

# CARE Clinic: Improving the Quality, Delivery and Experience of Cancer Care

---

Kinsey Wimmer MS, PA-C

Kasey Bowden MSN, FNP, AGACNP

Assistant Professors, University of Colorado School of Medicine

# Patient Experience

- Patients receiving chemotherapy have on average one hospital admission and two ED visits per year
- 50% of ED Visits and 40% of admissions are directly related to treatment toxicities
- Single center studies for patients receiving chemotherapy reveal 30-day readmission rates of approximately 22-27% nationally
- Acute care episodes have many downsides including but not limited to:
  - Reduces patients' quality of life
  - Delays treatment
  - Increased risk for nosocomial infections
  - Augments health care costs
  - Increases burden on caregivers

Schleicher, S. Oncology payment models fall short of desired goals.

*OncologyLive*, Vol 21/No.3, Issue 03. February 5, 2020.

Daly, B. Et al. Misery loves company: Presenting symptom clusters to urgent care by patients receiving antineoplastic therapy. *JOP*, 2018.

Kolodziej, M. et al. Benchmarks for value in cancer care: An analysis of a large commercial population. *JOP* 7:301-306, 2011.

Brooks, GA, et al. Acute hospital care is the chief driver of regional spending variation in Medicare patients with advanced cancer.

*Health Aff (millwood)* 33: 1793-1800, 2014

Increased  
New  
Cancer  
Diagnoses

Improved  
Survival

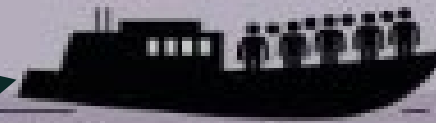
High  
Utilizing  
Patient  
Population

Increased  
Healthcare  
System  
Needs



Healthcare System

Cancer Science



Financial Toxicity

Time Toxicity

Symptom Burden

Widened Disparities

***“The strategy with the greatest potential to improve the value of care for patients with advanced cancer is to reduce reliance on acute hospital care for this patient population.”***

# University of Colorado CARE Clinic

Multi-disciplinary clinic dedicated to improving the quality, value and experience of cancer care through proactive, patient-centered approaches to advanced symptom management and urgent care tailored to the unique needs of oncology patients.

## Capabilities:

- IV intervention including pain/nausea medications, IV fluids, IV Electrolyte repletion, blood products
- Full laboratory evaluation, blood/respiratory/urine cultures, UA, stool samples
- Xray, Ultrasound, CT, MRI\*
- Procedures including paracentesis, thoracentesis, lumbar puncture
- Urgent Palliative Care



## CARE Clinic

### Clinical Assessment and Rapid Evaluation Clinic

We are here to provide you with a same day clinic visit to help you manage your cancer related symptoms that may include:

|             |          |              |
|-------------|----------|--------------|
| Nausea      | Vomiting | Pain         |
| Dehydration | Diarrhea | Constipation |
| Rash        | Fever    | Fatigue      |

The **CARE** Clinic is staffed by oncology advanced practice providers and nurses. We are able to see you on the same day but you must call first to make an appointment.

The **CARE** Clinic is located in the Anschutz Cancer Pavilion, 1665 Aurora Court, Aurora, CO Room ACP 2257  
It is on the second floor on the north end of the hallway. Follow the signs.

### Hours of Operation

- 9 AM to 6 PM** - Monday through Friday (last appointment is at 4 PM)
- 8 AM to 5 PM** - Saturday (last appointment is at 3 PM)
- 8 AM to 5 PM** - Sunday (last appointment is at 3 PM)

### Contact

Please call 720-848-4870 and ask for the CARE clinic. Patients will be seen by appointment only.

