

Slide 1: Response to: Wiki-enabled Communication...

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Slide 2: About NCCS

- Founded in 1986
- Mission: Advocate for Quality Cancer Care
- Public interest advocacy: structured care planning & decision making
- Particular focus on skills patients and families need to be effective self advocates
 - *Cancer Survival Toolbox*®
 - Teaches skills: Communicating, Finding Information, Problem Solving, Negotiating, Decision Making, Standing Up for Your Rights

Slide 3: About me

- Long term survivor of metastatic melanoma, 10+ years
- Patient advocate
- NCCS 8 years
 - Personal experience with own care influences perspective
 - Stories of other survivors also strongly influences perspective

Slide 4: What is “care coordination”?

- Is it (just) communication?
- If “care coordination” is more than communication, what else is it?

Slide 5: Untitled

- The paper can be read as a discussion of communication among physicians re: complex patients
- Typology of communication is reviewed
 - Synchronous
 - Asynchronous
- Describes problems from synchronous
- Suggests emerging asynchronous modes have advantages

Slide 6: My Insight

- Perhaps the central challenge to “care coordination” is *not* communication
- Perhaps the real issue to be tackled is decision making

Source: Eisenberg Center Conference Series 2009, Translating Information Into Action: Improving Quality of Care Through Interactive Media, Effective Health Care Program Web site (<http://www.effectivehealthcare.ahrq.gov/index.cfm>)

Slide 7: Untitled

- Description of information flow in managing or co-managing complex patients
- But what also emerges from discussion is the importance of clarity for making decisions, by whom and when

Slide 8: Untitled

- Tool of wiki-enabled communication is offered as a way to approach better coordination of decision making
- An indirect approach to the central problem of decision making in cases of complex patients

Slide 9: Untitled

- VA EHR example of emerging beneficial asynchronous communication
- EHR certainly significant to VA quality
- But VA also is a highly integrated system with almost martial values and the clarity of structure and lines of authority
- Unclear how well lessons translate to the highly fragmented world of most US health care

Slide 10: What about starting from decision making?

- What would this analysis look like?
- What decisions need to be made?
- Then- what communication is most effective for which decisions, when, and by whom?
- Role of patient as key participant in decision making more likely to be considered
 - Treatment options
 - Self-management
 - Patient-reported information

Slide 11: Untitled

- Explore how wiki or other communication best support appropriate decision making at each step in care processes
- Paper notes that physicians are *not* trained in communication with other physicians
- Very likely *not* trained in teamwork or co-decision making or shared decisions

Slide 12: Make Decision Making Explicit

- Need to make the importance of decision processes, responsibility and accountability explicit

Source: Eisenberg Center Conference Series 2009, Translating Information Into Action: Improving Quality of Care Through Interactive Media, Effective Health Care Program Web site (<http://www.effectivehealthcare.ahrq.gov/index.cfm>)

- Paper takes an indirect approach to the subject of decision making
- Is this a result of widespread physician sensitivity regarding “physician autonomy”?

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