

Minnesota Oncology leads the way in electronic patient-reported outcomes

Project Launch

In February 2020, Minnesota Oncology announced the launch of Health Tracker, Navigating Cancer's electronic patient-reported outcomes program. This busy practice was rolling out Health Tracker across 12 locations and over 100 providers – they knew implementing this program successfully would involve careful planning.

Implementation Strategy

The practice leadership took several important steps to ensure a successful implementation:

Set clear expectations for the care team. Minnesota's leadership set clear expectations for the team and took time to communicate the intent of the program, the value of the program and the role each member would play - including introducing the program to patients, enrolling patients, and day-to-day management.

Made training a priority. Minnesota also arranged dedicated time for training and ramp up so care team members would be comfortable with Health Tracker prior to enrolling patients.

Communicated the value of the program to providers. While providers don't directly use Health Tracker, it is a powerful tool to proactively support patients, help them avoid hospitals, and help them stay on therapy. A key factor to success is for providers to introduce Health Tracker to patients, letting them know how the use of this ePRO solution will provide additional support to them for symptoms and medication adherence when they are not in the clinic. Minnesota's providers appreciate the program's value and help patients get engaged.

Learn more [➔](#)

About Minnesota Oncology

Minnesota Oncology treats cancer and blood disorders in 12 Twin Cities metro locations as well as several satellite locations. They are affiliated with the US Oncology Research Network and provide patients with access to the latest clinical trials and research evidence.

Health Tracker Survey*:



77%

Participation rate of enrolled patients



90%

Of patients think it helps get their symptoms addressed more quickly



94%

Of staff thought enrollment was easy

* April 2020 Survey
Minnesota Oncology Staff and Patients

Gave patients a clear introduction to Health Tracker. When patients understand how their participation impacts their outcomes, they will be more likely to participate. Minnesota not only shares the benefits of the program - they enroll them while they're in the clinic so they can complete the first check-in together. They also share resources that patients can reference later, helping them successfully participate in Health Tracker.

Results

Even in the midst of a pandemic, the participation rate for patients at Minnesota Oncology has remained steady at 77% for over three months. Minnesota has steadily increased the number of enrolled patients since they launched. In a recent survey of the care team, 94% reported that enrolling a patient was very easy, easy, or moderately easy. 83% reported managing the PRO workboard that is associated with Health Tracker was easy or moderately easy. Rhonda Hastings, RN OCN, Nursing Manager commented about the program, "I like that Health Tracker is a proactive program to check-in on patient symptoms that can be tailored to the individual needs of the patient, and allows the patient to stay connected to their care team when they are not in clinic."

Patient Response

Besides the high participation rate, 97 patients responded to a survey in April about Health Tracker and the responses were overwhelmingly positive. One patient commented, "I think it is just a marvelous tool! I feel very cared for and it's so easy!" They reported it was both easy to use and an effective tool to get their side effects addressed:

- ✓ 78% of patients had used Health Tracker to report side effects
- ✓ 92% of those patients reported it was easy or somewhat easy to report side effects
- ✓ 87% received a prompt response from the care team
- ✓ 90% thought it was a useful tool to get help with their side effects

Conclusion

Minnesota Oncology is leading the way incorporating ePROs into their workflow - especially as they are also responding to the COVID-19 pandemic. It's never been more important to help patients manage side effects, avoid the hospital, and stay connected to the care team. Minnesota did the work - clear workflows, practice buy-in, patient education - and they're seeing the results with their successful launch of Health Tracker.

To learn more about how Navigating Cancer helps providers boost financial performance, enables more effective remote care management, and delivers a better patient experience, visit www.navigatingcancer.com or contact us at **800.925.4456** or inquiries@navigatingcancer.com

What clinicians are saying

It only takes a couple of minutes to enroll a patient, especially if providers are already introducing the program to the patient. It gives you earlier insight into what the patients are experiencing, allowing nurses to address and manage issues before they become more severe.

What providers are saying

The more proactive approach of Health Tracker increases the ability to manage the patient over the phone or with the occasional interim visit verses sending a patient to the ED. The other positive is the patient satisfaction, patients feel more connected to their care team.

What patients are saying

They are able to easily report symptoms they are experiencing without having to go through the operator. No hold times, quick responses to symptoms.