



From Problem to Project: Case Studies in Oncology Quality Improvement



**Eileen Ehret, BS, CNMT, ARRT,
PET, CPHQ**
Navista



Amy Ellis
Northwest Medical Specialties,
PLLC, **MODERATOR**



Abra Kelson, DSW, LICSW
Northwest Medical Specialties



Megan Underwood
PharmD, BCOP
Illinois CancerCare





NWMS Quality Initiative Wellness Screening Administration & Follow-Up

Goal

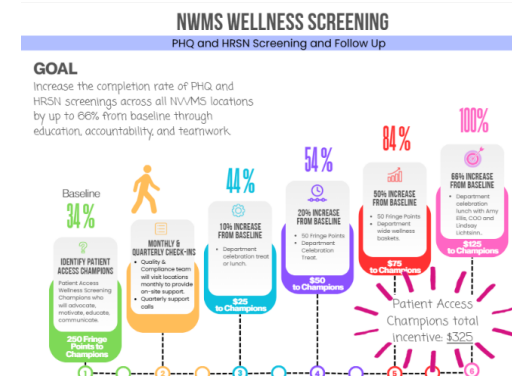
- Increase the completion rate of PHQ-2 and HRSN screenings across all NWMS locations, by 66%; achieving maximum MIPS points.
 - Baseline 34% compliance

Quality Improvement Opportunity

- **Quality ID #134**
 - Preventative Care and Screening: Screening for Depression and Follow-Up Plan
- **Quality ID #487**
 - Screening for Social Drivers of Health

Intervention

- Staff Champions
 - Patient Access applied (3 chosen)
 - Champions support two clinics each
- Education | Training | Coaching
 - Champion & leadership huddle (weekly)
 - In-person support visits (monthly)
 - Patient access support calls (quarterly)
 - Patient messaging & marketing



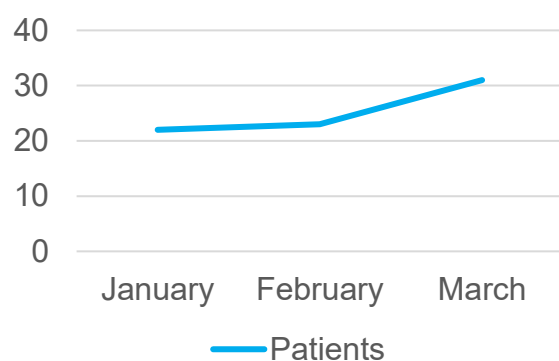
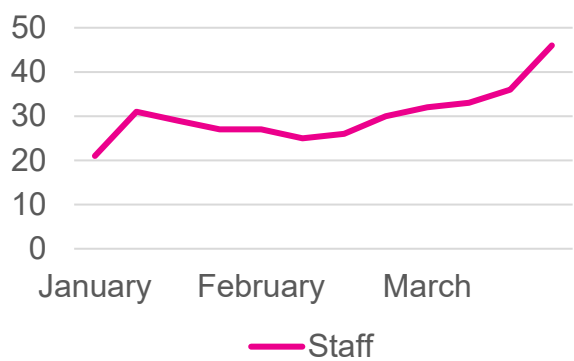


NWMS Quality Initiative

Wellness Screening Administration & Follow-Up

Outcome

- ↑ 12% from baseline; 46%
- ↑ Patient self-administration
- Individual teams implemented their own strategies
 - Team competition
 - Patient education



Key Challenges

- EHR & Equipment
 - Integrating a new EHR simultaneously
 - 3-month runway for patient access
 - Inventory and connectivity of equipment
- Patient & Staff Buy-In
 - Shifting the focus
 - Moving from problem to solution-focused
 - Increasing accountability & ownership

Lessons Learned

- Staff Buy-In Is Essential
 - When staff know the value, so will patients
- Behavioral Change Takes Time
 - Balancing patience with milestone achievement



Illinois CancerCare Quality Initiative: Managing Drug Formulation Transitions

What was the problem?

- **Frequent drug formulation changes**
 - Payer preferences
 - Practice formulary changes
- **Brand-specific consent forms**
 - Required frequent updates
 - Administrative burden across departments
 - Compliance risk
- **Inconsistent workflows**
 - Frontline worker confusion and inefficiency
 - Potential for treatment delays and financial toxicity





Illinois CancerCare Quality Initiative: Managing Drug Formulation Transitions

What was changed?



Goal: *One standardized process regardless of product selected.*





Illinois CancerCare Quality Initiative: Managing Drug Formulation Transitions

What were the results?



Operational Impact

- Eliminated repeat consents for product switches
- Reduced administrative burden
- Maintained compliance



Patient Impact

- Consistent, proactive patient education
- Reduced confusion around treatment changes
- Less potential for treatment delays



Practice Impact

- Increased APP capacity for higher value patient care
- Improved alignment between clinical care and business strategy

Standardization reduced variability, improved efficiency, and supported both patient and operational goals.