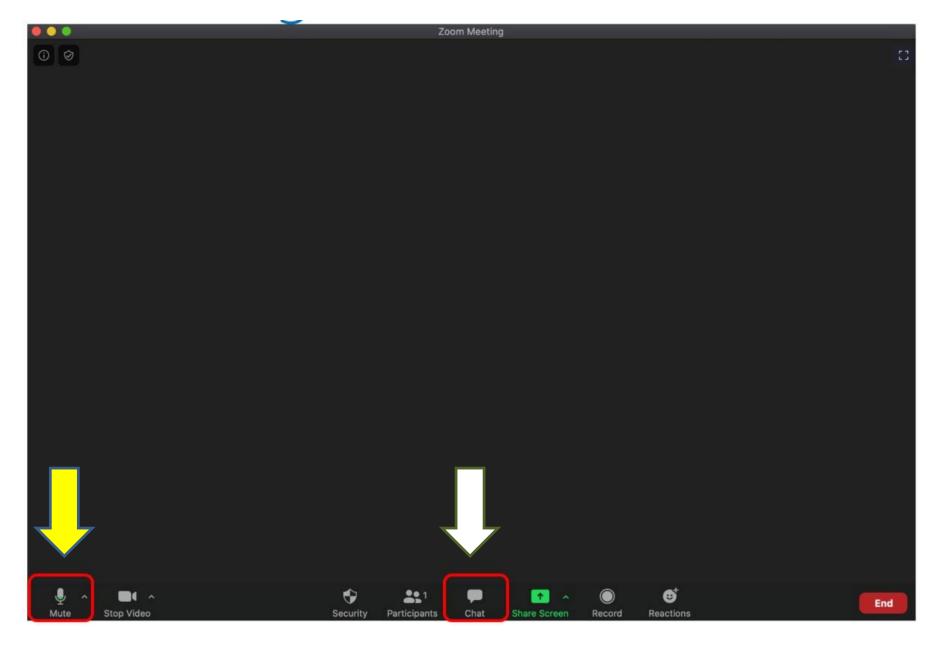
MOQC Our mission is to be the best state in the nation for cancer care.



Michigan Oncology Quality Consortium Biannual Meeting June 19th, 2020

Does Quality Improve in a Compassionate Culture?





Disclosures

- Jennifer Griggs, MD, MPH is a consultant for Pacific Business Group on Health (PBGH)*
- Michelle McQuaid, PhD has no known disclosures



Continuing Education Credits

Accreditation Statements

- The University of Michigan Medical School is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians. The University of Michigan Medical School designates this live activity for a maximum of 2.5 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.
- This course is approved by the Michigan Social Work Continuing Education Collaborative Approval # 050820-02. **Number of CE Hours approved: 2.0**.
- The Collaborative is the approving body for the Michigan Board of Social Work.



Medicine, Nursing & Social Work CEs approved

Continuing Education Credits

Learning objectives

- 1. Implement strategies that promote self-compassion
- Use techniques to increase compassion in the workplace
- Understand how a compassionate culture improves the quality of patient care

Competencies

- 1. Practice-based learning and improvement
- 2. Systems-based practice



Connect with Us



@MOQCTeam or #moqc



moqc@moqc.org



Time	Topic	Speaker
9:00 am	Welcome	Jennifer J Griggs, MD, MPH, FASCO
9:15 am	A Patient's Perspective	Amanda Crowell Itliong, MA
9:30 am	Keynote Presentation: Everyday Compassion	Michelle McQuaid, PhD Senior Fellow, University of Melbourne, School of Graduate Education
10:45 am	Break	
11:00 am	State of the Consortium POQC Steering Committee MOQC Performance & Quality Project Updates	Diane Drago Dawn Severson, MD Jennifer J Griggs, MD, MPH, FASCO
11:45 am	Closing Remarks	Jennifer J Griggs, MD, MPH, FASCO
12:00 pm	Adjourn	





A nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association

Sponsor



POQC







Partners









Introduction









Introduction





Overview

Goal: To help participants walk away with a better understanding of:

- How to avoid burnout;
- How to use more self-compassion in their jobs; and
- How to build psychological safety with other and patients to create change.

Think: Relationships can be challenging but there are tiny actions I can take as I connect with anyone that can make it easier and more rewarding for me and them.

Feel: More confident and motivated to experiment with the skills that improve their relationships.

Do: Commit to one small action each day for the next week to help them connect with someone better at work.

For Facilitators Only

Agenda

(5 min) Welcome and why

(10 mins) Passion fatigue and why it makes compassion challenging.

(20 mins) Reaching for self-compassion as we learn and grow.

(20 mins) Building psychological safety to avoid compassion burnout.

(10 mins) Questions and reflections.



THeWellBeinglaB

www.thewellbeinglab.com







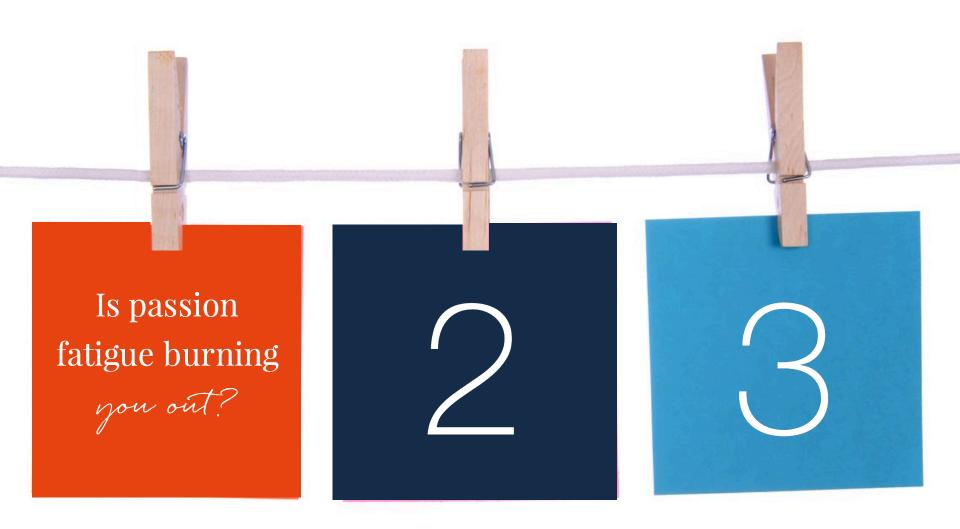


How Are You Doing?

