



MyCare 2019

Compass Your Digital Patient Navigator

A Digital Oncology Education Program for Patients Undergoing Infusion Chemotherapy at Kettering Health Network



ARCHES

Beth LaForce, BS, PMP

2019



SOUTHVIEW
Medical Center.



KETTERING
Information Systems



Project Team – Arches Health

2019



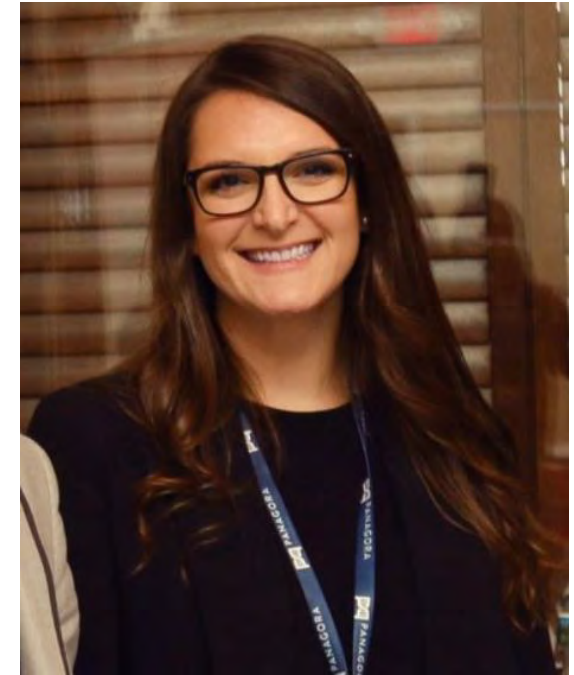
Daniella Koren
CEO



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VP, TECHNOLOGY

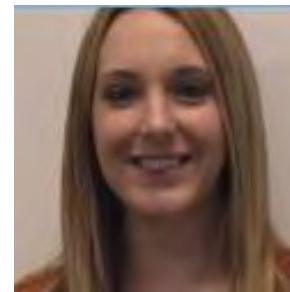
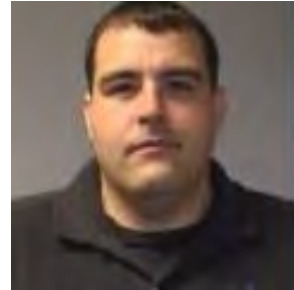
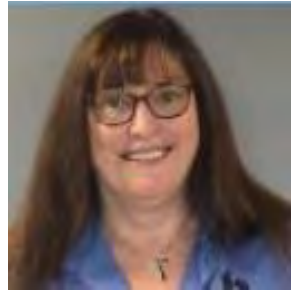


Erika Kenney
PROJECT MANAGER



Project Team – KHN

2019



Project Team – KHN

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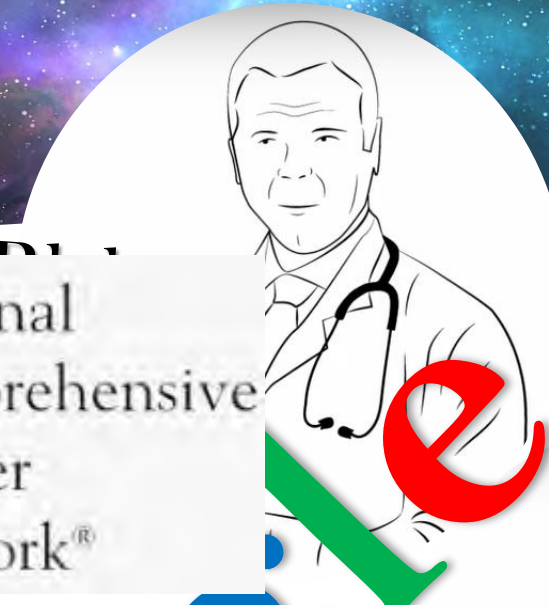
IS			
Liz Cernevicus	Project Manager	Brett Willis	Epic Interface Team
Matt Buehrle	Epic Beacon Coordinator	Rachel Stone	Epic OpTime Coordinator
Oncology Operations Team			
Oncology Leadership		Oncology Staff & Physician Champions	
Elizabeth Koelker	Former Executive Director	Milissa Smith	Oncology RN
Tricia Tobe	Clinical Director	Brenda Sargent	Oncology CMA
Carey Raines	Infusion Manager	John Haluschak, MD	Medical Oncologist
Jill Lowe	Surgical Oncology Manager	Angie Yost, APRN	Surgical Oncology APP
Jen Reed	KCC Clinic RN Manager	Leslie Engle	Surgical Oncology RN
Terri VanZant	KCC SoIn RN Manager	Olivia Williams	Surgical Oncology LPN
Rae Norrod	Cancer Support Services Manager	Minia Hellan, MD	Surgical Oncologist

Problem

2019



National
Comprehensive
Cancer
Network®



NATIONAL
CANCER
INSTITUTE



Objectives

2019



01

Decrease
cancer patient
fear/anxiety

02

Improve
patient
satisfaction
and outcomes

03

Decrease
healthcare
resource
utilization &
costs

Background

2019

- Processing a cancer diagnosis and treatment plan is difficult
- Patient fear, anxiety and confusion can result in postponed appointments, delayed therapy and less optimized outcomes.
- Clinical staff repeatedly communicate basic information and reminders to patients to ensure they're prepared.

