

Redesigning Orientation: Embracing the Challenge of Multidisciplinary Oncology Care

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Redesigning Orientation: Embracing the Challenge of Multidisciplinary Oncology Care

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Lehigh Valley Health Network, Allentown, PA

Background

- The multidisciplinary nature of cancer care in today's health network setting typically involves multiple campuses
- A variety of services can be offered in multiple locations
- This can be challenging for new hires to navigate

Objective

Determine the efficacy of an oncology-specific, one-day orientation program for all newly hired cancer program employees

Plan

- Orientation redesign team was formulated:
 - Included initial group of Leadership and Management staff
 - Also included front line staff to gain their feedback, insights, and vision for orientation re-design

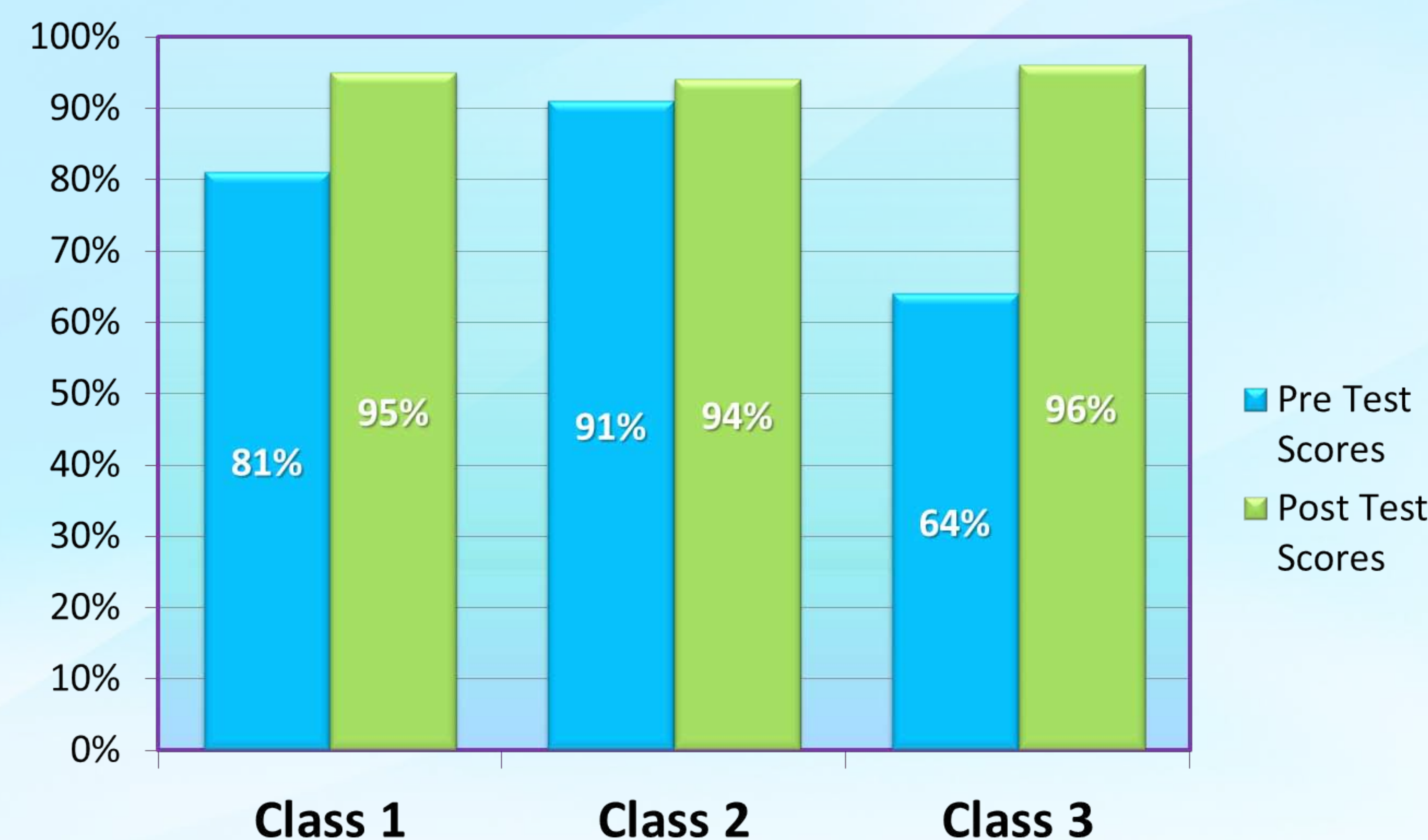
Methods & Interventions

- Brainstorming sessions with the redesign team
- Vision for orientation day included:
 - One day event
 - Face to face presentations from each cancer program department
 - PPT format with necessary information (i.e. where is your department located? How can I refer a patient?)
- Pre and Post test created to measure baseline knowledge vs. knowledge gained after attending orientation day
- Evaluation form created with multiple choice and open ended questions

Results & Findings

- Program was implemented in September 2014
- Results from pre/post assessments and evaluations revealed increased knowledge of cancer program services, locations, and how to access them

