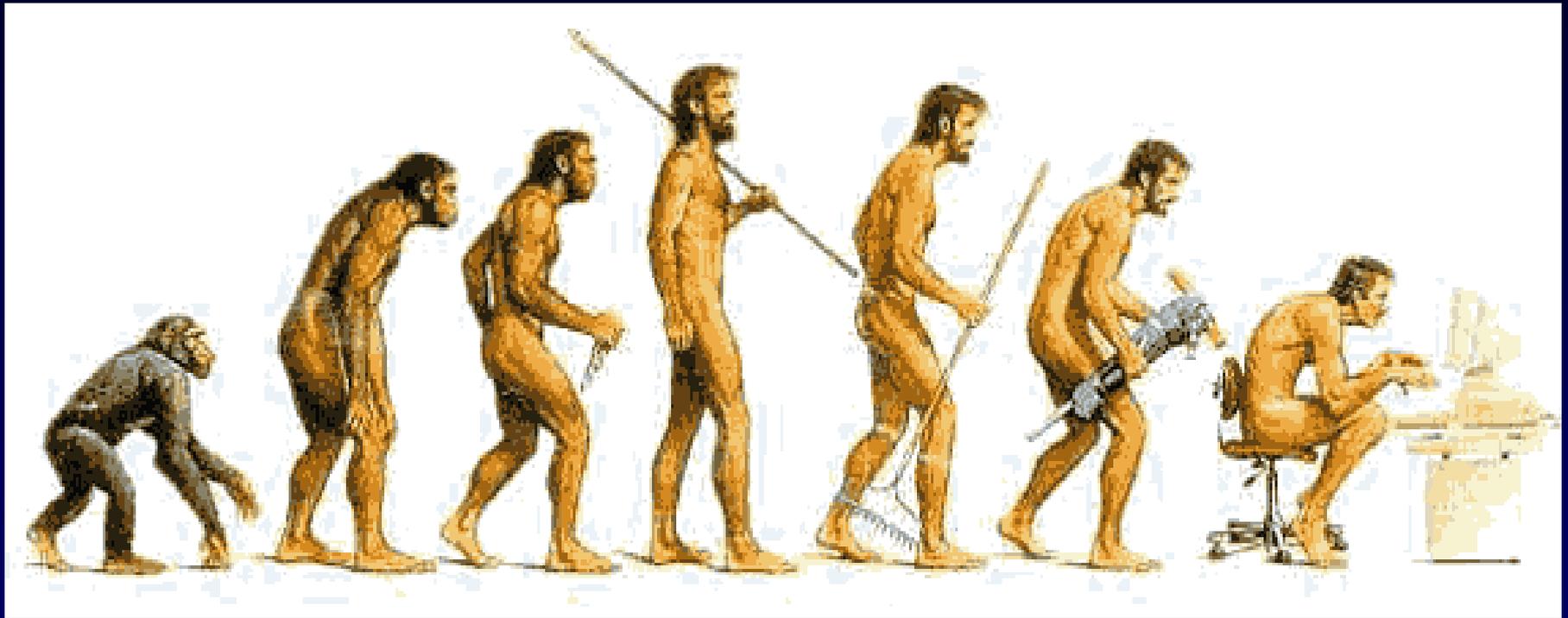
City of Hope Experience and Way Beyond: Essential Lessons Learned

- Patient and families are extremely open to programs that are time sensitive, relevant and integrated with overall care
- Institutions large and small have cultures that are risk-averse, hierarchical, avoidant of the psychosocial aspects of the human experience and too frequently hampered by turf struggles
- Never, ever, before has there been such an opportunity for collaborations that can make a difference, starting today! (Subtle Call to Action)

“Surprises” from Screening

- Convenient Ignorance
- Poor coordination and communication within and across setting
- Reality of number & complexity of background social problems especially poverty
- Large number of patients/families who do not want our help
- Hidden team conflicts affecting medical care
- Lack of respect for colleagues
- Level of victimhood & narcissism in health care professionals