**If you have a medical emergency, call 911 or go directly to the closest emergency room.**

Learn more at [uhealth.org](http://uhealth.org)

**uhealth**

# University of Colorado CARE Clinic

Hours: 7 days/week

Mon-Fri: 8am-6pm

Sat-Sun: 8am-5pm

Staffing:

APPs - Inpatient oncology hospital medicine APPs

Mon-Fri: 2 APPs, 2 Triage RNs, ~3-4 RNs, 2 MAs

Sat-Sun: 1 APP, 1 Triage RN, 2-3 RNs, 1 MA

Urgent Palliative Care: 1 APP; ½ day/week

Procedures: 7 days/week, Partnership with hospital medicine procedure team

# University of Colorado CARE Clinic: Volumes



## Metro Denver Visit Volumes: CARE Clinic (Care Only)

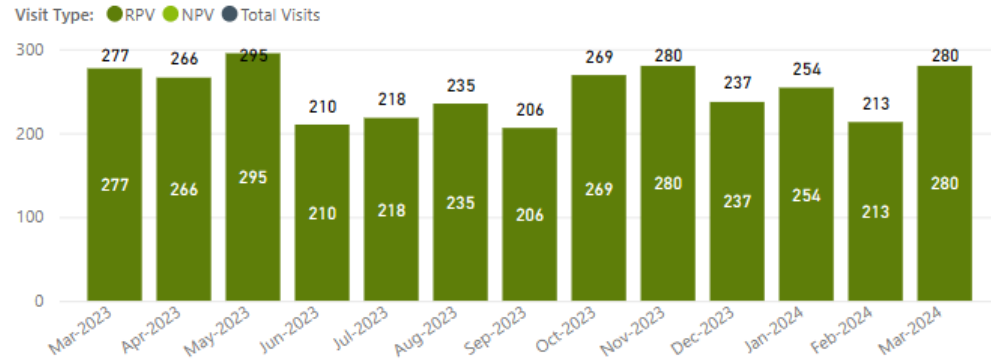
Created by Brian Shields  
Oncology Performance Improvement

Date Range

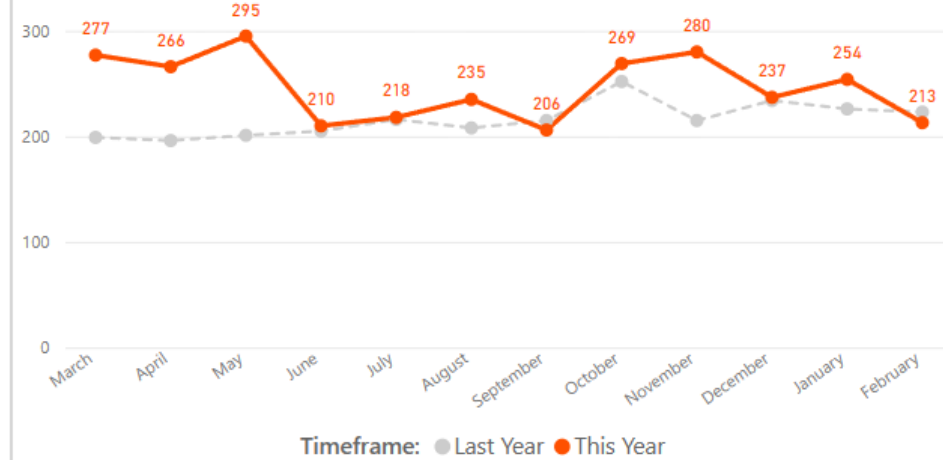
Last 12 Months To Date

This report shows the completed provider visits in the  
AMC CARE SURVIVORSHIP OP department.

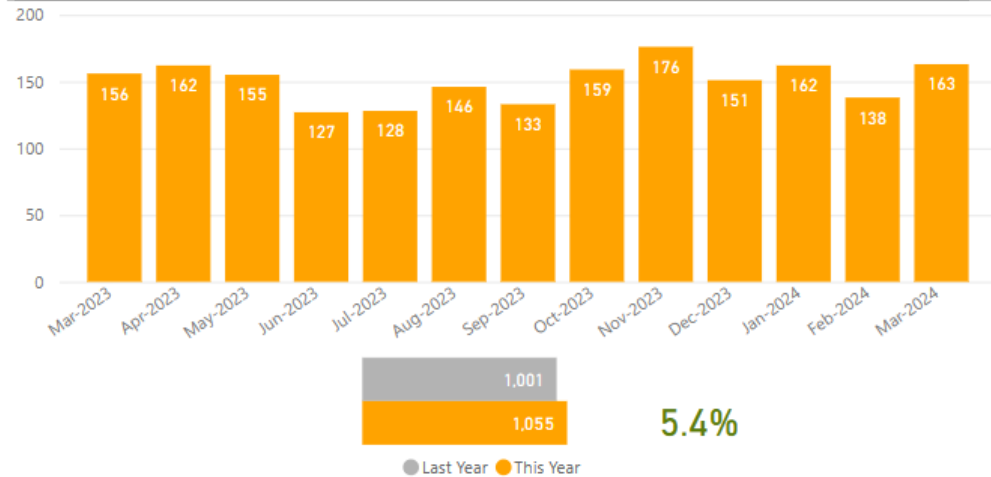
### AMC CARE SURVIVORSHIP OP - CARE only: Completed Visits