On a scale of 0 (not at all) to 10 (most of the time) how often in the last two weeks have you felt like:

- 1. The work I did felt so important I found it hard to switch off.
- 2. I was judgmental and critical of myself.
- 3. I felt safe at work to bring up problems and be honest about mistakes







The single strongest predictor of meaningfulness is the belief that our jobs have a positive impact on others.

Professor Adam Grant

What Impact Does Meaning Have?

- 1. Think of yourself as a pie. How big a slice does work take up for you right now?
- 2. How does this positively impact your wellbeing?
- 3. How does this negatively impact your wellbeing?
- 4. How does it impact the people around you?





When your passion takes control and makes it difficult to engage in other things or with other people, it has become obsessive.

Professor Robert Vallerand



A passion is harmonious when you feel in control of what you love doing.

Professor Robert Vallerand



Short bursts of obsessive passion rarely do lasting harm, but its important to rebalance when the milestone is reached.

Professor Robert Vallerand

Do You Have Passion Fatigue?

- 1. Think back to yourself as a pie and how big a slice work takes up for you right now?
- 2. Does this suggest your passion for work right now veers more towards harmonious or obsessive? What impact does this have for you and your team?
- 3. Generally, does your team veer towards more harmonious or obsessive passion at work? How can you help them keep their passion harmonious?





When people have more than one passion in their life, studies find they are much better off.

Professor Robert Vallerand





You will
make mistakes,
bump up against
your limitations,
and fall short
of your ideals.
This is the human
condition.

Assoc. Professor Kristin Neff

How Are You With Learning Challenges?

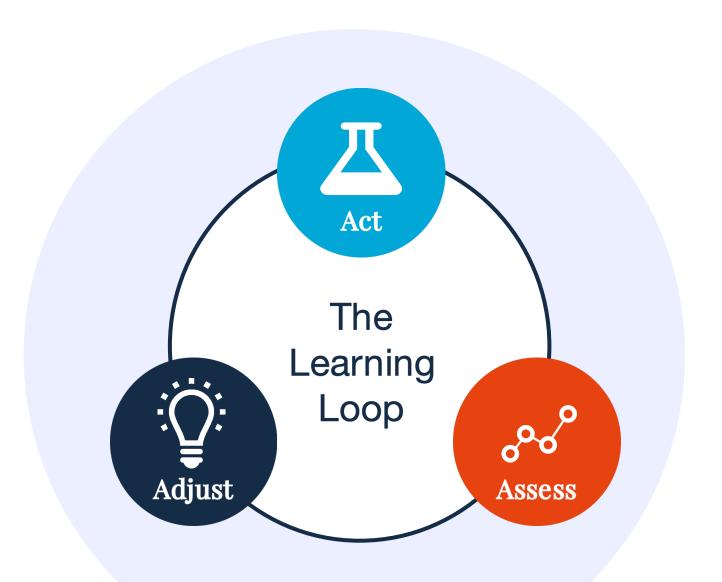
- When I say 'go!' please count backwards from 996 in increments of 7.
- Type your answers one increment at a time as fast as you can into the chat.
- Count your own race for as long as you can rather than getting distracted by the counting of others.
- How did you feel during this exercise?





Self-compassion can help you to break the entrenched patterns of selfcriticism, whilst still being honest about your fears.

Assoc. Professor Kristin Neff





When you already know you are deficient, you have nothing to lose by trying.

Professor Carol Dweck

Can You Reach For Self-Compassion?

Let's try counting backwards from 996 in increments of 7 again, but before you begin take a moment to think about:

- What worked well and where did you struggle last time?
 What did you learn about the counting?
- How can you reach for some self-compassion rather than self-criticism as you think about how you can adjust your efforts this time?
- What are your learning goals for this activity as you try again?



Be mindful and soften to the suffering you're experiencing, without over identifying with your mistakes.

Assoc. Professor Kristin Neff





What if people are doing the best they can with what they have right now?

Professor Brene Brown

Overview

Goal: To help participants walk away with a better understanding of:

- How to avoid burnout;
- How to use more self-compassion in their jobs; and
- How to build psychological safety with other and patients to create change.

Think: Relationships can be challenging but there are tiny actions I can take as I connect with anyone that can make it easier and more rewarding for me and them.

Feel: More confident and motivated to experiment with the skills that improve their relationships.

Do: Commit to one small action each day for the next week to help them connect with someone better at work.

For Facilitators Only

Agenda

(5 min) Welcome and why

(10 mins) Passion fatigue and why it makes compassion challenging.

(20 mins) Reaching for self-compassion as we learn and grow.

(20 mins) Building psychological safety to avoid compassion burnout.

(10 mins) Questions and reflections.



THeWellBeinglaB

www.thewellbeinglab.com







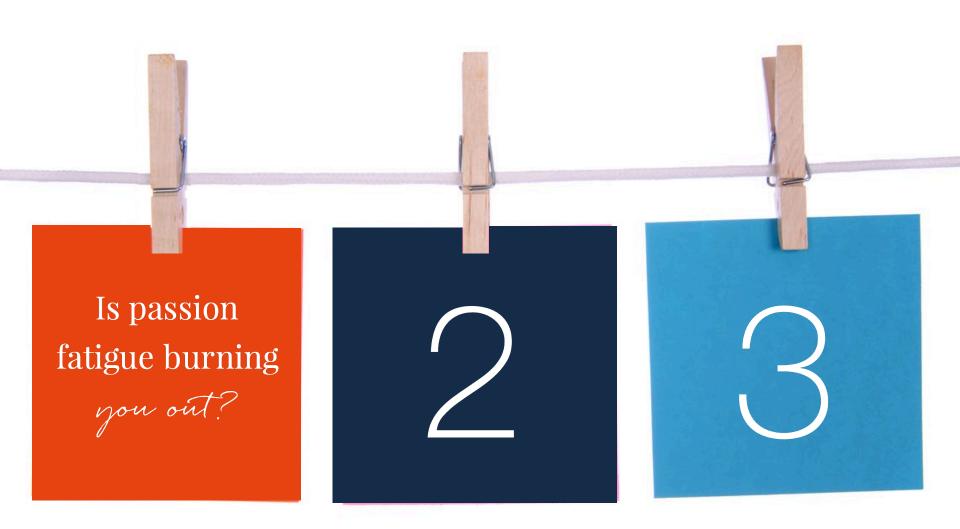


How Are You Doing?

