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Follow Up Phone Call Program for New Start Chemotherapy Patients

Kendra Thomas, BSN, RN, Cancer Center | Phoenixville Hospital, Phoenixville, PA | 2020 EBP Internship

Problem Statement

Over the past several months, our quality chart checks have revealed a deficiency in patient follow up for our chemotherapy patients. We have a policy for new chemotherapy patients that outlines a plan for making a follow up phone call to patients after their initial treatment. As evidenced by our chart checks, this policy is ineffective. We aim to start a new program that has the structure necessary to be easily implemented, with the evidence to back up the importance and the tools in place to evaluate its effectiveness.

Purpose

The purpose of this project is to improve quality scores for new patient follow up, capture data in EMR where we identify and treat side effects for new start chemotherapy patients. Assess patient understanding of their therapy plans. Assess whether telephone calls improve patient satisfaction and update our policy with the new patient follow up program.

PICO QUESTION:

Would implementing a Nurse-Patient follow up phone call for new start chemotherapy patients after their first treatment, compared to current practice where we are not meeting quality standards, help to better identify and treat side effects and assess patient understanding of therapy plan therefore overall improving patient satisfaction and quality of care?

Evidence

- Telephone Follow Up (TFU) showed a statistically significant reduction of number of problems that are typically managed by nurses such as medication, drug administration and activities of daily living
- Overall TFU led to a reduction in frequency and intensity of problems reported after discharge
- TFU helped identify medication related adverse effects in oncology patients
- Nurse TFU can help to reduce chemotherapy symptoms and may enhance the adjustment level by improving the patients' chemotherapy symptoms self-care ability
- Proven feasibility of providing TFU after chemotherapy aimed at reducing therapy-related anxiety, verifying the occurrence and severity of side effects and enhancing adherence to therapy as needed.
- TFU were deemed as inexpensive and allowed patients to feel that they were being closely followed by the health care team
- TFU intervention improves patient satisfaction

Practice Recommendations

- Collect baseline data from current patient charts on side effect capture and treatment.
- Meet with key stakeholders to develop a telephone follow up program for chemotherapy patients.
- Educate Nurses who will be carrying out plan.
- Create EMR template for uniform documentation of data.
- Update policy to reflect procedure for new patient follow up calls.



Evaluation of Practice Change/Outcomes

In progress

The Edmonton Symptom Assessment scale will be used to assess for side effects and severity.

Checking understanding of therapy plan will be a yes/no question.

Satisfaction will be assessed using a 5-point Likert Scale.

Compare collected data on side effect capture and treatment before and after implementation.

Quality chart checks will be gathered monthly and reviewed quarterly to assess improvement.

Evidence Summary: Strength and Quality of Evidence

- | | |
|-----------------------------|--------------------------|
| - Mordenti, 2013, III, Good | - Woods, 2019, IV, Good |
| - Clari, 2015, I, Good | - Hand, 2014, V, Good |
| - Salmany, 2018, I, Good | - Montero, 2016, V, Good |
| - Hinistan, 2017, II, Good | |

Stakeholders

Head Oncologist of the Cancer Center, Oncology Nurse Practitioner, Nurse Manager of the Cancer Center, Team of 3 Infusion Nurses from the Cancer Center

Keywords

Nurse, Phone Call, Follow Up, Oncology