Using Technology to Bring People Closer Together



Geriatric Feasibility Data



	Age 65 and Older(n=361)	Age 64 and Younger (n=918)
Prior Use of Computers		
Beginner	40.60%	20.80%
Intermediate	38.90%	37.80%
Advanced	9.70%	28.40%
Expert	1.40%	8.40%
Prefer not to answer/Do not know	9.40%	4.60%
Ease of use of this touch screen computer		
Very easy	65.10%	73.50%
Easy	29.00%	23.10%
Difficult	4.20%	2.80%
Very Difficult	1.60%	0.60%
Average time (in minutes) to complete	7.25	5.95

Big Picture of Screening at City of Hope

- Touch screen implemented in June 2009
- 20,000+ screenings
- 15,500 patients
- 67 physicians
- Distress screening and survivorship questionnaires tailored to specific populations

Where Are We Screening?

Outpatient

- Medical Oncology
- Hematology/HCT
- Breast Cancer Surgery
- Couples Clinic
- Head and Neck
- Plastics
- Gynecology
- Urology
- Pediatrics
- Psychiatry

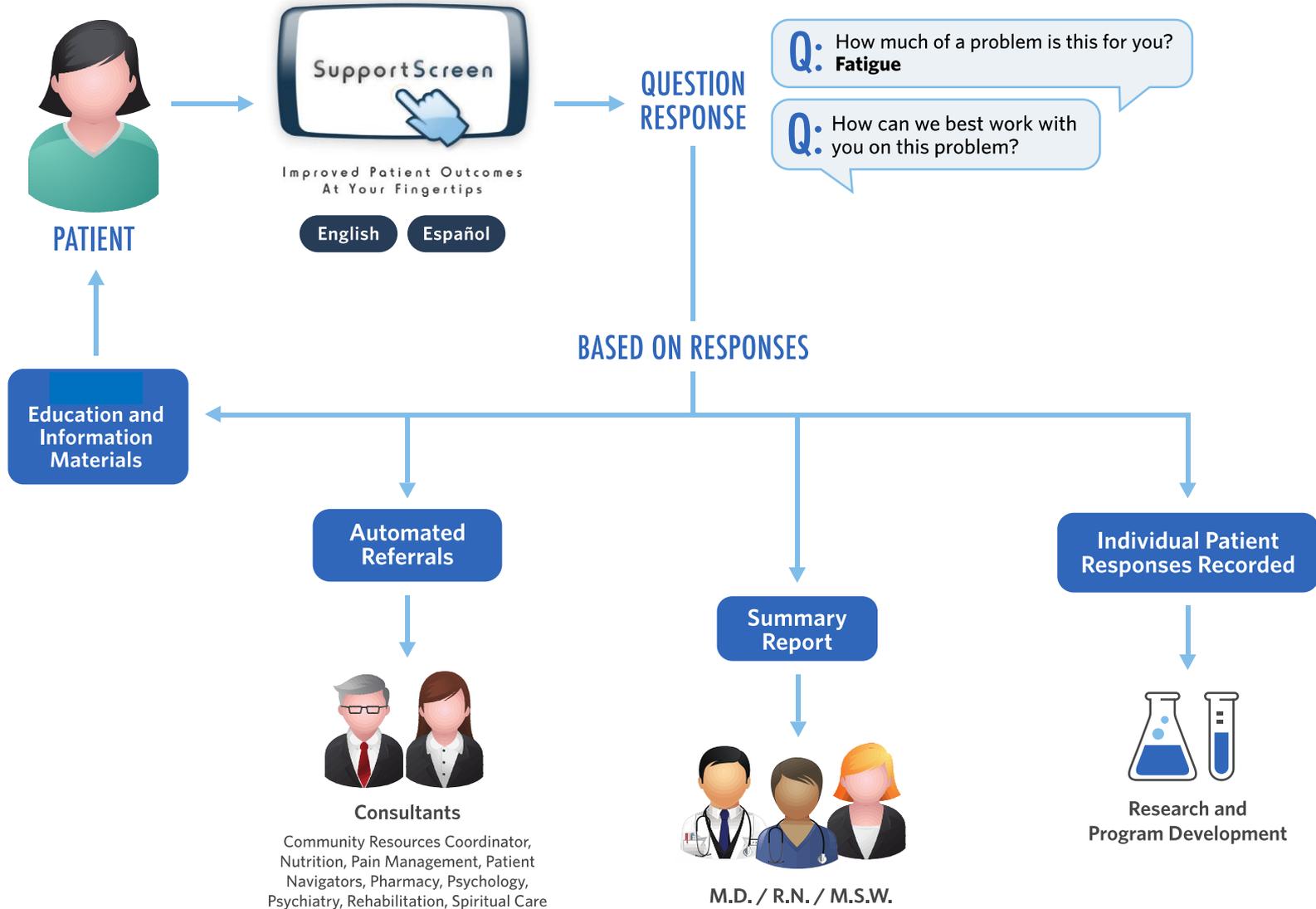


Additional Programs

- ICU (caregivers)
- Pre-Anesthesia Clinic
- Nursing work flow (inpatient)

...and expanding

Screening Real-Time Outputs



All of the content and outputs can be modified to fit the individual setting.



City of Hope

Introduction



Dear Test,

Welcome to City of Hope, where we partner with you and your family to get the most out of your medical care. Our goal is to provide you and your family with comprehensive and compassionate care.

To get started, please complete the *You, Your Family and City of Hope are a Team* touch-screen program.

Your answers to these questions will be shared with the team and will enable us to begin working together as a team to address any concerns or problems related to your care at City of Hope.

To respond to the questions, simply use your finger to touch the button that best represents your situation.

To move backwards touch the back button. You do not need to use the next button. The screen will automatically move to the next page after the two questions on each page are completed.

Sincerely,

Please *touch the button* below to begin

Touch here to begin

Item Format

How Much Of A Problem Is This For You? **Health Insurance**

Severity Rating 1-5

Not a Problem

Mild Problem

Moderate Problem

Severe Problem

Very Severe Problem

Prefer not to answer

