



Chemotherapy SMART: Shared Medical Appointment and Readiness Teaching

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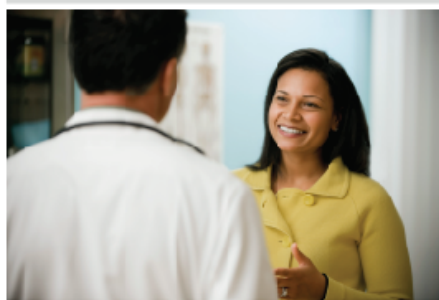
The University of Texas MD Anderson Cancer Center

Background

Gynecologic oncology patients receiving chemotherapy for the first time require significant education. In the traditional model, clinicians teach patients individually during appointments before chemotherapy begins. This results in challenges with:

- standardization,
- consistency,
- best practices in patient education, and
- extended wait times due to clinician time demands.

Furthermore, it does not foster support among new cancer patients.



Description

To improve efficiency and quality of care consistent with the goals of the Institute of Medicine, a multidisciplinary team comprised of physicians, nurses, pharmacists, administrators, health education specialists and quality improvement specialists launched the SMART (Shared Medical Appointment and Readiness Teaching) Program - a shared medical appointment for chemotherapy education.

During the SMART visit, patients check-in at the Gynecologic Oncology Center. Then, patients, as a group, tour the Ambulatory Treatment Center and receive chemotherapy education in a class setting. They receive a checklist, educational materials, chemotherapy guide and drug sheets, and information on advance directives and patient resources. The visit also includes a Q&A session and The Learning Center tour where patients learn more about available resources. This model of care provides patient education within a framework of social support.

Fig. 1 The patient's order of appointment is shown to the right. Each patient will receive chemotherapy education with a pharmacist or mid-level provider, have a session with a doctor to ask questions and tour The Learning Center and Ambulatory Treatment Center.



Evaluation

Initial feedback was collected from patients and caregivers. The majority of participants reported:

- the length of their SMART appointment was "About Right"
- number of patients was "About Right"
- they would recommend SMART appointment to others, and
- they "Strongly Agree" with all patient satisfaction survey questions.



Usefulness

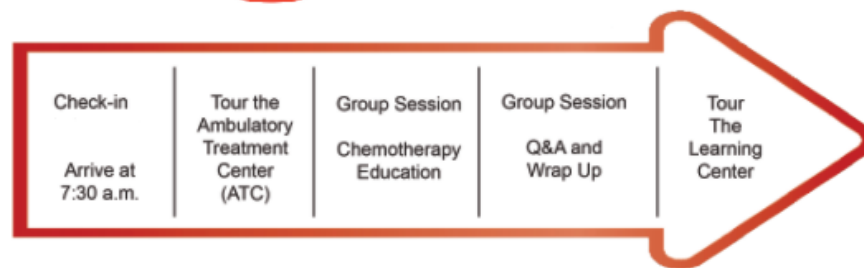
Integration and standardization of patient education increases the likelihood that patients will receive information they need, at the time they need it, and in a format that encompasses best practices of adult education and health literacy. In addition, the use of a multidisciplinary team approach results in a successful integration of shared medical appointments in an oncology setting. Patients reported that they were highly satisfied with the process.

The SMART program has served as a template in implementing chemotherapy education for sarcoma and gastrointestinal patients, as well as an MD Anderson satellite location.



References

- 1) Trotter, K, Frazier, A, Hendricks, C.K, and Scarsella, H. (2011). Innovation in Survivor Care: Group Visits. *Clinical Journal of Oncology Nursing*, 15:2.
- 2) Porta et al. *Pain Digest* 1998; 8: 346-352.
- 3) Levit, L, Balogh, E, Nass, S, and Ganz, P. (2013). *Delivering High Quality Cancer Care: Charting a New Course for a System in Crisis*. The National Academies Press.



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