On a scale of 0 (not at all) to 10 (most of the time) how often in the last two weeks have you felt like:

- 1. The work I did felt so important I found it hard to switch off.
- 2. I was judgmental and critical of myself.
- 3. I felt safe at work to bring up problems and be honest about mistakes







The single strongest predictor of meaningfulness is the belief that our jobs have a positive impact on others.

Professor Adam Grant

What Impact Does Meaning Have?

- 1. Think of yourself as a pie. How big a slice does work take up for you right now?
- 2. How does this positively impact your wellbeing?
- 3. How does this negatively impact your wellbeing?
- 4. How does it impact the people around you?





When your passion takes control and makes it difficult to engage in other things or with other people, it has become obsessive.

Professor Robert Vallerand



A passion is harmonious when you feel in control of what you love doing.

Professor Robert Vallerand



Short bursts of obsessive passion rarely do lasting harm, but its important to rebalance when the milestone is reached.

Professor Robert Vallerand

Do You Have Passion Fatigue?

- 1. Think back to yourself as a pie and how big a slice work takes up for you right now?
- 2. Does this suggest your passion for work right now veers more towards harmonious or obsessive? What impact does this have for you and your team?
- 3. Generally, does your team veer towards more harmonious or obsessive passion at work? How can you help them keep their passion harmonious?





When people have more than one passion in their life, studies find they are much better off.

Professor Robert Vallerand





You will
make mistakes,
bump up against
your limitations,
and fall short
of your ideals.
This is the human
condition.

Assoc. Professor Kristin Neff

How Are You With Learning Challenges?

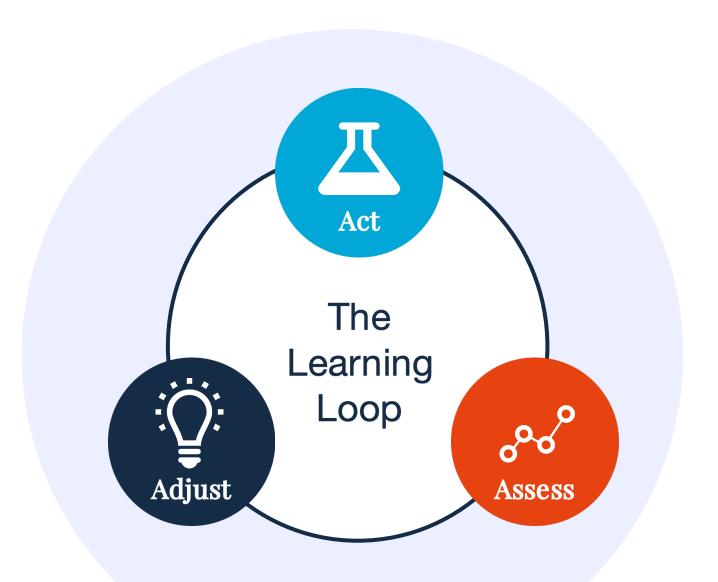
- When I say 'go!' please count backwards from 996 in increments of 7.
- Type your answers one increment at a time as fast as you can into the chat.
- Count your own race for as long as you can rather than getting distracted by the counting of others.
- How did you feel during this exercise?





Self-compassion can help you to break the entrenched patterns of selfcriticism, whilst still being honest about your fears.

Assoc. Professor Kristin Neff





When you already know you are deficient, you have nothing to lose by trying.

Professor Carol Dweck

Can You Reach For Self-Compassion?

Let's try counting backwards from 996 in increments of 7 again, but before you begin take a moment to think about:

- What worked well and where did you struggle last time?
 What did you learn about the counting?
- How can you reach for some self-compassion rather than self-criticism as you think about how you can adjust your efforts this time?
- What are your learning goals for this activity as you try again?



Be mindful and soften to the suffering you're experiencing, without over identifying with your mistakes.

Assoc. Professor Kristin Neff





What if people are doing the best they can with what they have right now?

Professor Brene Brown

Can You Read People's Minds?

- Raise your hand if you turned up to work today trying to be as difficult, disappointing and disruptive as you could.
- Raise your hand if you think someone in your team turned up to work today trying to be as difficult, disappointing and disruptive as you could.





Psychological safety allows for moderate risk-taking, creativity, speaking your mind, and sticking your neck out without the fear of having it cut off.

Professor Amy Edmonson

Judgment Mindset Fear Based

Kindness Mindset Confidence Based

- Leap to conclusions
- Bite your tongue or fix it about them
- Bitch and moan about them
- Shame and blame them for mistakes

- Slow down and get curious
- Respect we all need help to grow
- Be kind enough to speak directly
- Show compassion for their learning



On average, employees spend 2 hours and 26 minutes a day leaking energy due to workplace relationship dramas.

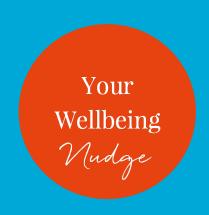
Cy Wakeman

Can You Show Compassion For Others?

Who have you been struggling with at work recently? If you view what's unfolded through a lens of generosity and curiosity rather than judgment, how might you answer the following?

- What do you know for sure about what's happened?
- What is your part in this?
- What are your ideas for resolving this issue?
- What can you do to help?





Rather than stewing or seething with resentment, choose courage over comfort and get curious about what's happening.

Professor Brene Brown



What Will You Try Now?

Please type into the chat window:

 Your ah-ha takeaway from today's conversation when it comes to making connections that matter work





With heartfest thanks



THeWellBeinglaB











Break





POQC Update



Patient and Caregiver Oncology Quality Council (POQC)

- What is POQC?
- Who are we?
 - 14 Representatives
 - Actively recruiting diverse representation
- What we do in support of MOQC
- The future of POQC
 - Formal role
 - Initiatives



Steering Committee Update



Steering Committee Update

- MOQC Quality Measures
 - Measures Committee meeting Wed July 15, 6pm all welcome
 - Retiring disease-specific measures & selecting new measures
- Strategic Plan for MOQC
 - BCBSM is requiring strategic planning by all Collaborative Quality Initiatives
 - MOQC Strategic Plan will be completed by Fall 2020 and will be shared
- Keynote for Biannual Meeting January 2021—Jennifer Temel,
 MD
- MOQC is committed to anti-racism & will be sharing resources



MOQC Performance Are We Improving?



