

Inspiring Innovation in Service Delivery: Optimizing the Cancer Workforce - A repository of models

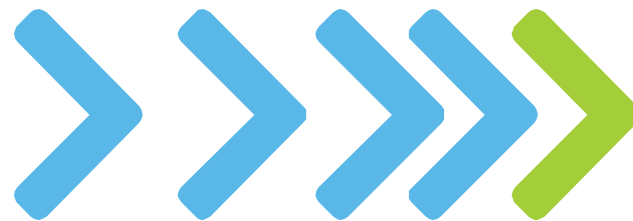
3rd International Cancer Control Congress

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Here to tell you about...

1. Our repository of innovative models of care and work organization
2. The learning to date
3. What this means for Canada



Our Cancer Control Workforce in Canada

- 82 occupations employed in more than one phase of the continuum
 - Many provide care in cancer and non-cancer settings
- Shortages in a number of occupations
- Change drivers increasing demand on the workforce
 - Technology
 - Complexity of treatments - new drug programs/categories of drugs
 - Increased survivorship
 - Work-life balance

Need to find new ways to organize work



Health Human Resources - A Priority

Vision:

Enable quality care to patients by building and sustaining HHR capacity in cancer control

Goals:

1. integrate knowledge and work and ensure a coordinated approach
2. research, assess, and document information on innovative delivery models
3. share knowledge with system planners, educators and HR planners
4. Ongoing analysis and assessment of HR information and data needs

Innovative Service Delivery Models Project

Purpose:

- Understand and promote the application of leading and innovative service delivery models

Outcomes:

1. A searchable database of ~ 200 leading & innovative models (international & Canadian)
2. Development of a knowledge exchange network for cancer control planners



Definition of leading &/or innovation

Service delivery model that:

- a. focuses on cancer control and/or care
- b. is designed to maintain or improve patient care
- c. optimizes the productivity/ use/ contribution of multiple professional groups
- d. is new (developed with secured funding) or established (different from standard practice in other organizations/ jurisdictions)

Definition *continued*

- e. involves a new approach/improvement in one or more areas:
 - Health care delivery systems and processes
 - Organization, integration and management of human resources
 - Use of resources to enhance effectiveness, efficiency and/or efficacy
- f. is sustainable
- g. can be transferable to other organizations and jurisdictions.

Model description framework: Elements

- Organization
- Geographic location of innovation
- Key services covered by the model
- Purpose/rational and model objectives
- Nature of innovation
- General description
- Description of Human Resources
- Funding for the model
- Enablers and barriers to implementation
- Perceived impact
- Outcomes
- Feasibility
- Sustainability
- Reference materials

Progress to date...

- Completing research of Canadian models
 - Finalizing brief and detailed summary reports
- Completing/beta testing the repository
- Researching international models
 - Over 300 requests sent to international community (Australia, New Zealand, UK and US)
 - Very limited response to date
 - To commence intense follow up
- Project to wrap up - March, 2010



What we are finding in Canada

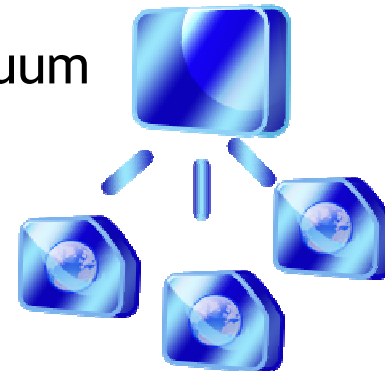


- Emergence of expanded roles and/or new advanced disciplines
 - Advanced Practice Nurses
 - Advanced Practice Radiation Therapists
 - Patient Navigators
 - IPE and e-mentorship programs
- Maximization of existing health professionals
 - Navigation
 - Screening
 - Prevention



Findings in Canada

- Shared/joint care → multi-disciplinary collaborative care
 - UPCON Network model
- Bringing care closer to home/community
 - By expanding the roles of disciplines
 - Utilizing technologies
- Increase in supportive aspects of care delivery
 - Care spanning entire continuum
 - Providers spanning entire continuum
 - Expanding role of volunteers



Findings in Canada

- Use of technologies
 - Telehealth
 - Web & electronic tools more generally
- Involvement of complementary/alternative therapy professionals
- Emerging attempts to reach specific target groups (eg., diverse & hard to reach populations)



What does this mean for Canada ?

- Knowledge & information → repository
- Working measures to address HR challenges in other environments
- Tools to build a network of planners, educators, providers, stakeholder groups



What's Next ?

- Continue to build repository
- Complete international models work
- Cancer Workforce Symposium - January 25 - 26
- Build collaboration & networks
- Expand on the work completed
 - Pilot models
 - Evaluations
 - Research gaps



Thank you

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