



Lean On Me: Proactive Multi-Disciplinary Support Services Introduction for New Patient/Family Education

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Plan:

A one-hour program was established to introduce the Supportive Service roles of social workers, dietitians, and music therapists to patients/families at their initial visit for pancreatic cancer. Peer volunteers and other resources from the Pancreatic Cancer Action Network (PanCan) are also part of the program.

Do:

- Introduce the role of each discipline represented and the support/education resources of a national organization partner, with the hope that patients treated in community settings will be able to request services.
- Build rapport with treating team for patients who will be treated at Simmons Cancer Center.
- Assist patients and families in identifying initial goals for interventions with supportive services staff.
- Facilitate active patient/family engagement in identifying concerns and clarifying treatment goals.



Teaching is in our mission. See handout for specifics about program logistics and structure.

Check: Patient Survey Methods

- Started with list of 966 patients seen from start of program June 2016-March 6, 2018. MSW Student added patients seen more recently. Student then screened for patients who had not participated in Supportive Services introduction and patients who were deceased.
- 60 patients had attended introduction and were still living as of 04/19/18.
- 52 patients were agreeable to being sent email with survey.
- Reminder calls on 05/01/18, 1 week after initial call.



Act: Implications for Next Steps

- Given mortality rate of pancreatic cancer, patient satisfaction surveys should be increased to quarterly to increase response rate.
- Unexpected benefit of multidisciplinary team teaching is greater understanding of each other's interventions and increased referrals to other disciplines.
- The multidisciplinary collaboration of this new patient education is an unique feature. PanCan has highlighted their partnership with Simmons as a model for other health system/non-profit collaborations.
- Team is considering patient/family feedback in determining how to utilize a philanthropic donation targeted to pancreatic patient support.

Evaluation Results:

- Limited response rate. There were 7 replies with 1 having multiple answers skipped. 52 surveys were sent with 6 fully completed = 8.67 response rate. See attached results.
- Overall, respondents felt that the support services team was able to provide solutions to immediate concerns and available to answer further questions as needed.
- Two respondents were uncertain how to get in touch with support services team.
- Two respondents did not feel that meal provided was flexible enough to meet their diet.

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