



MICHIGAN ONCOLOGY
QUALITY CONSORTIUM

Cancer care. Patients first.
The best care. Everywhere.

CONSIDERING CHECKLISTS FOR FINANCIAL RESOURCE NAVIGATION IN CANCER CARE

PATIENT AND CAREGIVER ONCOLOGY QUALITY COUNCIL (POQC)

MICHIGAN ONCOLOGY QUALITY CONSORTIUM (MOQC)

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FINANCIAL TOXICITY

Adding to the toxicities or side effects of treatment

Rash

Fatigue

Neuropathy

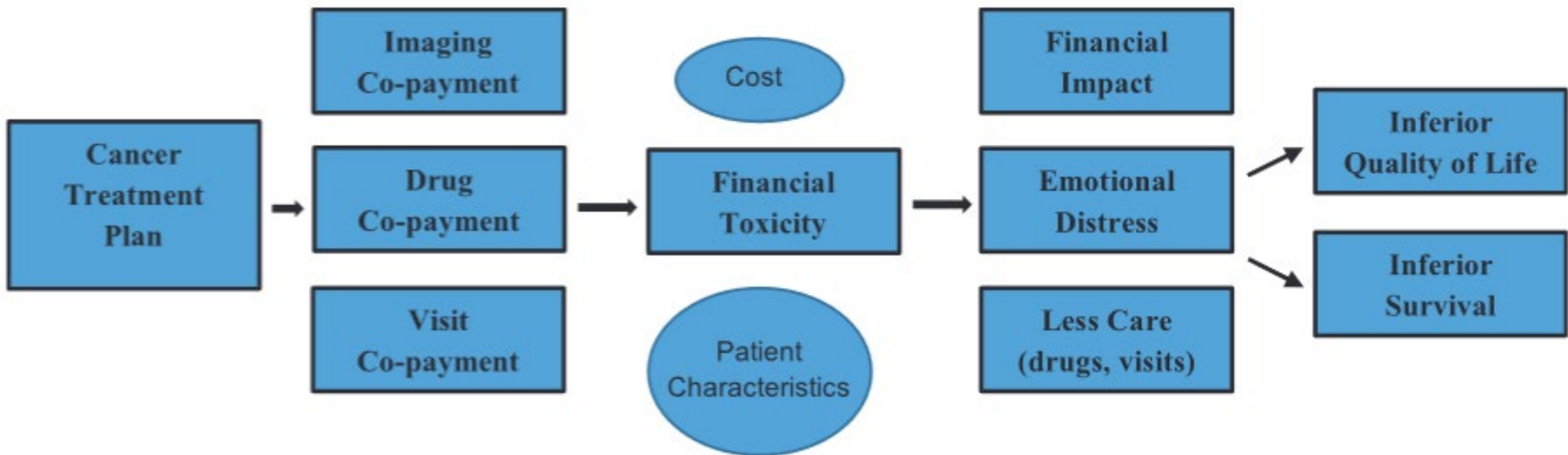
**Low Blood
Counts**

Hair Loss

Nausea/Vomiting

**Costs
associated
with cancer
care**

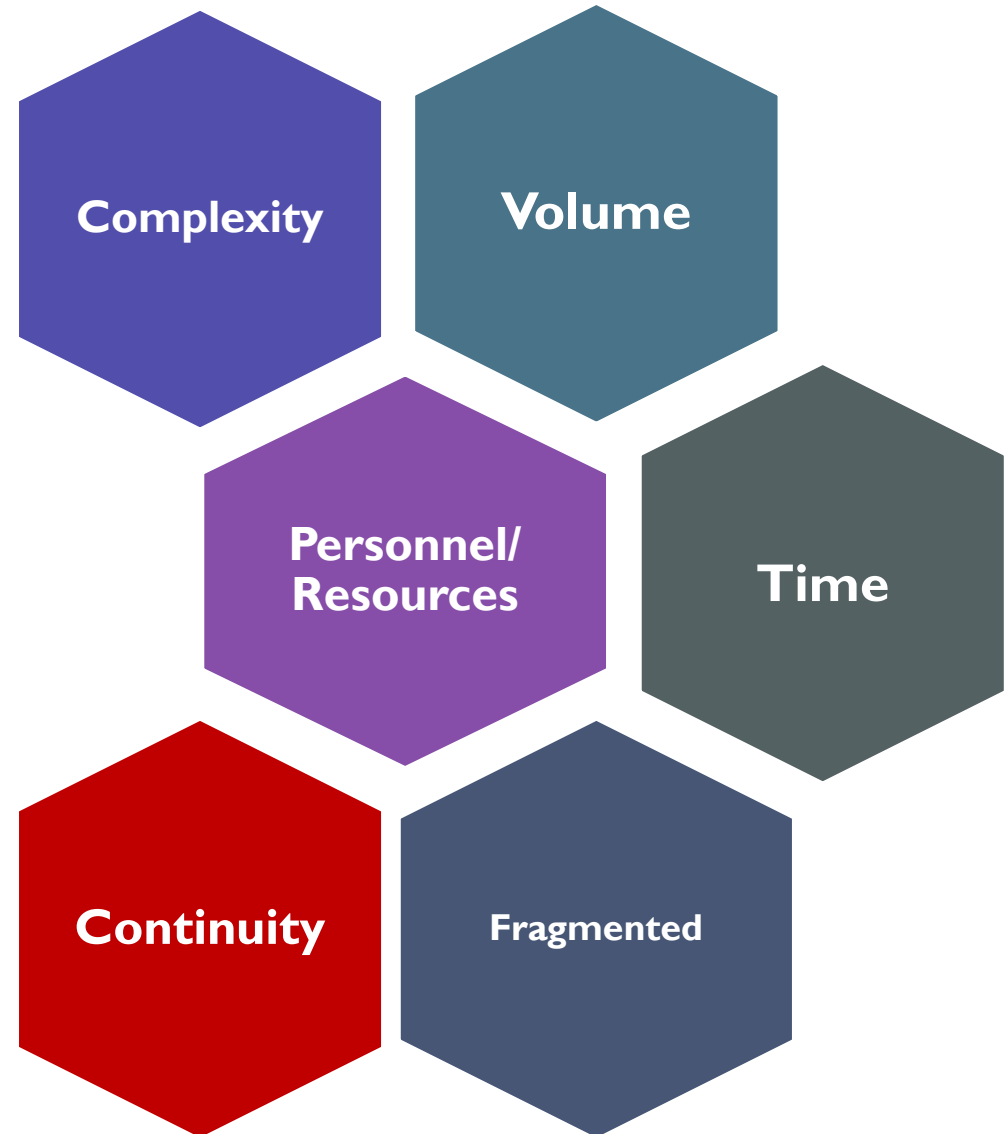
