IMPROVING THE MANAGEMENT OF BREAST CANCER IN A COMMUNITY TEACHING HOSPITAL: A GAP ANALYSIS OF SUPPORTS AND RESOURCES

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BACKGROUND

- One of the 2012-2015 priorities at North York General Hospital (NYGH) was to provide excellent integrated patient-centred care.
- The Breast Cancer Integrated Care Collaborative (Breast ICC) was designed to coordinate breast cancer patient care both internally and with our community providers.
- Major attributes of an ICC include:
  - Organized around the patient medical condition
  - Involves a dedicated, multidisciplinary team
  - Provides the full cycle of care for the condition

OBJECTIVES

- To determine the perceived gaps in resources and supports in Breast Cancer Care (BCC) at NYGH.
- To develop an implementation plan to address the gaps in resources and supports in BCC at NYGH.

METHODS

- In order to develop a plan moving forward with the Breast ICC team, a telephone survey was conducted initially by a Breast ICC working group to gather feedback from patients and staff regarding BCC at NYGH.
- Based on the gaps in supports and resources identified in the initial survey, a 6-member subcommittee known as the Resources and Supports Subcommittee (RSS) was created. The RSS determined that a more in-depth scan should be conducted with staff and patients.

RESULTS

- Forty patients were interviewed with moderators using guided questions to generate discussion regarding various departments/services within the program.
- Three major themes were identified following the discussion:
  1. Patients want choice
  2. Connect with patients early on
  3. Availability of a navigator

DISCUSSION

- Thirty-five gaps were identified from the staff and patient feedback throughout the BCC continuum with significant overlap observed.
- Eighteen potential solutions to address the gaps were discussed by the RSS and brought forward to the Breast ICC team.

CONCLUSIONS

- This project highlighted the importance of performing a gap analysis of various departments affiliated with a program.
- This approach led to a more consistent support/resource system available to breast cancer patients at North York General Hospital.

REFERENCES