Do not know

How Can We Best Work With You On This Problem?

Level of Assistance

Provide Written Information

Talk with a Member of the Team

Written Information & Talk with Team Member

Nothing Needed at this Time

E-Mail Summary Report Example

Attention Dr. Bertram Yuh,

Your patient, XXXXXXXXX [MRN: XXXXXXX], seen on 6/27/2015 1:07:33 PM, is requesting help from you or a member of your team.

MD:

- Preferred spoken language - SPANISH
- Racial/ethnic background - LATINO/HISPANIC
- Patient is experiencing pain at this time
- Requested information on clinical trials
- Advance Directive - Yes, but COH does not have a copy
- Have you had a discussion with your loved ones about who you would want to speak for you (your decision maker) and what your wishes are - Yes, I have discussed with my immediate family

PE/RN:

- Sleeping - MODERATE PROBLEM (EDU materials provided)
- Controlling my urine or stool - MODERATE PROBLEM (EDU materials provided)
- Pain - SEVERE PROBLEM (EDU materials provided)

MSW:

- Transportation - MODERATE (MSW info provided)
- Being unable to take care of myself - MODERATE (MSW info provided)

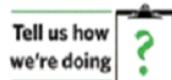
Other:

- Would you like to receive information about upcoming courses and events at City of Hope? Please type your e-mail address below. (This information will not be shared with another entity): XXXXXXXXX@GMAIL.COM

Survey Title: ACOS SupportScreen - English

Survey Language: English

If you have any questions or concerns about this screening process please contact Matthew Loscalzo at mloscalzo@coh.org



Documentation in the EMR Under "Documents" Tab

Allscripts Gateway | My Applications | Acute Care

My Applications ▶ Acute Care ▶ Documents

File Registration View GoTo Actions Preferences Tools

MAPS PACS HLA OACIS MPI CTOL TRIAL HX ON CALL MDs INPT MEDS SRM

Allergies: No Known Allergies Tobacco Screen: [REDACTED]
 HT: [REDACTED] WT: [REDACTED] BSA: [REDACTED] AD Discussion:

Patient List Results Orders Patient Info Documents Flowsheets Clinical Summary SRM Appointment List

Options Panel

Chart Selection

This chart All available charts

Date Range

From: [REDACTED] One Month Ago

To: [REDACTED]

Retain selections for next patient

Display Format

Author (Report)

