CARE Clinic: Improving the Quality, Delivery and Experience of Cancer Care

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Patient Experience

- Patients receiving chemotherapy have on average one hospital admission and two ED visits per year
- 50% of ED Visits and 40% of admissions are directly related to treatment toxicities
- Single center studies for patients receiving chemotherapy reveal 30-day readmission rates of approximately 22-27% nationally
- Acute care episodes have many downsides including but not limited to:
  - Reduces patients’ quality of life
  - Delays treatment
  - Increased risk for nosocomial infections
  - Augments health care costs
  - Increases burden on caregivers

Daly, B. et al. Misery loves company: Presenting symptom clusters to urgent care by patients receiving anti-neoplastic therapy. JOP, 2018.
Increased Healthcare System Needs

- Improved Survival
- Increased New Cancer Diagnoses
- High Utilizing Patient Population
"The strategy with the greatest potential to improve the value of care for patients with advanced cancer is to reduce reliance on acute hospital care for this patient population."

University of Colorado CARE Clinic

Multi-disciplinary clinic dedicated to improving the quality, value and experience of cancer care through proactive, patient-centered approaches to advanced symptom management and urgent care tailored to the unique needs of oncology patients.

Capabilities:
- IV intervention including pain/nausea medications, IV fluids, IV Electrolyte repletion, blood products
- Full laboratory evaluation, blood/respiratory/urine cultures, UA, stool samples
- Xray, Ultrasound, CT, MRI*
- Procedures including paracentesis, thoracentesis, lumbar puncture
- Urgent Palliative Care
University of Colorado CARE Clinic

Hours: 7 days/week
Mon-Fri: 8am-6pm
Sat-Sun: 8am-5pm

Staffing:
APPs - Inpatient oncology hospital medicine APPs

Mon-Fri: 2 APPs, 2 Triage RNs, ~3-4 RNs, 2 MAs
Sat-Sun: 1 APP, 1 Triage RN, 2-3 RNs, 1 MA

Urgent Palliative Care: 1 APP; ½ day/week

Procedures: 7 days/week, Partnership with hospital medicine procedure team
University of Colorado CARE Clinic: Volumes

Average: 246 patient visits/month
Outcomes

39% of pts report they would utilize ED if CARE was not available

50% decrease in 30-day preventable ED visits since Jan 2019

Costs analysis: CARE visits range from 33 to 50% of cost of ED visit for same services rendered based on claims-based data***
Patient Feedback

“I am very grateful this clinic is available to me. Reinforced that I am not going through this alone.”

“CARE Clinic is such blessing to us!!!! The thought of trying figure out where to go for issues that occur with cancer is a little scary. Please keep this concept going, great customer service.”

“I can’t say enough how thankful I am that this department was available to me when I desperately needed care. This process and the effects of chemo can be very frightening. This is exactly what I needed. The staff is great. Thank you again. DO MORE OF THIS!”

“Unbelievably outstanding care. I could never have imagined this level of compassion, efficiency, responsiveness and competence existed on this planet. I am so very grateful.”
Meeting Patients Where They’re at: Improving Healthcare Systems for Patients with Cancer

Procedural Services
>500 Procedures completed in 2023

Urgent Palliative Care

Anschutz Medical Center

Urgent Palliative Care Pathway

**What:** A new clinical pathway to address urgent palliative care needs

**Who:** Any patient who is NOT already seen by palliative care with EITHER:

1. Uncontrolled symptoms that may require hospitalization
2. A prognosis of weeks without an end-of-life care plan
3. Has been seen in CARE clinic more than 3 times in 1 month.

**How:** To schedule a patient

- S77-AMC CARE CLINICAL URGENT PALLIATIVE CARE via epic secure group chat
- Include: Name, MRN, Reason for consultation

**When:** Evaluation within 7 days (or sooner)

**Where:** Visit spaces each Tuesday in CARE clinic.
Future Goals

- Space Optimization
- CARE Diagnostic Clinic
- Complex Pain Management/Procedural Services
- CARE Oncodermatology Clinic
- Urgent Primary Care
- Program Expansion
- Virtual Health/Remote Patient Monitoring

“For me, I am driven by two main philosophies: know more today about the world than I knew yesterday and lessen the suffering of others. You'd be surprised how far that gets you.”

— Neil deGrasse Tyson
Thank you

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