

VANDERBILT-INGRAM CANCER CENTER CANCER X CHALLENGE - IMPROVING THE PATIENT EXPERIENCE THROUGH ENHANCED ACCESS TO INFORMATION AND DIRECTIONS

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SUMMARY



The Vanderbilt-Ingram Cancer Center (VICC) Cancer X Challenge is a funding mechanism focused on catalyzing staff to develop and implement innovative process improvements that support the VICC mission:

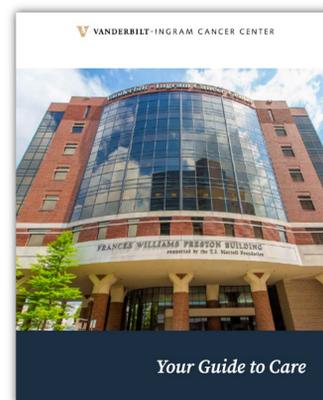
To alleviate cancer death and suffering through pioneering research; innovative, patient-centered care; and evidence-based prevention, education, and community activities.

The challenge requires applicants to submit a Letter of Intent (LOI) with top projects completing a full application and a formal presentation to the VICC Executive Committee. During the application process, two separate LOIs were merged to create a single "Patient Experience" submission with a focus on improving the new patient experience through enhanced access to information and directions. A working group including employees from across the cancer enterprise collaborated to design a new patient video, purchase a kiosk for the lobby of the Preston Research Building and consolidate new patient information.

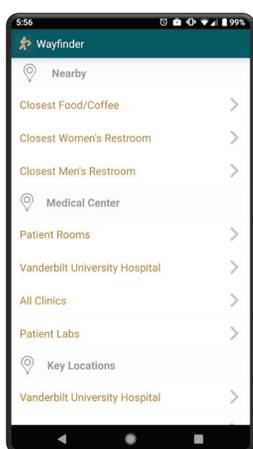
INTRODUCTION

Cancer patients and their care givers often feel overwhelmed as they begin to navigate a new cancer diagnosis and care decisions. In addition, the anxiety and fear may be compounded by the stress of navigating care logistics such as scheduling doctors' appointments, travel accommodations, visiting unfamiliar clinics, and meeting with the cancer care team.

While VICC currently offers many patient and family-centered resources, such as patient navigation, patient education, access to Patient / Family Resource Center, social work, and nutritional services, there are gaps in knowledge, consistency of messaging and cultural competency as it relates to the patient's first visit and navigation of the VICC outpatient clinics.



REFERENCES



1. VUMC WalkWays App: <https://www.vanderbilthealth.com/walkways/>
2. Johnson, B. H. & Abraham, M. R. (2012). Partnering with Patients, Residents, and Families: A Resource for Leaders of Hospitals, Ambulatory Care Settings, and Long-Term Care Communities. Bethesda, MD: Institute for Patient- and Family-Centered Care

METHODS

Aim 1 – New Patient Video

We are working with a videographer to create one 5-minute introductory video and several break-out videos. The videos feature a greeting from the VICC Chief Medical Officer and VICC Associate Nursing Officer, navigation to key points within the Medical Center and important information for new patients, including:

1. What to bring for the first appointment
2. Educational and support resources
3. Parking information

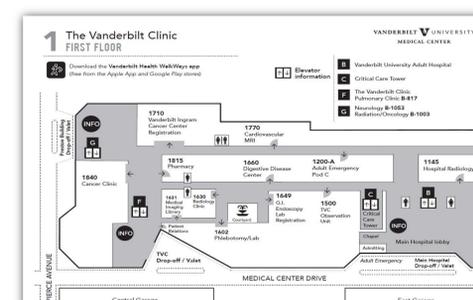
The video will be available in DVD format as well as accessible on the VICC website.



Aim 2 – Wayfinding Kiosk

The project team has purchased a vendor-based kiosk to go in the Preston Research Building lobby to help patients navigate. The kiosk will provide an interactive experience for patients to view the physician directory and maps/directions using an integration with the VUMC WalkWays application. In addition, the kiosk will allow patients to communicate directly with a volunteer or staff member using a video chat feature.

Aim 3 – Staying Current



Updates will be coordinated with the Vanderbilt Health and VICC websites to include the most current information from Aim 1 and additional patient and family-centered care resources available at VICC. To keep this information current over time, we are collaborating with Patient Education Services to manage the information that should be available to patients such as handbooks and maps and make it readily available to staff members who interact with patients.

CONCLUSIONS

This project, which is focused on the development of a new video and the enhancement of existing resources, along with a digital directory, will further support and enhance the patient-centered and family-centered experience that is expected by our patients. We will measure success based on the following criteria:

1. Number of web views of video
2. Number of distributed hard copies of the video
3. Number of kiosk uses per day

Providing exceptional patient-centered care is at the heart of the VICC mission, and we believe that these changes will go a long way in improving the overall quality of a patient's first visit to the VICC.

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