Filters

Document Status/Priority: No Document Status/Priority Filter

Document Selection: No Document Selection Filter

Type/Category: No Type/Category Filter

Signature Status: No Signature Status Filter

All Documentation for All Available Charts for Document dates from [REDACTED] 1 of 164 Document(s) Selected
 Display Format Author (Report); Group by: Author

Time	Date	Document Name	Documen	Revisio	Signature Sta	Docum
00:01	[REDACTED]	Rounds Note	Complete	Revised	Signed in Full	General
00:01	[REDACTED]	Rounds Note	Complete	Revised	Signed in Full	General
00:01	[REDACTED]	Rounds Note	Complete	Revised	Signed in Full	General
00:01	[REDACTED]	Rounds Note	Complete	Revised	Signed in Full	General
00:01	[REDACTED]	Rounds Note	Complete	Revised	Signed in Full	General
00:01	[REDACTED]	Rounds Note	Complete	Revised	Signed in Full	General
- SCREEN, SUPPORT (Other)						
00:01	Mar-12-2014	Support Screen Su...	Complete	Entered	Signed in Full	General
- [REDACTED]						
14:10	[REDACTED]	Physical Therapy Fl...	Complete	Entered	Signed in Full	General
09:50	[REDACTED]	Physical Therapy Fl...	Complete	Entered	Signed in Full	General
10:00	[REDACTED]	Physical Therapy Fl...	Complete	Entered	Signed in Full	General

Sidebar [REDACTED] 3/19/2014 10:51 HP1

Example of Information Provided in Real-Time

Reducing Barriers to Pain and Fatigue Management



Strategies to Help with Promoting Sleep

Sleep Hygiene Strategies:

- Avoid coffee, tea, chocolate, soft drinks before going to bed
- Avoid exercising 2-4 hours before bedtime
- Sleep in a dark, cool, quiet, and relaxing room
- Develop a bedtime ritual (i.e. warm milk before bedtime)
- Use your bed only for sleeping and intimacy
- If possible, go to bed at the same time each night

Sleep Restrictions Strategies:

- Add one additional hour of sleep if you feel ill or feel unable to get up at the scheduled time in the morning
- Limit naps to no more than two everyday, each lasting less than an hour

Relaxation Strategies:

- Take a warm shower or bath before going to bed
- Listen to soothing music
- Use meditation, massage, progressive relaxation, or other strategies to decrease stress