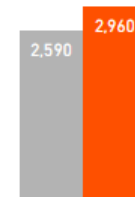
### AMC CARE SURVIVORSHIP OP - CARE only: Year over Year



### AMC CARE SURVIVORSHIP OP - CARE only: Unique Patient Counts

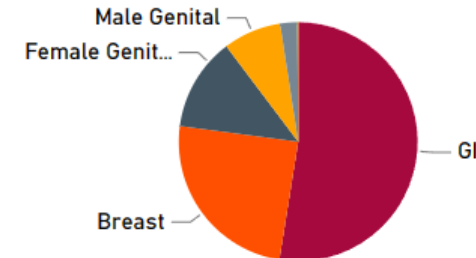


### Total Visits



14.3%

### Top 10 1st Body Site: This Year



Average: 246  
patient visits/month

# Outcomes

39% of pts report they would utilize ED if CARE was not available

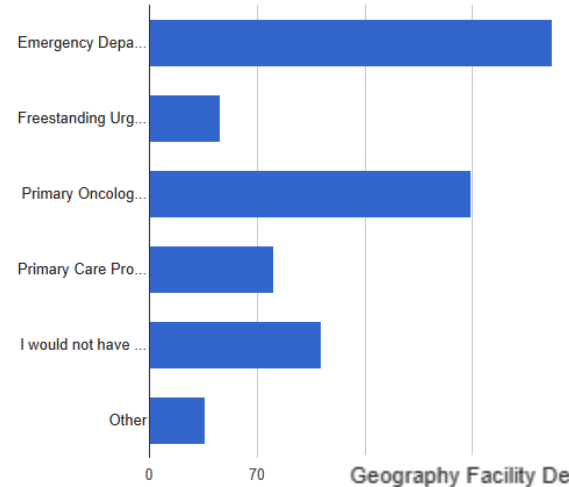
50% decrease in 30-day preventable ED visits since Jan 2019

Costs analysis: CARE visits range from 33 to 50% of cost of ED visit for same services rendered based on claims-based data\*\*\*

## Where would you have sought treatment if you weren't able to receive treatment in CARE clinic today? (treat\_alt) Refresh Plot

| Total Count (N) | Missing*  | Unique |
|-----------------|-----------|--------|
| 672             | 50 (6.9%) | 6      |

**Counts/frequency:** Emergency Department (262, 39.0%), Freestanding Urgent Care (46, 6.8%), Primary Oncology Clinic (209, 31.1%), Primary Care Provider (81, 12.1%), I would not have sought treatment (112, 16.7%), Other (36, 5.4%)



