

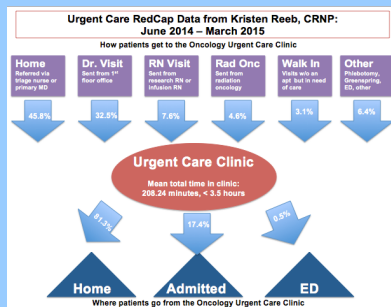
Improving Patient Outcomes Through an Expansion of the Oncology Urgent Care Model

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1 Background

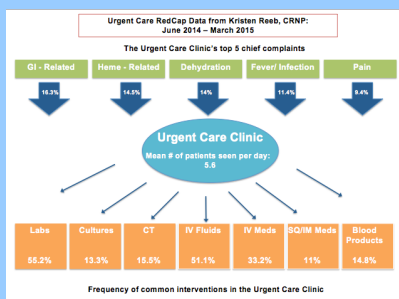
A literature review of oncology urgent care clinics found that analysis of 4 existing clinics supports this model's ability to decrease wait times, minimize delayed medical interventions, decrease admission rates, and improve continuity of care. This is as compared to the use of emergency rooms for acute care management of cancer related medical needs (Coyle, Miller & Paulson, 2013; Mazur et al., 2012; Ruegg, 2013; Whitmer et al., 2011). This project examined expanding the oncology urgent care model at Sidney Kimmel Comprehensive Cancer Center (SKCCC) to improve patient outcomes.



Patient flow through the Urgent Care Clinic

2 Methods

Efforts to explore the merit of expanding the oncology urgent care model at SKCCC included a literature review of existing urgent care clinics, a survey of all National Cancer Institute designated cancer centers, and an analysis of data from the existing Urgent Care Clinic.



Frequency of select chief complaints and interventions in the current Urgent Care Clinic

3 Results

Key Literature Review Results:

- Urgent Care at OSU sees patients within minutes of arrival, as compared to a 4 hour visit in the ED
- Urgent Care at TXCH assesses patients with fever and known neutropenia within an average of 11 minutes and administers antibiotics within an average of 39 minutes
- Urgent Care at Baylor has an admission rate of 34% as compared to 83% for cancer patients in the emergency department

Key Survey Results:

- MD Anderson and City of Hope have an oncology urgent care model that is operated 24/7
- University of Michigan and Fox Chase Cancer Center have an urgent care model with weekend hours
- Roswell Park Cancer Institute has an urgent care model that is opened outside of office practice hours (5pm-1am daily)

Key Data Analysis Results:

- Patients spend on average less than 3.5 hours in the Urgent Care Clinic at SKCCC
- 81.3% of patients are discharged home from the Urgent Care Clinic at SKCCC
- The Urgent Care Clinic at SKCCC is triaging and treating an average of 5.6 patients per day



Words used in the titles of various NCI designated cancer center's urgent care clinics

4 Conclusions

Expansion of the oncology urgent care model at SKCCC would reduce the usage of the emergency department by cancer patients, which the literature suggests would improve patient outcomes. As compared to urgent care at other cancer centers, the current Urgent Care Clinic has limited hours, and sees relatively few patients, but the outcomes for these patients are positive. With extended hours, additional provider coverage, and stepwise expansion, more patients at SKCCC would benefit from the oncology urgent care model.

5 Future Directions

Future directions for the expansion of the oncology urgent care model at SKCCC include partnering with Radiation Oncology to provide a unified service for both Medical Oncology and Radiation Oncology patients, extending the clinic's hours to decrease referrals to the ED, developing standards of practice, and developing order sets.

6 References

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