	Pre-Assessment Scores	Post-Assessment Scores
Class 1	81%	95%
Class 2	91%	94%
Class 3	64%	96%



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Participant Feedback

- “Comprehensive program”
- “Great introduction to all departments”
- “Learned about multidisciplinary teams under the cancer program umbrella”

Implications

- An oncology-specific orientation program has the potential to positively impact current practice by increasing knowledge of clinical resources and patient care services available to patients
- The program encourages multidisciplinary collaboration and promotes high quality care
- Further studies are needed to measure effectiveness of this format in other institutions and to offer insight for future programs

Presenter	Pre-orientation Start Time	Timeframe	Contact Information
MORNING SESSION – 8:00-11:00			
Oncology Administration	8:00	30 mins	Patricia T. Price, 610-402-0305
Cancer Rehab	8:00	30 mins	Patricia T. Price, 610-402-0305
Linda Boye, Nancy Engel	8:00	30 mins	Linda Boye, 610-402-0312
Reproductive Oncology (GYN)	8:30	30 mins	Nancy Engel, 484-884-2331
Tiffany Lopez	8:30	30 mins	484-884-2336
Normal and Abnormal (GYN)	8:45	30 mins	Michelle, 610-402-0311
Auth. Filterborn/Colleen, Pelech, Barb Skura	8:45	30 mins	Colleen, 610-402-0300
Breast Health Services	9:15	30 mins	610-402-0648
Sharon Kibbutz	9:15	30 mins	610-402-0648
BREAK – 9:30-10:00 (15 mins)			
Clinical Trials	10:15	15 mins	Tracy, 610-402-0442
MSK/Gen Areas	10:30	15 mins	Jill, 610-402-0079
Jill Korn, Amy Larson	10:30	15 mins	Amy, 484-884-2112
Hematology/Oncology Associates	10:45	15 mins	610-402-7871
Kyle Tobolino	10:45	15 mins	610-402-7871
LUNCH – 11:00-11:30 (30 mins)			
Revenue Cycle/Informatics	11:15	15 mins	610-402-0518
Genetics	11:30	15 mins	Tara, 610-402-0522
Tara Hamey	11:30	15 mins	Tara, 610-402-0522
LUNCH (open to 1:30 pm) – Optional tumor board with lunch to 1:30 pm			
AFTERNOON SESSION – 1:30-4:30			
Quality Nurse Specialist and Clinical Pharmacy	1:00	15 mins	Donna, 610-402-2875
Donna Colabroy, Mandy Mendrich, Janine Barnaby	1:00	15 mins	Mandy, 610-402-2874
Janine, 610-402-8884	1:00	15 mins	610-402-8884
Gen Oncology	1:15	15 mins	Tracy DeLong, 610-402-3641
Alyssa Papp	1:15	15 mins	610-402-3641
Targeted Oncology	1:30	15 mins	Lori Evans, 610-402-4999
Cancer Helman	1:30	15 mins	610-402-4999
Targeted Oncology	1:45	15 mins	610-402-0862
Brandi Dornier	1:45	15 mins	610-402-0862
BREAK – 2:30-2:45 (15 mins)			
Cancer Nutrition	2:00	30 mins	Janine, 610-402-0302
Janine, Janine Gilroy	2:00	30 mins	Janine, 610-402-0302
Radiation Oncology	2:40	30 mins	Sandy Frey, 610-402-0779
Mary Larkhan-Curran	2:40	30 mins	610-402-0779
Targeted Oncology	3:10	20 mins	484-884-2070
Constitution Disorders	3:30	10 mins	610-402-9030
Arnette Hains	3:30	10 mins	610-402-9030
Genetics	3:40	10 mins	610-402-0522
Genetics	3:40	10 mins	610-402-0522
Cancer Support	3:40	10 mins	610-402-0033
Carly Strickie	3:40	10 mins	610-402-0033
O&A and Evaluation	4:10	20 mins	

Image 1. Sample Schedule of Day's Events

Cancer Program Orientation Day Evaluation

Date and Location: _____

Please use this scale to rate the objectives below:
1 = Not at all, 2 = Low, 3 = Medium, 4 = High

Learning Objectives: Participants should be able to:

1. Discuss two forms of Cancer Support services that are offered to LVHN patients 1 2 3 4
2. Identify one hospital-based location and one off-site location of Breast Health Services 1 2 3 4
3. State three types of treatments offered in the outpatient infusion area 1 2 3 4
4. Verbalize one principal of Gamma Knife treatment 1 2 3 4

Please use this scale to rate the comments below:
1 = Not at all, 2 = Low, 3 = Medium, 4 = High

Please rate the areas below:

1. Participation and interactions were encouraged 1 2 3 4
2. The speakers were knowledgeable about the topics 1 2 3 4
3. I learned of services that I was unaware LVHN offered 1 2 3 4
4. This class was a good use of my time 1 2 3 4
5. What did you like most about Orientation Day? 1 2 3 4
6. How can the Orientation Day experience be improved? 1 2 3 4
7. Additional comments: _____

Thank you for your feedback!

Image 2. Orientation Day Evaluation



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