| Geography Facility Department | Patients with Preventable Visit | Unique Patients | % Patients with Preventable Visit | % Patients with Preventable ED Visit | % Patients with Preventable Admission |
|-------------------------------|---------------------------------|-----------------|-----------------------------------|--------------------------------------|---------------------------------------|
| ☐ Southern Colorado           | 253                             | 1,024           | 24.7%                             | 10.9%                                | 13.8%                                 |
| ☐ Memorial North              | 85                              | 393             | 21.6%                             | 10.4%                                | 11.2%                                 |
| ☐ Memorial Central            | 173                             | 684             | 25.3%                             | 11.0%                                | 14.3%                                 |
| ☐ Northern Colorado           | 266                             | 1,314           | 20.2%                             | 11.3%                                | 8.9%                                  |
| ☐ Yampa Valley                | 14                              | 117             | 12.0%                             | 8.5%                                 | 3.4%                                  |
| ☐ Loveland                    | 53                              | 209             | 25.4%                             | 14.4%                                | 11.0%                                 |
| ☐ Harmony                     | 158                             | 791             | 20.0%                             | 11.3%                                | 8.7%                                  |
| ☐ Greeley                     | 43                              | 207             | 20.8%                             | 10.6%                                | 10.1%                                 |
| ☐ Metro Denver                | 402                             | 2,588           | 15.5%                             | 6.5%                                 | 9.1%                                  |
| ☐ Lone Tree                   | 21                              | 142             | 14.8%                             | 6.3%                                 | 8.5%                                  |
| ☐ Highlands Ranch             | 67                              | 466             | 14.4%                             | 7.7%                                 | 6.7%                                  |
| ☐ Cherry Creek                | 34                              | 287             | 11.8%                             | 5.2%                                 | 6.6%                                  |
| ☐ Anschutz                    | 291                             | 1,912           | 15.2%                             | 5.8%                                 | 9.4%                                  |
| <b>Total</b>                  | <b>920</b>                      | <b>4,895</b>    | <b>18.8%</b>                      | <b>8.7%</b>                          | <b>10.1%</b>                          |