Data

- Two periods of comparison to be shown
 - Round 2 2019
 - Seen at regional meetings (most recent data)
 - Round 2 2018/Round 1 2019
 - Not seen in this way (aggregated)

Note: Data just abstracted (completed June 12, 2020) will not be available to practices via their QOPI account until August 2020.



Figures

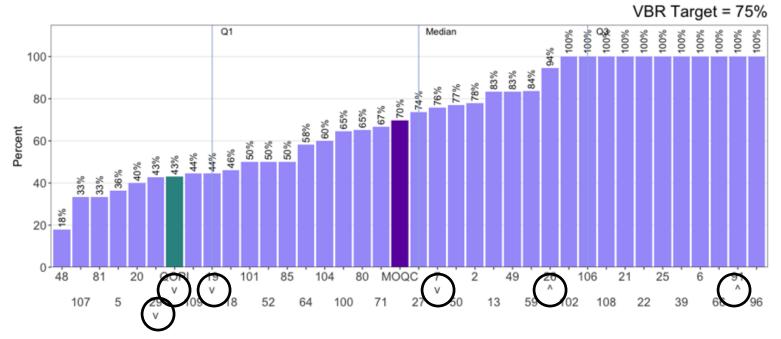
- First histogram (most recent round of data)
 - Performance by practice in order of performance
- Second histogram (previous year of data)
 - Performance by practice, practice stays "fixed"



Legend

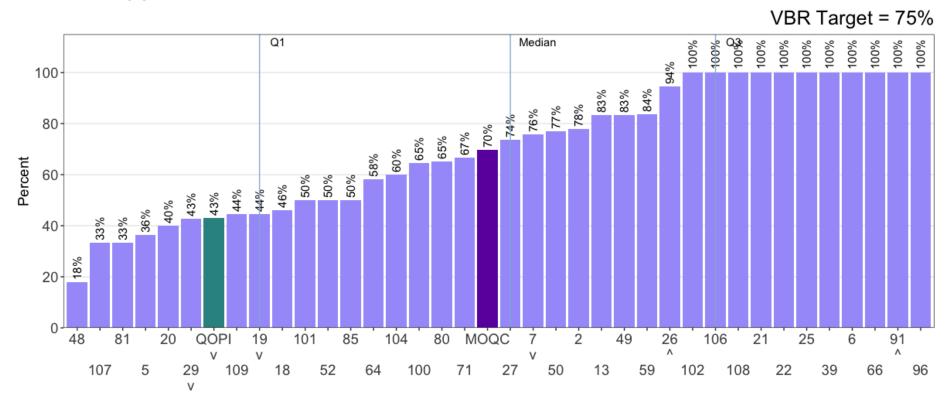
Symbols	Period or Explanation
Quartiles (1 st , Median, 3 rd)	Round 2, 2019
	MOQC aggregate
	QOPI aggregate
	MOQC practice (presented by MOQC number)
N	Denominator for measure across all contributing practices; Round 2, 2019
^ or v	Associated with a MOQC practice if the difference in % between time periods is significant (p<0.05) and the direction of change Direction is favorable (or not) dependent on measure

Tobacco cessation counseling administered or patient referred in past year N = 456



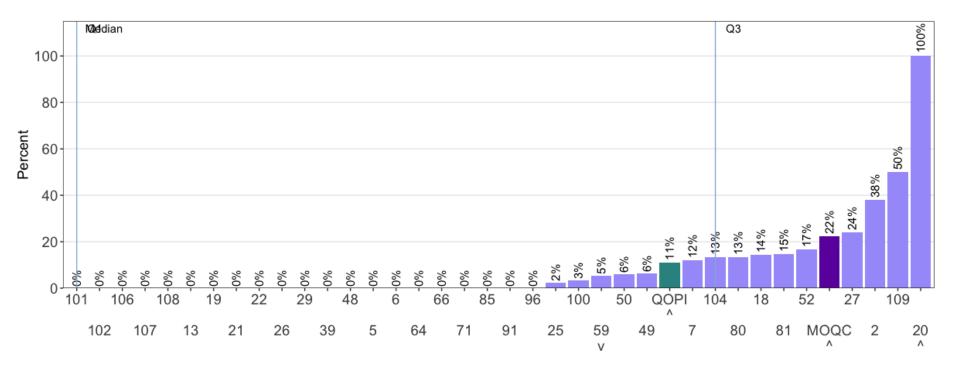
QOPI Measure CORE22bb - Practice and Comparative Groups Fall 2019

Tobacco cessation counseling administered or patient referred in past year N = 456



QOPI Measure CORE22bb - Practice and Comparative Groups Fall 2019

NK1 Receptor Antagonist & Olanzapine prescribed or administered with high emetic-risk chemotherapy
N = 984

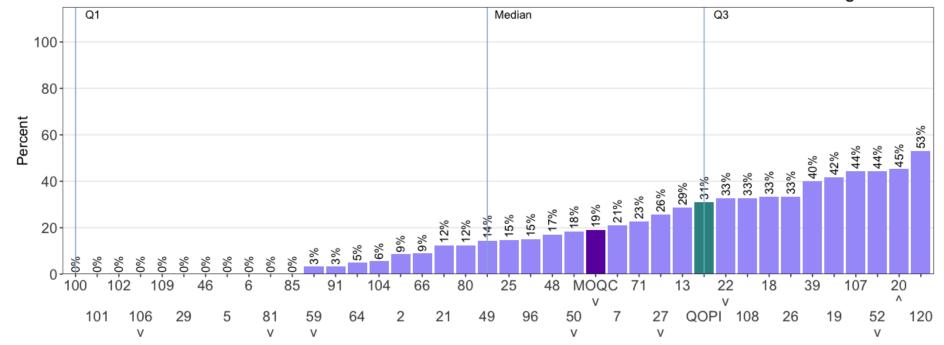


QOPI Measure SMT28 - Practice and Comparative Groups Fall 2019

NK1 Receptor Antagonist or Olanzapine administered for low or moderate emetic risk Cycle 1 chemotherapy (lower is better)

