CONSIDERING CHECKLISTS FOR FINANCIAL RESOURCE NAVIGATION IN CANCER CARE

PATIENT AND CAREGIVER ONCOLOGY QUALITY COUNCIL (POQC)
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JANUARY 21, 2022
FINANCIAL TOXICITY

Adding to the toxicities or side effects of treatment

- Rash
- Fatigue
- Neuropathy
- Low Blood Counts
- Hair Loss
- Nausea/Vomiting

Costs associated with cancer care

“Financial Toxicity”
Challenges assisting patients with financial resources
THREE TYPES OF PROBLEMS

- **Simple:** These issues are like following a recipe. There may be a few basic techniques to learn; however, once learned, following the formula will result in a high probability of success.

- **Complicated:** These problems are repeatable ones like sending a rocket to the moon. They can be differentiated into a series of simple issues. Success relies on several people and teams with expertise.

- **Complex:** These problems are difficult ones like raising a child. With children, each one is unique, provides experience, and may require a different approach for success.
o Fallibility of human memory

o Mundane/routine matters easily overlooked when you are strained to look at other pressing matters at hand

o Skipping steps even when you remember them
CHECKLISTS

- Prevent catastrophic failure in the world of complexity
- Provide us with the minimum viable process and make the steps clear
- Verify our actions and raise our level of performance
- Facilitate a culture of teamwork and discipline
WELL-DESIGNED CHECKLISTS IMPROVE OUTCOMES

- Reduced rate of major surgery-related complications by 36% and death by 47%
- Reduced ten-day central line infections from 11% to zero
- Dramatic decline in the incidence of plane crashes
- Reduce errors in intraoperative emergencies by 75%
- Within three months, ICU infection rates dropped 66%
GOOD CHECKLISTS

- Simple tools to supplement your work
- 5-9 items, which is the limit of working memory
- Simple and precise wording
- Contents fit on one-page
- Does not spell out steps
- Reminders of important, critical steps
- Makes priorities clear
CHECKLISTS AND FINANCIAL RESOURCE NAVIGATION

Checklist

• __________
• __________
• __________
• __________
ACTIVITY

• Kay
• Alex
• Rekha
• Amir
• Taylor
• Milton
Notes to keep in mind during activity:

• Look at stories, not a one-size-fits-all solution
• Value the complication, but understand the importance
• Perfect checklists take time and iterations - this is just a brainstorming activity
• Consider profiles and add in any additional items that can PREVENT any financial challenge BEFORE it’s a crisis