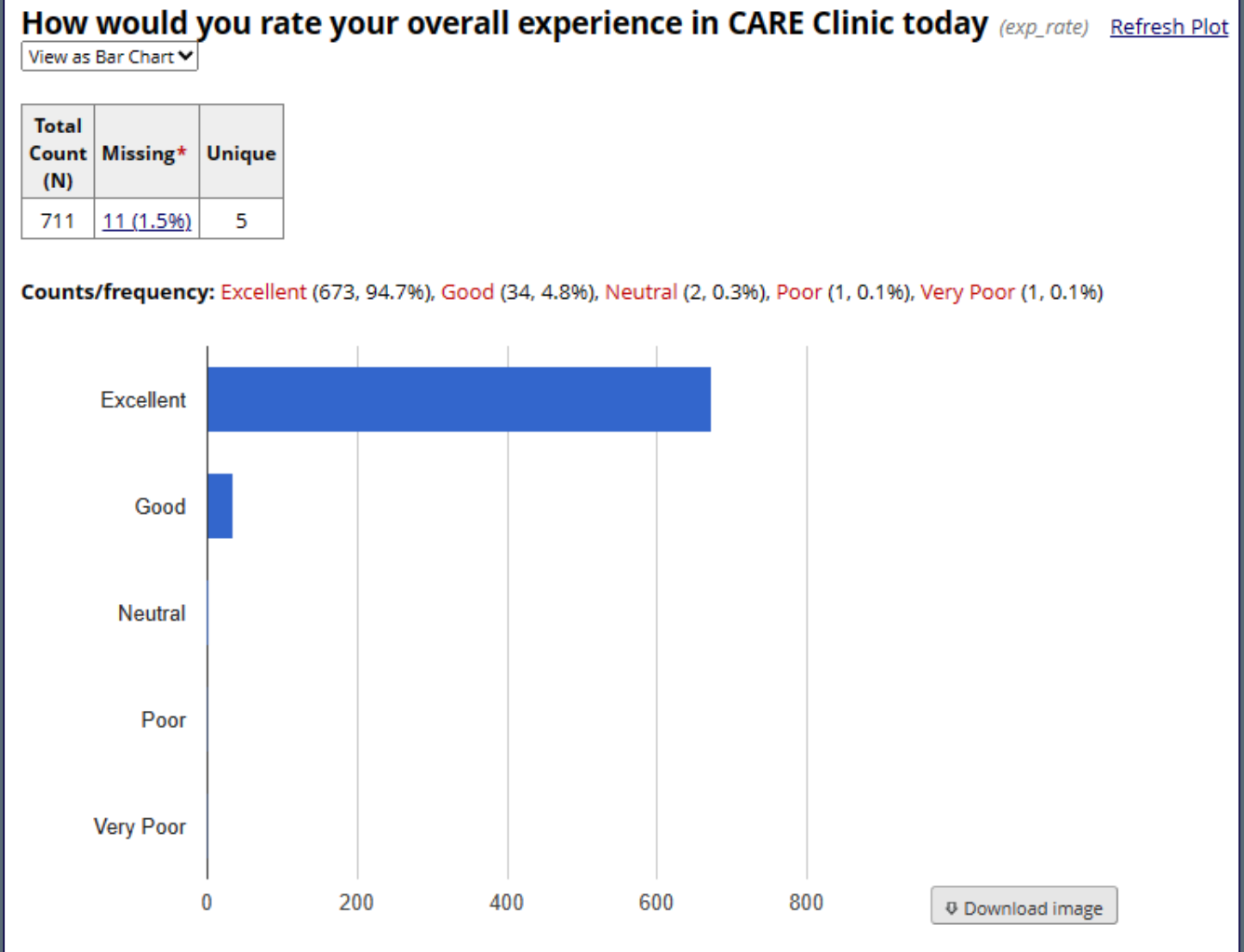


# Patient Feedback

*"I am very grateful this clinic is available to me. Reinforced that I am not going through this alone."*

*"CARE Clinic is such blessing to us!!!! The thought of trying figure out where to go for issues that occur with cancer is a little scary. Please keep this concept going, great customer service."*

*"I can't say enough how thankful I am that this department was available to me when I desperately needed care. This process and the effects of chemo can be very frightening. This is exactly what I needed. The staff is great. Thank you again. DO MORE OF THIS!"*



*"Unbelievably outstanding care. I could never have imagined this level of compassion, efficiency, responsiveness and competence existed on this planet. I am so very grateful."*

# Meeting Patients Where They're at: Improving Healthcare Systems for Patients with Cancer



## Procedural Services

>500 Procedures completed in 2023

## Urgent Palliative Care

Anschutz Medical Center

# Urgent Palliative Care Pathway

**What:** A new clinical pathway to address urgent palliative care needs

**Who:** Any patient who is NOT already seen by palliative care with EITHER:

- 1) Uncontrolled symptoms that may require hospitalization
- 2) A prognosis of weeks without an end-of-life care plan
- 3) Has been seen in CARE clinic more than 3 times in 1 month.

**How:** To schedule a patient

- 577-AMC CARE CLINICAL URGENT PALLIATIVE CARE via *epic secure group chat*
- Include: Name, MRN, Reason for consult

**When:** Evaluation within 7 days (or sooner)

**Where:** Visit spaces each Tuesday in CARE clinic.

A screenshot of the Epic chat interface. At the top, it says "New Conversation". Below that, there are fields for "From:" (E. J. Smith, MD), "To:" (Palliative Care), and "Search Results:". The search results show a single entry: "AMC CARE CLINICAL URGENT PALLIATIVE CARE" with a "Chat to" button next to it. Red boxes highlight the "From:", "To:", and the search result entry.

In Epic Chat:

- Select 'Groups'
- Type 'amc palliative' in the 'To:' field
- Attached your patient
- Select AMC CARE Clinical Urgent Palliative Care to begin the secure chat.

AMC Cancer Center  
Palliative Care and CARE Clinic

1685 Aurora Ct.  
Aurora, Colorado, 80045

uchealth.org

uchealth

# Future Goals

Space Optimization

CARE Diagnostic Clinic

Complex Pain Management/Procedural Services

CARE Oncodermatology Clinic

Urgent Primary Care

Program Expansion

Virtual Health/Remote Patient Monitoring

“For me, I am driven by two main philosophies: know more today about the world than I knew yesterday and lessen the suffering of others. You'd be surprised how far that gets you.”

— Neil deGrasse Tyson



Thank you

---

Kinsey Wimmer

[Kinsey.wimmer@cuanschultz.edu](mailto:Kinsey.wimmer@cuanschultz.edu)

Kasey Bowden

[Kasey.bowden@cuanschultz.edu](mailto:Kasey.bowden@cuanschultz.edu)