N = 1015

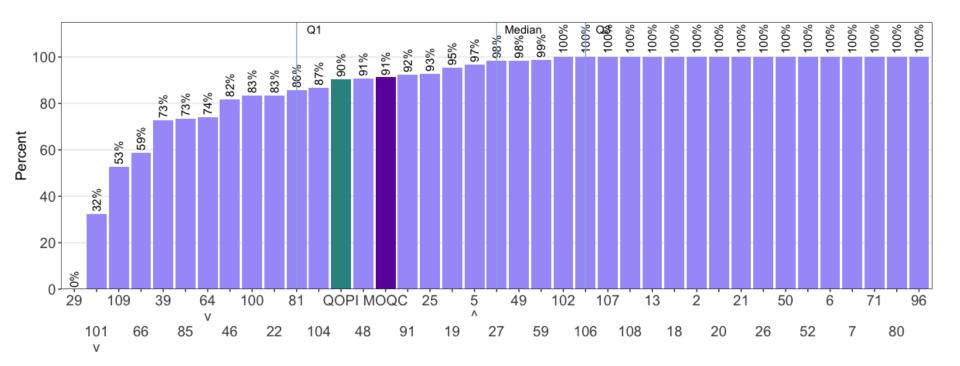
VBR Target = 30%



QOPI Measure SMT28a - Practice and Comparative Groups Fall 2019

Pain addressed appropriately (assessed, quantified, and plan of care documented for moderate-to-severe pain)

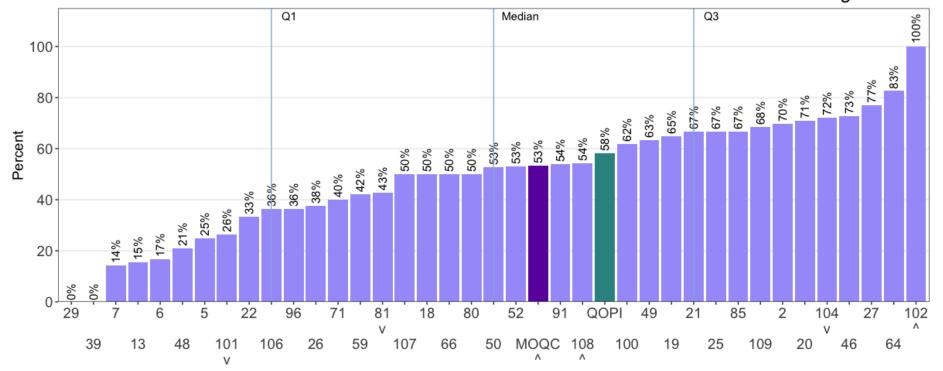
N = 1014



QOPI Measure EOL38 - Practice and Comparative Groups Fall 2019

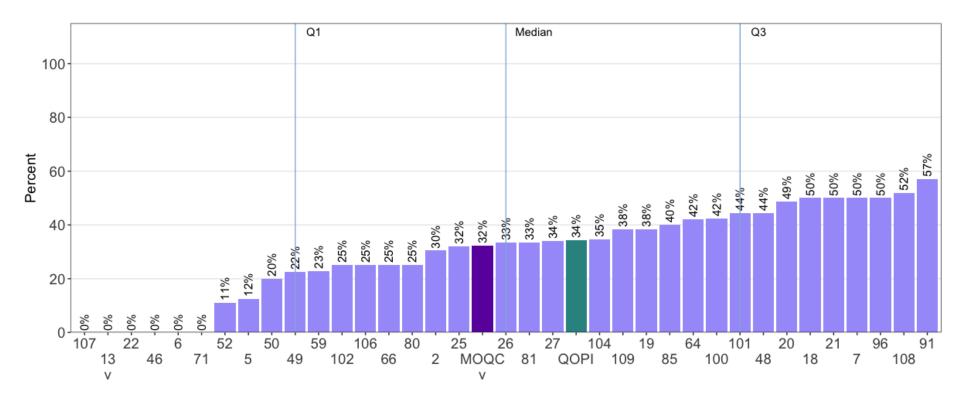
Hospice Enrollment N = 999

VBR Target = 50%



QOPI Measure EOL42 - Practice and Comparative Groups Fall 2019

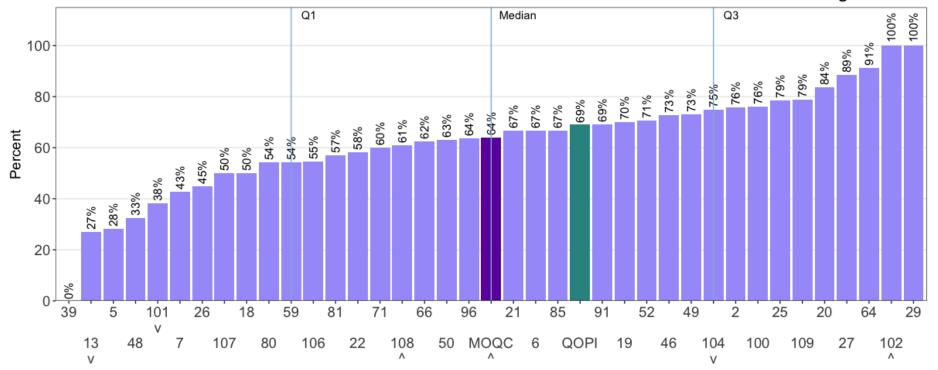
Hospice enrollment & enrollment within 7 days of death (lower is better) N = 533



QOPI Measure EOL45 - Practice and Comparative Groups Fall 2019

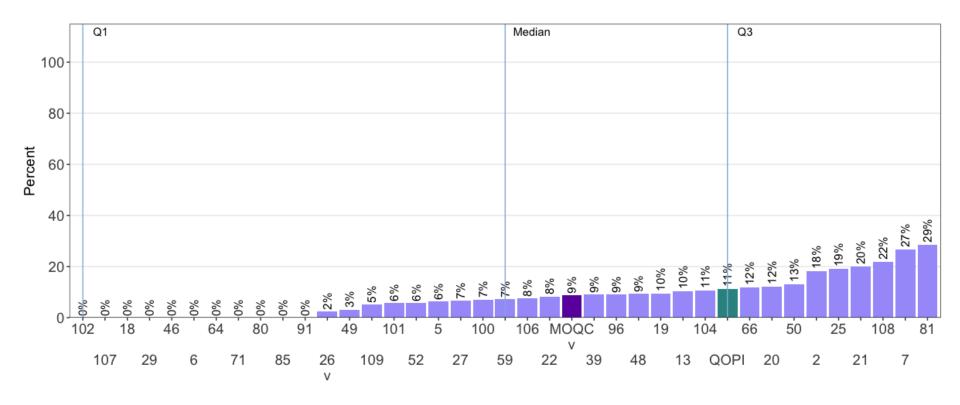
Hospice enrollment or documented discussion N = 999

