Midwest Academic Health System Improves Cancer Care with Managed Registry Solution

Summary

When a multifacility academic health system in the Midwest developed an extensive backlog of abstracting, they began to look for a new outsourced partner who could help them reduce the bottlenecks and improve processes.



Challenge

Initially, there were more than 1,500 accumulated files that needed to be addressed, plus, several of the system's hospitals were out of compliance with follow-up, and case finding was an inefficient and manual process. There was a pending Commission on Cancer (CoC) special study to be completed, and several facilities were in the process of converting to a new cancer data management software.

Cancer Registry Program Highlights

- 1,500 cases removed from backlog within first 90 days
- Improved workflow and data abstraction process
- Reduced labor costs through automation
- Provided data to support strategic decision making

AbstractIQ
Registry Management Solutions

Our team of registry experts manages registry data to support compliance requirements, including organization-specific, centralized, and state-mandated registries. Our registry experience includes but is not limited to cancer, trauma, stroke, chest pain, bone marrow, and QOPI. Omega Healthcare can:

- streamline workflows and manage your entire registry
- reduce backlogs
- conduct case-finding and abstracting
- perform quality audits and data requests
- report outcomes
- manage ACoS surveys

Want to learn more?

connect@omegahms.com

Solution

Hired to help with 10 system hospitals at first, Omega Healthcare worked diligently and reduced the case backlog, completed the cancer software conversion to OncoLog, successfully finalized a two-week 2017 Prostate CoC PCORI Study-concurrently. From the onset it was clear that Omega Healthcare would need to improve the workflow and overall data extraction process for the health system.

After spending the first year manually reviewing 300,000 cases to identify and enter 8,810 reportable cancer cases, the team introduced a case-finding interface between the health system's EHR and cancer registry software. The new interface helped identify opportunities for automation, reduced data duplication, missed cases or typographical errors—and in turn, reduced the number of case finders and labor cost. The interface also provided the ability to review a larger number of path reports and to review the ICD-10 Disease Index on a regular basis instead of annually as a reconciliation process.

The team also set up processes to extract data out of the system's EHR and review each patient's full treatment including labs, x-rays, surgeries, path reports, gleaning insights and entering information into the registry software. The cancer registry field is increasingly complex, and the number of fields and the amount of information Oncology Data Specialists – Certified (ODS-Cs) must review and analyze has grown tremendously which in turn, has doubled abstraction time from 45 minutes to 1.5 hours.

Omega Healthcare now manages turnkey registry services for 13 of the system's 16 hospitals including operations, staffing, CoC accreditation, and more. Omega's support ranges by facility - from fully outsourced to abstracting only and some hybrid models where Omega Healthcare serves on an as needed basis.

Strong Project Management Improves Results

At the onset of the relationship, Omega Healthcare hired a dedicated program manager who works collaboratively with health system leaders and Omega Healthcare's internal team to ensure smooth operations and program compliance. She is an ODS-C, lending additional credibility and insight to her leadership, who manages daily operations including case finding, abstracting, and follow up and CoC program standards related to the registry. She also hires all project staff, who are ODS-C credentialed, full-time, US-based and fully dedicated to the health system's registry program.

Omega Healthcare's program manager attends the health system's cancer committees and reports on 38 – 40 cancer registry standards. Productivity and quality reports are shared regularly with system leaders, plus issues and data request logs track any pertinent items or requests until they are successfully closed.

"We found a partner that is accommodating which is very important. We are not an easy health system. We need commitment to quality because we hold our abstracts to a high standard. We value Omega because of the quality of the abstraction work, knowledge of the registry, and investment in our strategic and operational success."

Executive Director, Cancer Center

Omega Healthcare added a dedicated audit team of ODS-Cs who leverage an audit tool to review nearly 200 data items. The team's audits meet the qualifications of the CoC Standards for Optimal Resources for Cancer Care, and audit scores can be provided by ODS-C, by facility, overall team average, and more.

Collectively, the team holds itself to a high level of accountability and productivity, ensuring data integrity and working diligently to meet the health system's needs. According to Omega Healthcare's program manager, "Registry is an output of the clinical work you do-and you will get what you put into the registry. If you invest time and energy in building the process to obtain good data, recruiting and training qualified ODS-Cs, leveraging technology, and cultivating the data, then the health system will have the highest quality set of data from which it can make decisions that impact patient care."

Results

While the registry team provides support for NAPBC accreditation and abstracts for QOPI (Quality Oncology Practice Initiative) and are measured by productivity, quality, and timeliness of reporting, the true value to the health system lies in the strategic importance of the registry data.

With greater overall confidence in the cancer registry data, the health system can move beyond abstracting, compliance, and operational needs, and can now leverage the data for strategic insights and applications. The health system's registry data has been used to project patient load and determine whether the system needs to hire additional providers, purchase equipment, or add services. They are also able to measure patient in-migration through postal code analysis and potentially attract and retain patients and market share. The data is also used to assess and improve quality initiatives.

Most recently, the health system leveraged the data to support the decision to open two new cancer centers in 2020 and 2022, increasing the system's ability to deliver the medical oncology and cancer care services closer to patients. Cancer registry data helps the system deliver the highest quality of care and create the best possible experience for its patients.

A Partnership Built on Trust

Omega Healthcare's partnership with the health system has been proven and tested for more than five years. Omega Healthcare's level of intentionality and innovation contributes to health system leaders praising how confident they are in the data with Omega Healthcare's guidance.

ABOUT OMEGA HEALTHCARE
Founded in 2003, Omega Healthcare Management Services® (Omega Healthcare) empowers healthcare to thrive via intelligent solutions that optimize revenue cycle operations, administrative workflows, care coordination, and clinical research on a global scale. The company works with providers, payers, life science companies, medical device manufacturers, health technology firms, researchers, and industry partners to amplify teams with robust technology, specialty expertise, and operational support. Omega Healthcare serves 350+ healthcare organizations with 35,000 skilled workers in the United States, India, Colombia, and the Philippines. For more information, visit www.omegahms.com.

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