“Financial Toxicity”



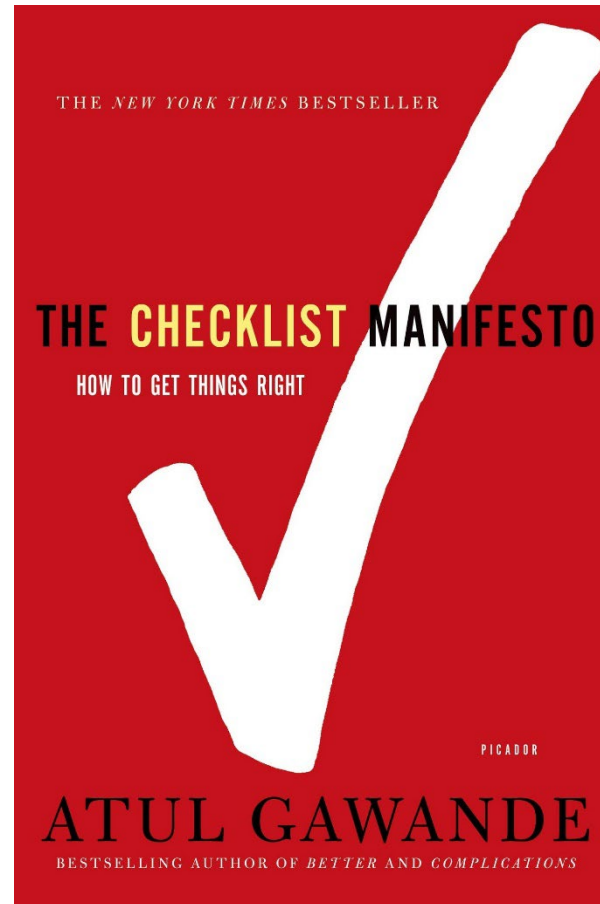
FINANCIAL NAVIGATION / RESOURCES



Challenges assisting patients with financial resources



CHECKLISTS



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.

COMPLEX ENVIRONMENTS

- Fallibility of human memory
- Mundane/routine matters easily overlooked when you are strained to look at other pressing matters at hand
- 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

Checklist

- _____
- _____
- _____

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

ACTIVITY

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