

Establishing a Matrix Cancer Center at Tufts Medical Center

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BACKGROUND

Coordinated multi-disciplinary care is fundamental in cancer. Cancer medicine is a major driver in academic medical centers. Traditional silos in AMCs impede multi-disciplinary care. Optimizing care delivery is a standard cancer center metric.

OBJECTIVES

Establish Cancer Center leadership and governance structure. Initiate & develop overall strategic planning process. Develop a plan to improve time to treatment plan in breast & lung cancer to meet local standards (Δ 11 days). Implement a Cancer Navigator program.

METHODS

Serial leadership meetings
Landscape cancer survey meetings across departments
Recruitment of Associate Cancer Center Directors
Cancer Task Force analysis & proposal to leadership
Development of Cancer Navigator role
Recruitment of first Cancer Navigator
Background metrics analysis in breast and lung cancer
Development of REDCap database for cancer navigation

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OUTCOMES

	Screening Mammo to Diagnostic Mammo	Diagnostic Mammo to Biopsy	Biopsy to Biopsy Report	Biopsy Report to Surgical Consult	Total
Navigator N10	Minimum: 0 Maximum: 28 Mean: 12 Median: 10	Minimum: 0 Maximum: 7 Mean: 3 Median: 0	Minimum: 3 Maximum: 6 Mean: 4 Median: 4	Minimum: 3 Maximum: 12 Mean: 6 Median: 5	19
Baseline N74	Minimum: 0 Maximum: 77 Mean: 17 Median: 13	Minimum: 0 Maximum: 64 Mean: 8 Median: 6	Minimum: 2 Maximum: 13 Mean: 5 Median: 5	Minimum: 0 Maximum: 125 Mean: 15 Median: 8	32

Identifying barriers to care

Worksheet to Identify Potential Barriers

Use this form to help identify potential patient concerns/barriers at the initial visit and at each follow-up visit to assist develop of a plan of action and consultation/referral to appropriate providers, resources, or departments.

Record ID: 12

Date: []

HEALTH INSURANCE / FINANCIAL CONCERNS
Patient has expressed potential Health Insurance / Financial Concerns: Yes No

TRANSPORTATION TO / FROM TREATMENT CONCERNS
Patient has expressed potential transportation to / from treatment concerns: Yes No

COMMUNICATION / CULTURAL NEED CONCERNS
Patient has expressed potential communication / cultural need concerns: Yes No

TREATMENT MANAGEMENT / DECISION MAKING CONCERNS
Patient has expressed potential treatment management / decision making concerns: Yes No

ADDITIONAL PATIENT BARRIERS OR CONCERNS

Initial Barriers

Barrier Category	Percentage
Insurance/Financial	~8.5%
Decision making	~8.5%
Language/Cultural	~4%
Transportation	~4%
Additional	~0%

DISCUSSION

- Implementation of the breast navigator program met the target goal despite pandemic-induced barriers.
- The data collection system enables detection of barriers to care, analysis of branchpoint processes, and comparison with external providers.
- Future work includes ongoing data collection and monitoring, and expansion to other cancer disease areas.

SUMMARY

- The new cancer navigator program sparked improved communications and care delivery.
- The process for developing the cancer navigation program serves as a model for developing further Cancer Center initiatives at Tufts Medical Center.

