

**POSTER SESSION 3 ABSTRACTS**  
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**Developing a Model for High Quality Cancer Care - Results from Expert Interviews**

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**Background:** The Institute of Medicine (IOM) report "Crossing the Quality Chasm" proposed six aims for high quality health care - effective, safe, timely, efficient, equitable, and patient-centered, and emphasized the importance of coordination of care. We interviewed national experts to understand barriers and facilitators to these aims in relation to high quality cancer care. The goal of this project is to combine our interview findings with results from focus groups, site visits, and a literature review to inform a model for high quality cancer care.

**Methods:** We interviewed 23 national experts in the quality of cancer care including policy experts, healthcare leaders, patient advocates, and researchers. Each phone discussion lasted about one hour and followed a semi-structured interview guide. We elicited the interviewees' opinions on barriers and facilitators to achieving high quality cancer care, and information technology innovations that might improve quality across the continuum of care from diagnosis to treatment and surveillance. Each interview was tape-recorded and transcribed by Group Health staff. Two analysts independently reviewed and coded each transcript using ethnographic software (Atlas.ti) to generate a list of major themes.

**Results:** The major barrier to providing high quality care in the three phases we studied (diagnosis, treatment, and surveillance) appeared to be lack of standardization or adherence to guidelines. Additional barriers included: lack of comprehensive care teams and communication among care teams; lack of patient awareness and empowerment; delays during diagnosis; and complex reimbursement for cancer treatment. Interviewees thought an electronic medical record that was interoperable between facilities and more accessible to patients and providers could facilitate solving these problems.

**Conclusions:** Our interviewees noted major barriers and facilitators to all of the IOM aims for achieving high quality cancer care during every phase of the patient's journey. Many of them made suggestions about how we could improve the patient experience, particularly through information technology innovations. We anticipate that some of the ideas mentioned here will not only provide fodder for new funding and research, but ultimately accelerate progress toward achieving the IOM's vision for high quality care.