SOMC Breast Health Partners with Leica Biosystems to Escalate Quality

Wendi Waugh, R.T. (R)(T) CMD CTR BS
Administrative Director of Cancer Services
SOMC

April Schrank-Hacker, MSOD, CG(ASCP) CM
Manager, Optimization and Process Solutions
Leica Biosystems
Quality

The quality of a person's life is in direct proportion to their commitment to excellence, regardless of their chosen field of endeavor.

~Vince Lombardi
Structure and Strategy

BPL
NAPBC accreditation and BPL circled up the tribes

Stakeholders discussed areas for improvement

NQMBC participation became a priority

SOMC MRS and NQMBC measures did not connect succinctly

NQMBC connected SOMC with Leica systems
Leica VISION24 Optimization Consultation

• I made initial contact
• I was skeptical
• I was sure Leica wanted to sell me something
• After the first conversation, I was comfortable
• The business component of what Leica did was invisible to the SOMC team from start to finish
The Leica VISION24 Process

• Leica led phone interviews with key stakeholders
• Leica visited SOMC to assess SOMC key learning objectives
• Leica suggested schedule for intensive on-site review of processes, opportunities for improvement, SOMC history, and future goals
The site visit occurred over two days and included team interviews, stakeholder interviews, facilitated connections with NQMBC, and direct observation of imaging, pathology, and surgical pathways.

- Leica collected data and aggregated observations.
- Leica revisits SOMC for the third time delivers observations and recommendations to the key stakeholders.
Recommendations & Results

• Scheduling like “Fort Knox”
  – Navigators schedule BIRAD 0 additional imaging
  – Subsequent annual appointments
  – Screening mammograms without an order
  – Open or walk-in for screening mammogram
Recommendations & Results

• Improved percentage of Survivorship Care Plan delivery

• NQMBC participation

Potential Future Implementation

• Standardize specimen delivery and slide processing

• Streamline specimen chain of custody

• Data access and data documentation
BI-RADS 0 – Average Calendar Days from Initial Rating to Finalized Interpretation

<table>
<thead>
<tr>
<th>Year</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>21.8</td>
</tr>
<tr>
<td>2018</td>
<td>6.5</td>
</tr>
</tbody>
</table>
SOMC Results

BI-RADS 4 or 5 Calendar Days to Biopsy

<table>
<thead>
<tr>
<th>Year</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Days</td>
<td>4.5</td>
<td>2.5</td>
</tr>
</tbody>
</table>

Southern Ohio Medical Center

Leica BIO SYSTEMS
Percent of BI-RADS 4 or 5 Patients Receiving Biopsy ≤ 24 Hours

- 2017: 34%
- 2018: 76%
SOMC Results

Detection to Diagnosis Elapsed Calendar Days

2017: 7.4 days
2018: 3.5 days

*Advisory Board Best Observed Practice ≤24 hours
SOMC Results

Calendar Days from Biopsy to Surgery

*NQMBC Benchmark 14.6 Working Days
Lessons Learned

Where are we? What’s the problem?
Where do we want to go? What’s the goal?
How do we get there? What’s the solution?

The achievements of an organization are the results of the combined effort of each individual.

~Vince Lombardi
Why is Leica Biosystems Offering This?

- Leica’s mission of “Advancing Cancer Diagnostics, Improving Lives” is at the heart of everything we do
  - Better understand the patient pathway
  - Better understand the impact of products and processes across the workflow
  - Better understand healthcare

- Leica Biosystems possesses both clinical and process expertise and is therefore uniquely positioned to provide facilities with information required to optimize process
  - The Leica promise is to “enable clinicians to efficiently provide patients a highly confident diagnosis with 24 hours of biopsy”
Conclusions

• We support and supervise teams
• We function in silos
• We have an obligation to find A Better Way
• Healthcare entities need industry partners
• Similar to patient loyalty, industry can build loyalty through value
• Technology, price, and competition matter
• Relationships are the most Valuable