VBR Target = 65%



QOPI Measure EOL47a - Practice and Comparative Groups Fall 2019

Chemotherapy administered within the last two weeks of life (lower is better) N = 1014

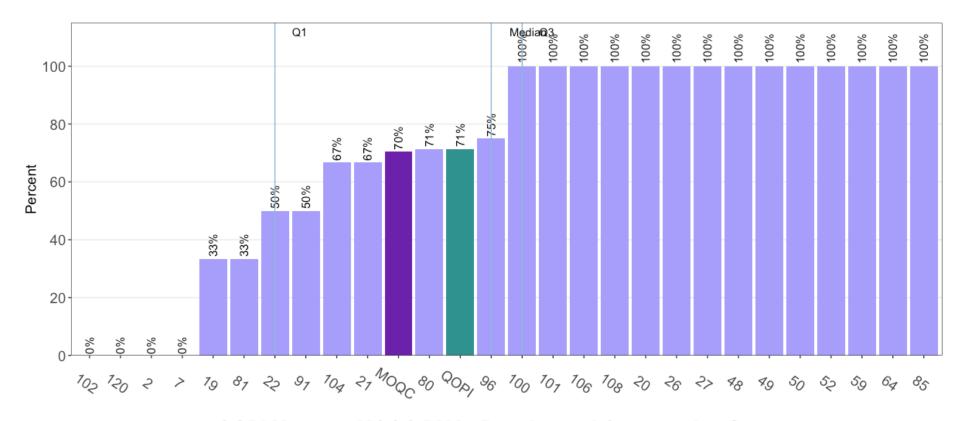


QOPI Measure EOL48 - Practice and Comparative Groups Fall 2019

Measures with Round 2 data only

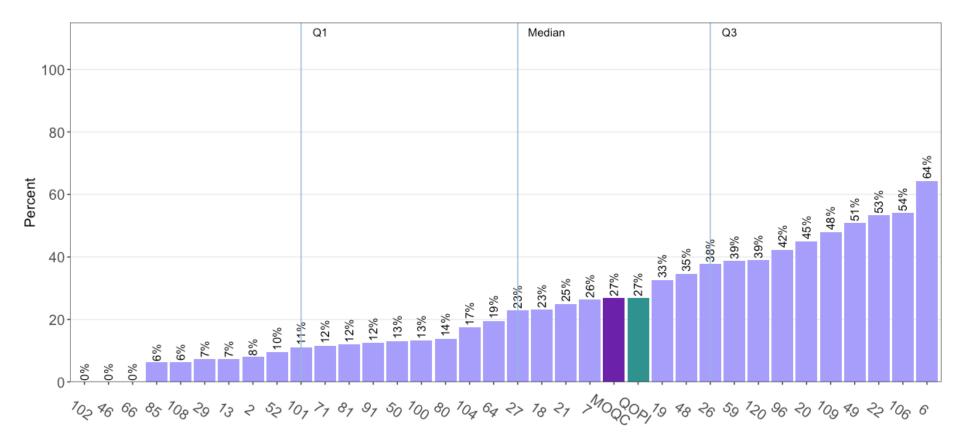
- These measures were new for Fall 2019
 - Bone mineral density testing within first year of starting ADT for prostate cancer
 - Breast measures
 - Re-calculated from QOPI
 - Previous data not valid
 - Bone modifying agent (breast ca & myeloma)
 - G-CSF for non-curative chemotherapy (1st cycle)
 - Complete family history

Bone-modifying agent administered for breast cancer bone metastases & multiple myeloma, N = 54



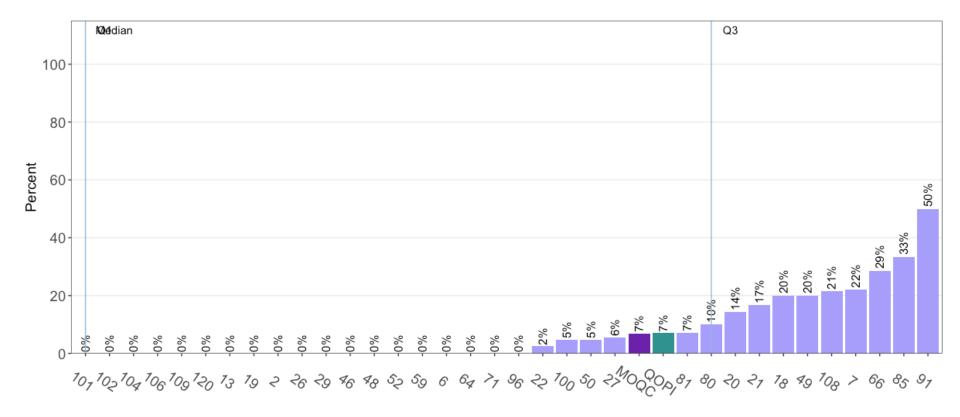
QOPI Measure MOQC PM1 - Practice and Comparative Groups Round 2 2019

Complete family history documented in patients with invasive cancer, N = 3040



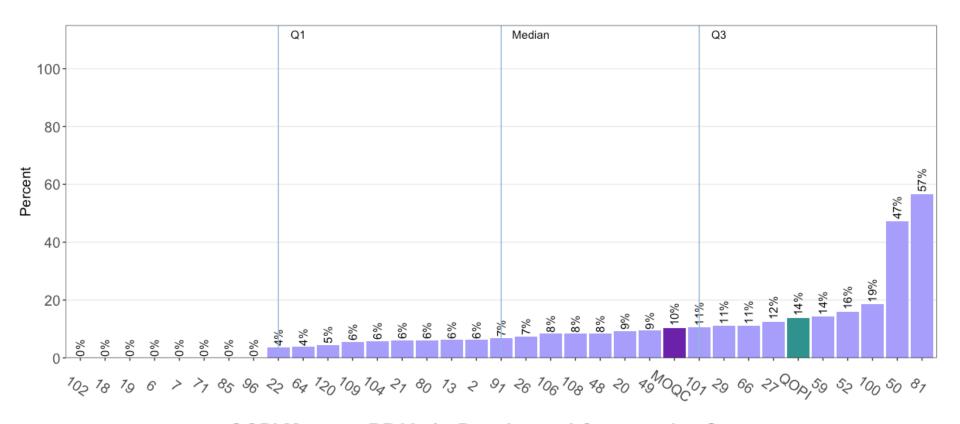
QOPI Measure MOQC PM2 - Practice and Comparative Groups Round 2 2019