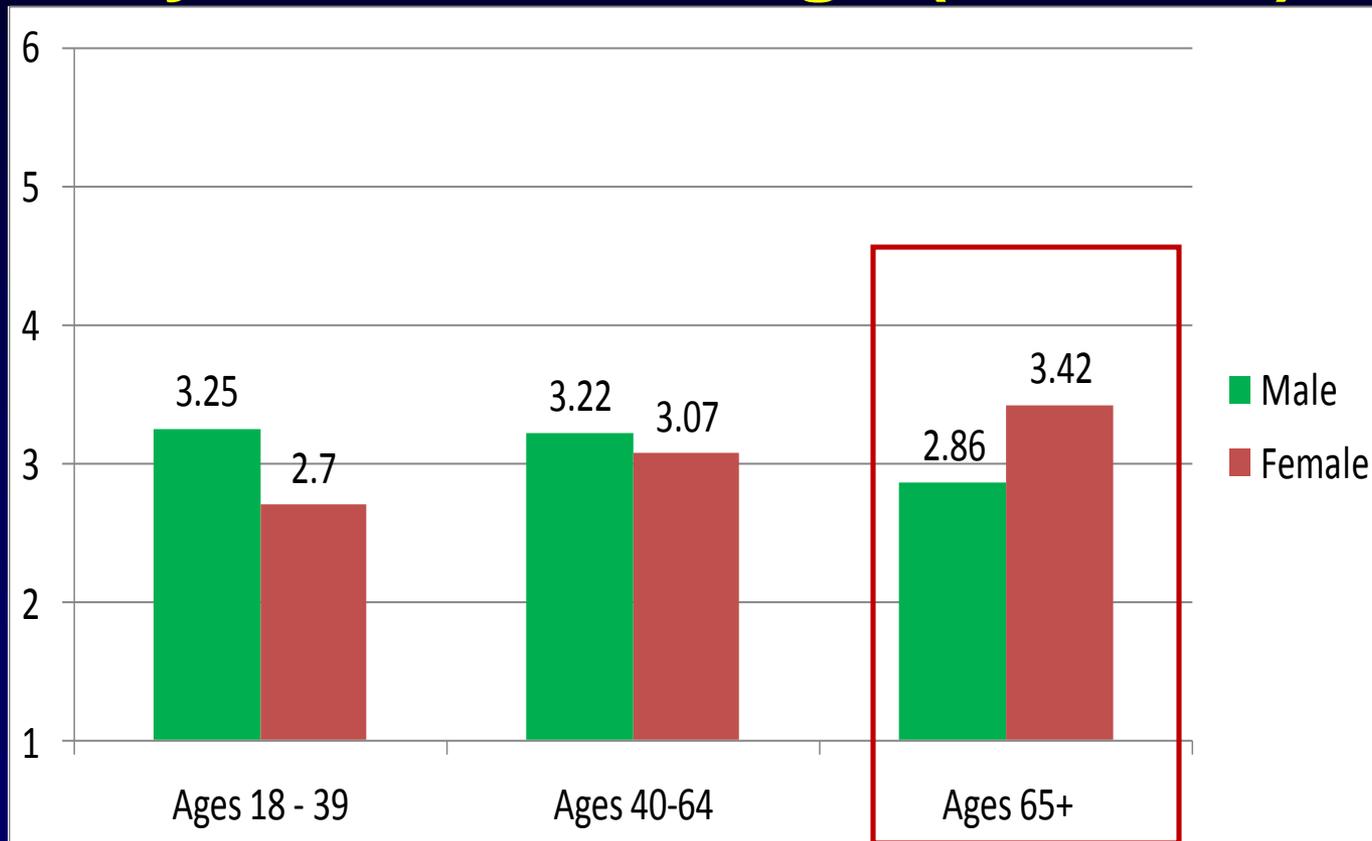


Top 10 Concerns Identified by City of Hope Patients 2009 – 2015 N = 8,170

Concern	Mean % High Distress
Sleeping	38%
Finances	37%
Fatigue	35%
Side effects of treatment	33%
Pain	31%
Feeling anxious or fearful	27%
Walking, climbing stairs	24%
Fear of medical procedures	22%
Questions or fear about end of life	21%
Bowel movements	21%

COH Patients

Request to *Talk with a Member of the Team* (Average # of problems) by Gender and Age (N=6,462)



