

MaineHealth

MaineHealth Knowledge Connection

MaineHealth Performance Improvement

2020

Electronic Symptom Management for Medical Oncology Patients (eSyM)

Jessica Bian
jbian@mmc.org

Follow this and additional works at: <https://knowledgeconnection.mainehealth.org/cpi>

Recommended Citation

Bian, Jessica, "Electronic Symptom Management for Medical Oncology Patients (eSyM)" (2020).
MaineHealth Performance Improvement. 41.
<https://knowledgeconnection.mainehealth.org/cpi/41>

This Poster is brought to you for free and open access by MaineHealth Knowledge Connection. It has been accepted for inclusion in MaineHealth Performance Improvement by an authorized administrator of MaineHealth Knowledge Connection. For more information, please contact mckeld1@mmc.org.

Problem/Impact Statement

Medical oncology patients are at high risk for ED utilization and hospitalization due to complications of their cancer and cancer-directed therapies.

Scope

- To evaluate the percentage of MaineHealth Cancer Care South Portland (MHCC SP) patients on active treatment who have an ED visit or hospital admission per quarter
- To assess whether patients participating in the eSyM study have lower rates of ED and hospital utilization.

Goal/Objective

Our initial aim is to establish the baseline percentage of patients in our practice who have an ED visit or hospitalization per quarter. Once the eSyM study starts in March 2020, we will also monitor the percentage of patients participating in the eSyM study (eSyM+ patients) who have an ED visit or hospitalization per quarter. Our goal is to reduce the relative number of ED visits and hospital admissions in eSyM+ patients compared to the total patient population by 20% over the next two years.