Methodology

2019

Gather insights from oncology nurse navigators to understand gaps in patient education and associated impact

Develop content in accordance with health literacy best practices and cancer patient engagement data collected (2005 – 2015).

Integrate MyCare Compass with Kettering Health's EMR platform and operational workflow

Auto deployment to patients of educational videos and content from Kettering via email/SMS

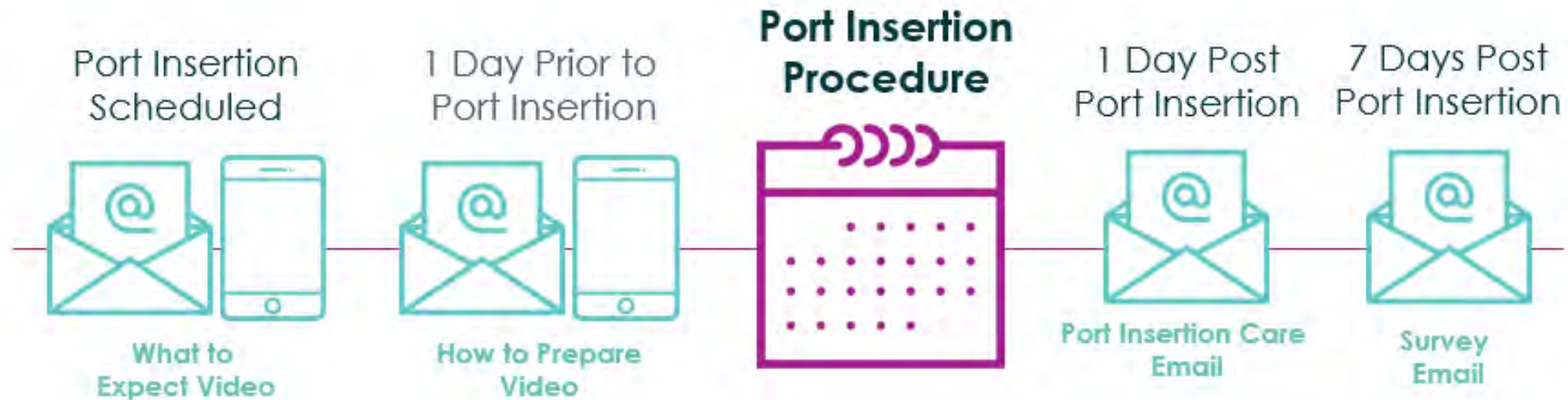
Preparation Along Each Step

2019



Port Insertion Preparation Experience

2019



Port Insertion Video

2019



Co-Branded Communication

2019

MyCare Compass Your Digital Patient Navigator

Dear [Susan],

You are scheduled to have a chemotherapy port inserted soon. It's normal to have questions or concerns about this procedure, so I wanted to send you a video that will show you what to expect. The video has information about the procedure that I hope will help put your mind at ease.

The video tells you:

- What a chemo port is
- Why you may need a port
- Where it is placed and how it works
- How a port is inserted

It's a good idea to also ask your healthcare team for information about your specific port and insertion procedure. For example, you may want to ask:

- What type of anesthesia will I have for the procedure, local anesthesia or conscious sedation (medicine that helps you relax and blocks pain)?
- Will I feel any pain when the port is inserted?
- Where will my port be placed?
- Will my health insurance pay for port insertion?

The information in the video and answers from your healthcare team can help you feel prepared for your procedure.

Sending best wishes,

Karen
Your MyCareCompass Nurse

PRESENTED BY

[Karen | Log In](#)

Please do not respond to this message. Mail sent to this email address cannot be answered.

You are receiving this message because you are enrolled in the MyCareCompass Program. If you wish to stop receiving these communications, please [click here](#).