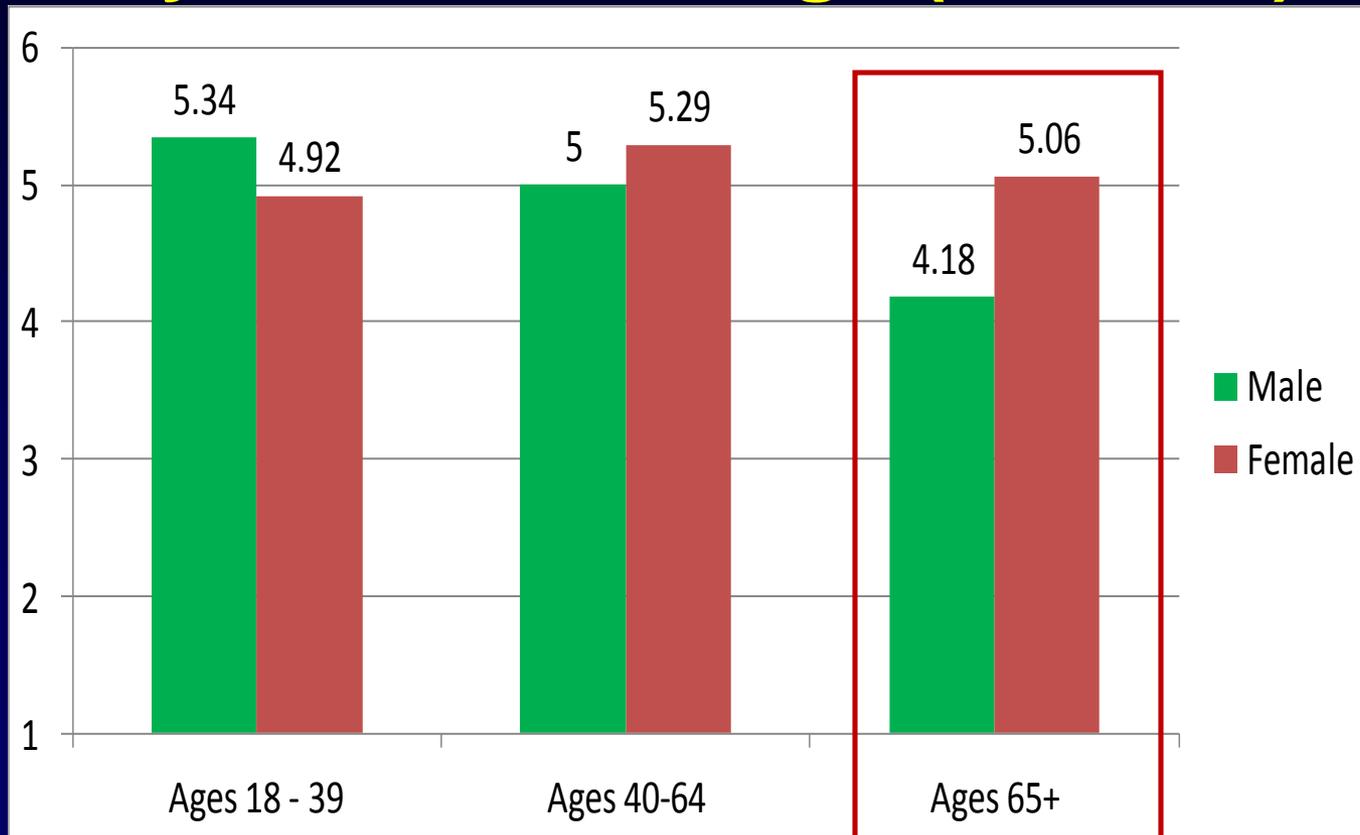
Significant interaction of gender and age and requesting to talk with a member of the team, $p=.005$

COH Patients

High distress (Moderate to Very severe)

(Average # of problems)

by Gender and Age (N=6,462)



Significant interaction of gender and age and level of distress, $p=.016$

% High Distress (moderate to very severe) patients 65 and older by sex (N=2,746)

	Females (n=1,384)		Males (1,362)
Fatigue	38.1	Fatigue	32.6
Sleeping	36.4	Sleeping	32.4
Pain	32.8	Side-effects of treatments	31.4
Side-effects of treatments	32.0	Pain	27.8
Finances	27.7	Walking, climbing stairs	23.9
Feeling anxious or fearful	26.8	Sexual function	23.4
Bowel Movement/Constipation	24.8	Finances	21.6
Walking, climbing stairs	24.4	Bowel Movement/Constipation	18.1
Fear of Medical Procedures	23.9	Recent weight change	17.6
Transportation	23.8	How my family will cope	17.5

New and Evolving Programs

- Chinese SupportScreen
 - Mandarin & Simple
- Smoking cessation program
- Geriatric Assessment
- Automated template documentation for Family meetings

City of Hope

ACOS - Traditional Chinese - 3 / 43

你, 你的家人和希望之城是一個團體

財務狀況(與健康保險方面無關)是一個問題嗎?

不是問題 小的問題 中等的問題 嚴重的問題 非常嚴重的問題

不是問題 不是問題

在這個問題上, 我們可以怎樣最好的為您提供幫助?

提供費用資訊 與醫師的成員討論 帶回資料與醫師成員討論 現在不要提供什麼

返回



A National Cancer Institute-funded Training Program in Comprehensive Biopsychosocial Distress Screening at No Co\$t for Competitively Selected Trainees

- Learn how to successfully implement biopsychosocial screening programs of excellence
- Workshop is scheduled for September 30 - October 1, In New York City
 - Special Guests: Jimmie Holland, MD and James Zabora, ScD**
- Receive up to 30 AMA PRA Category 1 Credits
- Complementary 1 night hotel stay provided

APPLY NOW !

For further information please email us at screeningprograms@coh.org
Visit us at www.supportivecaretraining.com