GCSF administered to patients who received chemotherapy with non-curative treatment (lower is better), N = 727



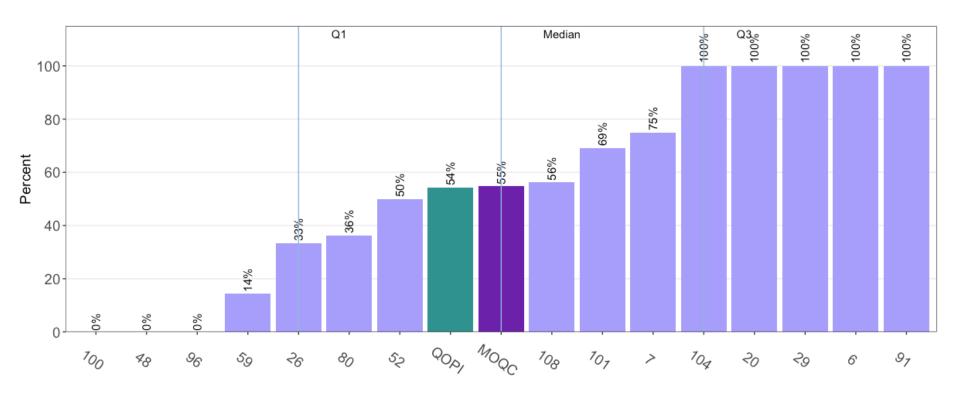
QOPI Measure MOQC PM3 - Practice and Comparative Groups Round 2 2019

PET, CT, or radionuclide bone scan ordered by practice within 60 days after diagnosis for Stage I, IIA or IIB breast cancer (lower is better), N = 988



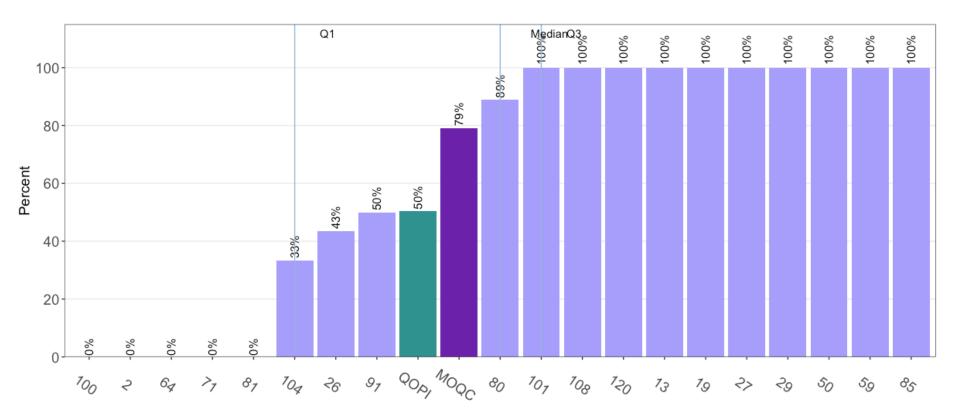
QOPI Measure BR62a1 - Practice and Comparative Groups Round 2 2019

Serum tumor marker surveillance ordered by practice between 30 - 365 days after diagnosis of breast cancer in patients who received treatment with curative intent (lower is better), N = 73



QOPI Measure BR62c1 - Practice and Comparative Groups Round 2 2019

Bone density testing to monitor for bone loss within a year of starting ADT for treatment of prostate cancer, N = 110



QOPI Measure PROS113 - Practice and Comparative Groups Round 2 2019

Summary & Next Steps

- Excellent progress on a number of measures
- Date will inform decisions of Measures Committee
- What do you think about data presentation?
- Outreach by MOQC to selected practices



Questions & Comments

Quality Projects Update



MOQC Quality Projects

Active

- 1. Tobacco cessation
- 2. Oral oncolytics
- 3. Hospice enrollment
- Chemotherapy-induced nausea/vomiting (CINV)

Exploratory

- 1. Advanced imaging & serum tumor marker surveillance
- Primary care-oncology model (PCOM)
- 3. Fatigue management support

Active, Grant-support

- 1. Patient-reported outcomes (PROM-Onc)
- 2. Cancer Thriving & Surviving/Survivorship (CTS)
- 3. Ovarian Patient Navigator Line
- 4. Ovarian Cancer Patient Education Material



Pathway for Palliative Radiation Therapy for Patients on Hospice

WOW

Beaumont Radiation Oncology - Oakwood Beaumont Famington Hills Cancer Center MHP Radiation Oncology Institute

Superior East/West

McLaren Northern

Michigan
Traverse Bay Radiation
Oncologists, PC
UP Health System
Radiation Oncology -

Marquette

CMG

Collaborative Radiation Oncology, PLLC

Covenant Healthcare Radiation Oncology Center

Michigan Radiation Oncology Consultants

CMG

MidMichigan Alpena Cancer Center Seton Cancer Center



moqc.org

LMOR

Spectrum Health Lakeland

West Michigan Cancer Center

Metro East

Blue Water Radiation
Oncology
Cancer Institute
Henry Ford Macomb
Radiation Oncology
Oncology

Radiation Oncology Specialists, PC

XRay Associates of Port Huron Innovative Approaches to Expand Cancer Genetic Screening & Testing for Patients & Families in a Statewide Oncology Network through Community, State, & Payer Partnerships (Moonshot U01 Grant)

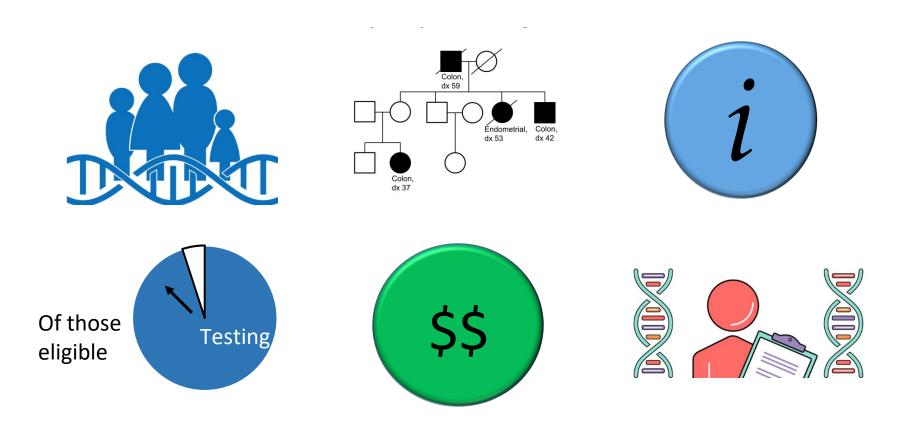
Elena M. Stoeffel, MD, MPH Jennifer J. Griggs, MD, MPH Kenneth Resnicow, PhD Shitanshu Uppal, MD, MS







The Gap & the Barriers



Study Aims:

Three Questions & Goals Focus on 5 cancers: breast, endometrial, ovarian, pancreas, & prostate

Practice-Level

1. Improving the quality of the family history

Does a tablet-based family health history survey tool improve the completion of the family history?