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222 Broadway, 19th Floor
New York, NY 10038

MyCare Compass Your Digital Patient Navigator

Dear Susan,

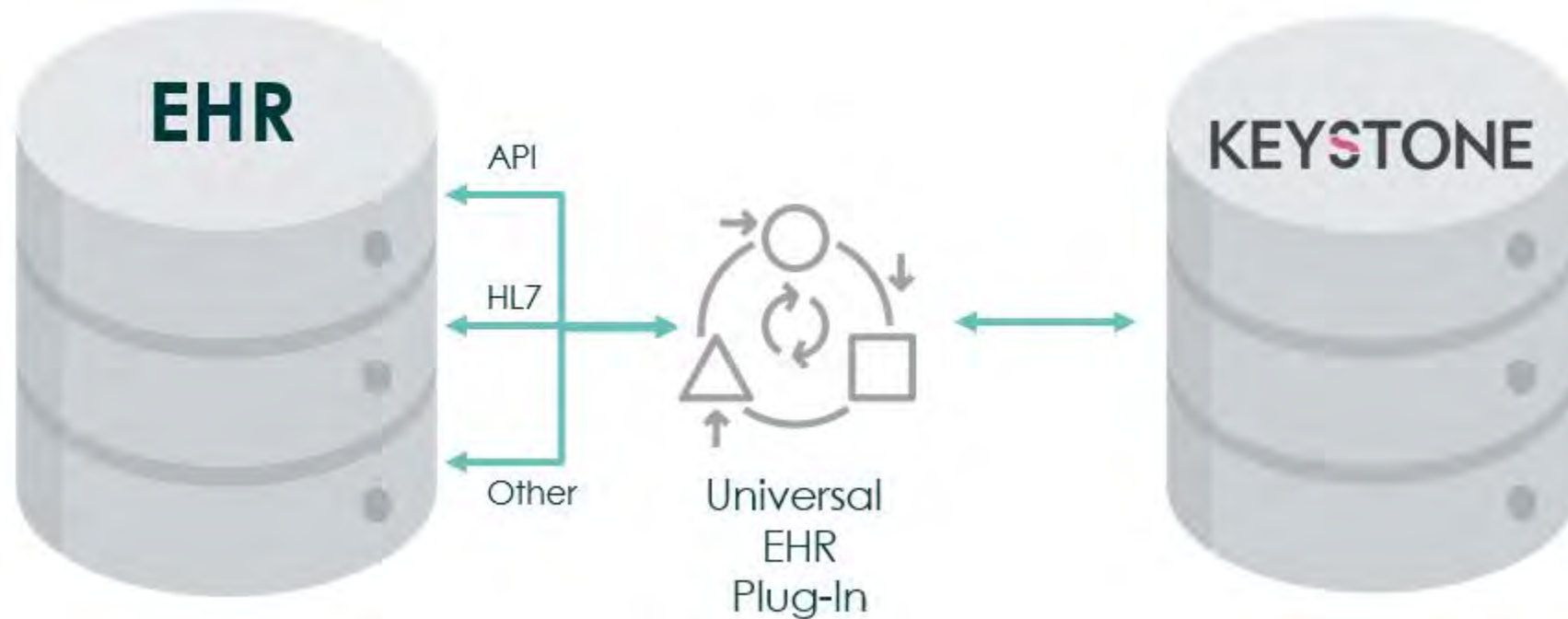
It's Karen, your digital nurse navigator. Your healthcare team has told us that you will be having a port inserted soon. Here's a video to help prepare you. It features information about:

- What a port is
- What to expect before, during and after the procedure
- What is normal (and not normal) in the days following the procedure
- How to prepare

Seamless Synchronization

2019

**MyCare
Compass** Your Digital
Patient Navigator



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Health Network™

Results

2019

Over 1,057 patients were enrolled over an 8 week period

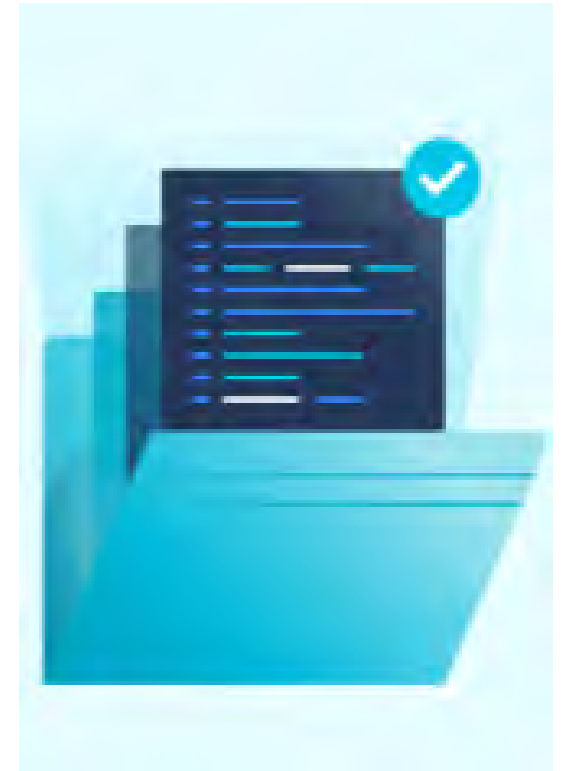
Email open rate average is 45.86%, exceeding oncology normative of 28%.

Click through rate average is 20%, almost 3 times higher than normative of 7.5%.

Survey feedback indicates patients find MCC helpful in preparing for appointments, understanding procedures and reducing anxiety.

Lessons Learned

2019



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