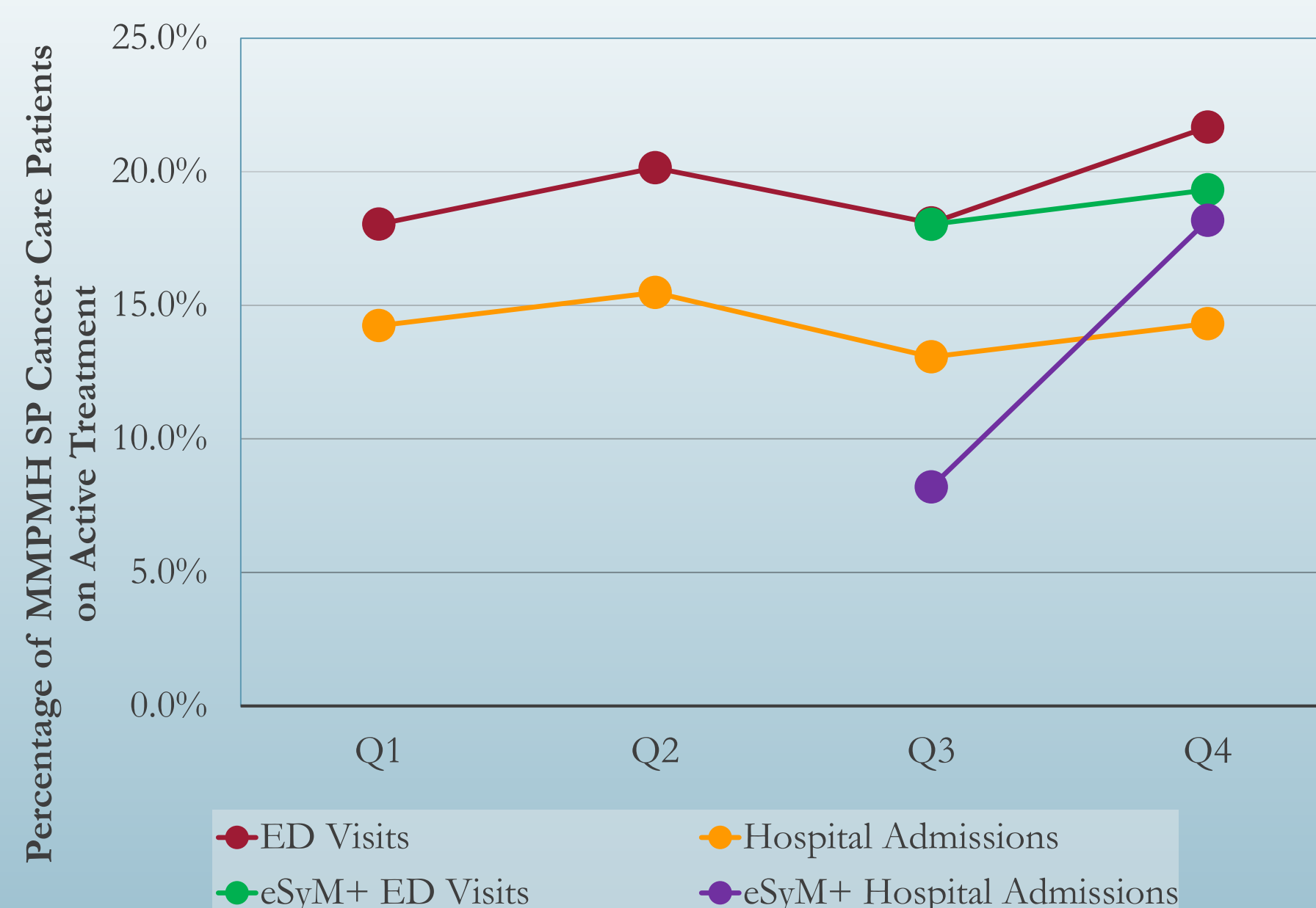
Baseline Metrics/Current State

- MaineHealth Cancer Care is participating in the National Cancer Institute (NCI) Cancer Moonshot “eSyM” Electronic Symptom Management for Cancer Patients Trial (NCT03850912)
- eSyM is an electronic symptom reporting module within MyChart that allows patients starting a new medical oncology treatment plan to report symptoms via automated questionnaires
- Patients will be directed to symptom management tip sheets for mild-moderate symptoms and instructed to call their care team in case of severe symptoms. Epic will automatically alert care teams of any severe symptom reports.
- The goal of eSyM is to prevent ED visits and hospitalizations through proactive outpatient symptom management. ED utilization will be assessed as a primary objective of the study.
- Initial eSyM launch will be limited to thoracic, gastrointestinal, and gynecologic cancer patients as per trial protocol, but could expand to include all medical oncology patients over time at the discretion of the clinical trial site.
- Dana Farber site initiation visit: February 6, 2020
- eSyM go-live date: March 16, 2020

Results

Date Range	No. of MHCC SP patients with an ED visit	No. of MHCC SP patients with a hospital admission	No. MHCC SP of patients on active treatment	Percentage of MHCC SP patients with an ED visit	Percentage of MHCC SP patients with a hospital admission
10/1/19-12/31/19 (Q1)	57	45	316	18.04%	14.24%
01/01/20-3/31/20 (Q2)	82	63	407	20.15%	15.48%
04/01/20-06/30/20 (Q3)	83	60	459	18.08%	13.07%
07/01/20-09/27/20 (Q4)	109	72	503	21.67%	14.31%

ED Visits and Hospital Admissions



Date Range	No. of eSyM+ patients with an ED visit	No. of eSyM+ patients with a hospital admission	Total No. of eSyM+ patients	Percentage of eSyM+ patients with an ED visit	Percentage of eSyM+ patients with a hospital admission
04/01/20-06/30/20 (Q3)	11	5	61	18.03%	8.20%
07/01/20-09/27/20 (Q4)	17	16	88	19.32%	18.18%

Countermeasures

Do

Study

Act

By When	Deliverables
End Q1	Determine percentage of MHCC SP patients on active treatment who had an ED visit or hospital admission during Q1.
End Q2	Determine percentage of MHCC SP patients on active treatment had an ED visit or hospital admission during Q2.
End Q3	<ul style="list-style-type: none"> eSyM launches throughout the MaineHealth Cancer Care Network on March 16, 2020 Determine percentage of MHCC SP patients on active treatment had an ED visit or hospital admission during Q3 Determine percentage of MHCC SP eSyM+ patients had an ED visit or hospital admission during Q3
End Q4	<ul style="list-style-type: none"> Determine percentage of MHCC SP patients on active treatment had an ED visit or hospital admission during Q4 Determine percentage of MHCC SP eSyM+ patients had an ED visit or hospital admission during Q4

Outcomes

- The percentage of eSyM+ patients who had an ED encounter in Q3 and Q4 is comparable to the total population of MHCC SP patients on active treatment
- The percentage of eSyM+ patients who were hospitalized increased between Q3 and Q4

Next Steps

- eSyM trial will continue at all MaineHealth Cancer Care sites through September 2022
- We will continue to monitor the rates of ED and hospital utilization of eSyM+ patients and all MHCC SP patients on active treatment through September 2022
- We will promote MyChart activation and eSyM usage amongst all eligible MHCC SP patients