Care Map: A Patient Navigation and Quality Management System for the BreastCare Program

The Problem:

Individuals diagnosed with breast cancer experience information overload and worry about how they will navigate the healthcare system. Referring physicians want a quick turnaround and communication of treatment plans. Breast cancer providers identify the need for a way to track patient points within their care and continually assess patient needs.

Aim/Goal:

To develop a communication tool that:

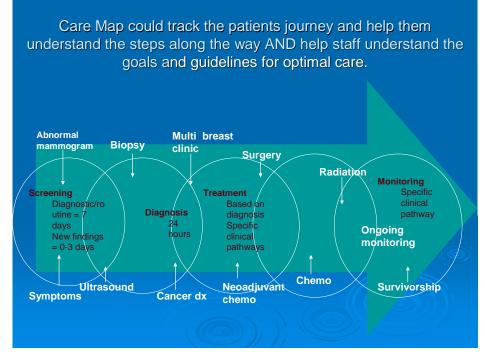
- 1. Enhances patient understanding of their breast cancer treatment
- 2. Helps patients navigate the entire cycle of their care
- 3. Helps staff and providers see beyond their individual activities
- 4. Continually assesses the patient's needs
- 5. Compares actual care with guidelines and clinical pathways
- 6. Communicates with referring providers each step along the way

The Care Map Team:

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The Interventions and Progress to Date:

- > Pulled together "Care Map" team in ambulatory care
- Queried patients about their information needs
- Developed WebOMR templates for documenting care
- > Piloting began July 2009-130 pts and providers have received to date
- Care Map went "live" from paper version to on-line OMR system
- Providers who have access to OMR have access to the Care Map
- Referring providers receive a copy along with a narrative describing history and visit immediately following their patient's appointments at BIDMC



Lessons Learned:

- Need measurements for improvement and bench-marking care
- Need to know "best timing" for use of Care Map by providers & pts
- Patients over time tend to forget to refer to the Care Map
- One time Care Map leaves gap for information needed across the trajectory of breast cancer treatment and follow up

Next Steps/What's Next:

- Focus group evaluation of Care Map to identify next steps
- > Evaluate extent of patient use of Care Map at various points of care
- Survey MD utilization
- Expand Care Map use beyond the one time multidisciplinary visit
- Expand to Patient Site and "new" BIDMC website
- Develop quality measures for patient care



