

Corrective Action Process

An Opportunity for Improvement

Carrie Antonelli, BA, ODS-C
Vanessa Hoffmann, BS, ODS-C

SARAH CANNON

CONFIDENTIAL - Contains proprietary information. Not intended for external distribution.

1

Sarah Cannon Accreditations | CoC, NAPBC, NAPRC

2023: 32 Successful Surveys
2024: 34 Upcoming Surveys*

*includes 46 programs due to RCP

SARAH CANNON

CONFIDENTIAL - Contains proprietary information. Not intended for external distribution.

2

Corrective Action Process | Opportunity for Improvement


Oncology Data & Accreditation Managers (ODAMs) not only act as content experts, they facilitate the collaboration of appropriate individuals to establish effective processes, ensuring not only compliance with standards, but also enhancing the level of patient care.

- Listen and comprehend challenges, leveraging them as opportunities for enhancement and growth.
- Recognize and define the problem or deviation from the standard that requires corrective action.
- Initiate conversations to encourage improvements in processes.
- Investigate the underlying causes of the issue to address the fundamental source, not just the symptoms.
- Formulate specific actions and solutions to rectify the identified problem and prevent its recurrence.

SARAH CANNON

CONFIDENTIAL - Contains proprietary information. Not intended for external distribution.

3



Initiate Conversations

Schedule Time

- Meet with your committee members to review the deficiency

Instill Confidence

- Ensure they understand the intent of the standard they are attempting to resolve


CONFIDENTIAL - Contains proprietary information. Not intended for external distribution. SARAH CANNON

4

Examples| Challenges and Resolution/Corrective Action

Challenge

- Program was having difficulty tracking number of patients who were receiving oncology nutrition, palliative care, and/or rehab services
- With the number of travel nurses, staff turnover, and insufficient awareness of patient needs, challenge arose



Resolution/Corrective Action

- Committee Member proposed the concept of developing an oncology ancillary order set
- Put together a subcommittee that included clinical informatics and team members from nutrition, case management, social work, rehab etc.
- Capability of pre-checked orders or providers can choose which services
- Allows for reports to be generated on the backend to track patients receiving the services


CONFIDENTIAL - Contains proprietary information. Not intended for external distribution. SARAH CANNON

5

Examples| Challenges and Resolution/Corrective Action

Challenge

- Tracking for Psychosocial Distress Screenings



Resolution/Corrective Action

- Created an excel tracking mechanism that is reviewed monthly and reported quarterly
- Support Staff to input all distress screenings (using the NCCN thermometer)
- Excel is temporary fix - meeting with EPIC team to create a report


CONFIDENTIAL - Contains proprietary information. Not intended for external distribution. SARAH CANNON

6

Examples| Challenges and Resolution/Corrective Action

Challenge

- Surgeons were not in attendance at each general cancer conference
- Surgeons consistently remained in the OR, preventing their attendance at the conference



Resolution/Corrective Action

- The CEO met with the Chair of Surgery and together, they created a schedule to ensure one surgeon is present at each cancer conference
- All five disciplines achieve 100% attendance at cancer conferences, ensuring comprehensive input from each specialty for treatment planning


CONFIDENTIAL - Contains proprietary information. Not intended for external distribution. SARAH CANNON

7

Examples| Challenges and Resolution/Corrective Action

Challenge

- Standard 5.7 & 5.8 are below the 80% required compliance



Resolution/Corrective Action

- Audits were conducted and reported to the established site-specific workgroup
- The CMO of the facility will address any noncompliance with the individual surgeon
- Quarterly audits will be conducted for all cases, and the findings will be reported to both the site-specific workgroup and Cancer Committee

CONFIDENTIAL - Contains proprietary information. Not intended for external distribution. SARAH CANNON

8

Thank you

CONFIDENTIAL - Contains proprietary information. Not intended for external distribution. SARAH CANNON

9

Carrie Antonelli
Carrie.Antonelli@sarahcannon.com

Vanessa Hoffmann
Vanessa.Hoffmann@sarahcannon.com

CONFIDENTIAL - Contains proprietary information
Not intended for external distribution.