In conjunction with genetics information support for oncology teams

Study Aims

Patient- and Family-Level

2. Increasing the proportion of people who get genetic testing

Can we improve the proportion of patients getting guideline-concordant genetic risk assessment & testing?

3-arm study of tailored messaging via mobile optimized web interface (app) vs genetic counseling with motivational interviewing vs usual care

3. Exploratory question: Can we improve the uptake of cascade testing?

Virtual Genetic Counselor App

Content

Why should I get tested?

Knowledge

Myths & facts

Attitudes

Norms

Motivation

Barriers

How & where do I get tested?

Practice-based

Direct-to-Consumer options

Understanding results

Communication with family

Cascade Testing Tips

Function

Tailored content
Reminders to follow up
Communication tips with oncologist &
primary care physician
Geolocated testing and counseling
Frequently-asked questions



Chat Questions or Comments

Complete Meeting Evaluation

Go to bit.ly/moqcjune2020

See bottom of today's agenda



2020 Regional Fall Meetings

A physician per practice must attend

Region	Fall 2020*	Location*
Metro East	Wednesday, October 28	Troy Marriott Troy
LMOR	Monday, November 2	Grand Valley State NEW Grand Rapids
WOW	Wednesday, November 11	Eagle Crest Conference Center Ypsilanti
CMG	Monday, November 16	Horizons Conference Center Saginaw
Superior West	Wednesday, October 14	Hampton Inn Marquette
Superior East	Thursday, October 15	Bay Harbor Village Petoskey



*Locations and dates subject to change

Next Biannual Meetings

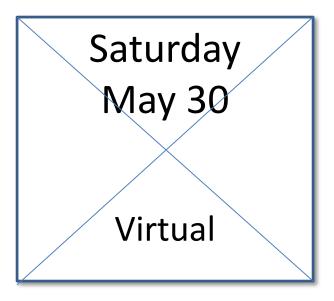
A physician per practice must attend <u>one</u> meeting each calendar year

MOQC BIANNUAL MEETINGS 2021 and 2022				
Friday, January 15, 2021	Inn at St. John's	Plymouth		
Friday, June 18, 2021	H Hotel	Midland		
Friday, January 21, 2022	Inn at St. John's	Plymouth		

Locations and dates subject to change



Gyn Oncology Practices



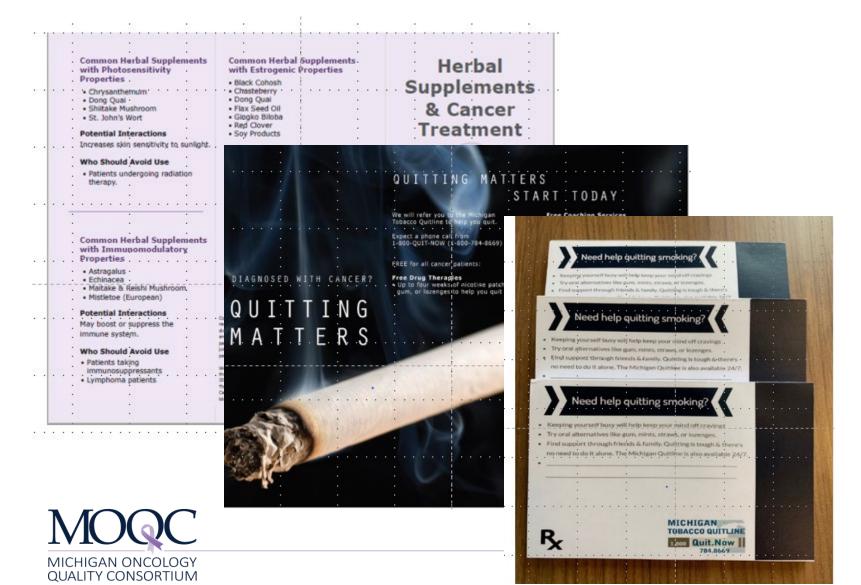
Saturday
November 14*

Inn at St. John's Plymouth*

*date and location under discussion re: Michigan and Michigan State football schedules



Order MOQC Resources



Closing Comments

- CME instructions are in this deck and will be sent out today to all who registered
- Email us: first initial, last name@moqc.org
- Telephone us: (734) 232-0043 or **1.866.GET.MOQC**
- No need to leave name tags on tables
- See you at Fall Regional Meetings
- Travel safely and with compassion







Continuing Education Credit – Creating an Account

MOQC uses the University of Michigan MiCME continuing education platform for awarding credit. If you have not done so already, you will need to create a MiCME account to claim continuing education credit.

Steps to create a MiCME Account:

- 1. Go to https://ww2.highmarksce.com/micme/
- 2. Click the "Create a MiCME Account" tile at the bottom of the screen
- 3. Under New User? click "Create a MiCME Account"
- 4. Enter the Profile Information questions, confirm consent, and click "Create a MiCME Account"
- 5. Enter your password and complete your profile. Your MiCME account is created and you can now claim continuing education credits

If you have any difficulties, email moqc@moqc.org
We will assist you and resolve any issue





Continuing Education Credit – Claiming Credits

Steps to Claim Credits and Print a Transcript

- 1. Once your MiCME account has been created (see instructions above), navigate to your Dashboard
- 2. Click on Claim Credits and View Certificates
- 3. Locate 'MOQC June 2020 Biannual Meeting' in the Activities Available for Credit Claiming section
- 4. Under Action, click on *Claim*. *Add Credit*
- 5. Enter the number of credits you are claiming and the "I Attest" button
- 6. Complete the evaluation
- 7. Click the *Submit* button
- 8. Scroll down to the *Awarded Credits* section to view or print your certificate and/or comprehensive transcript

