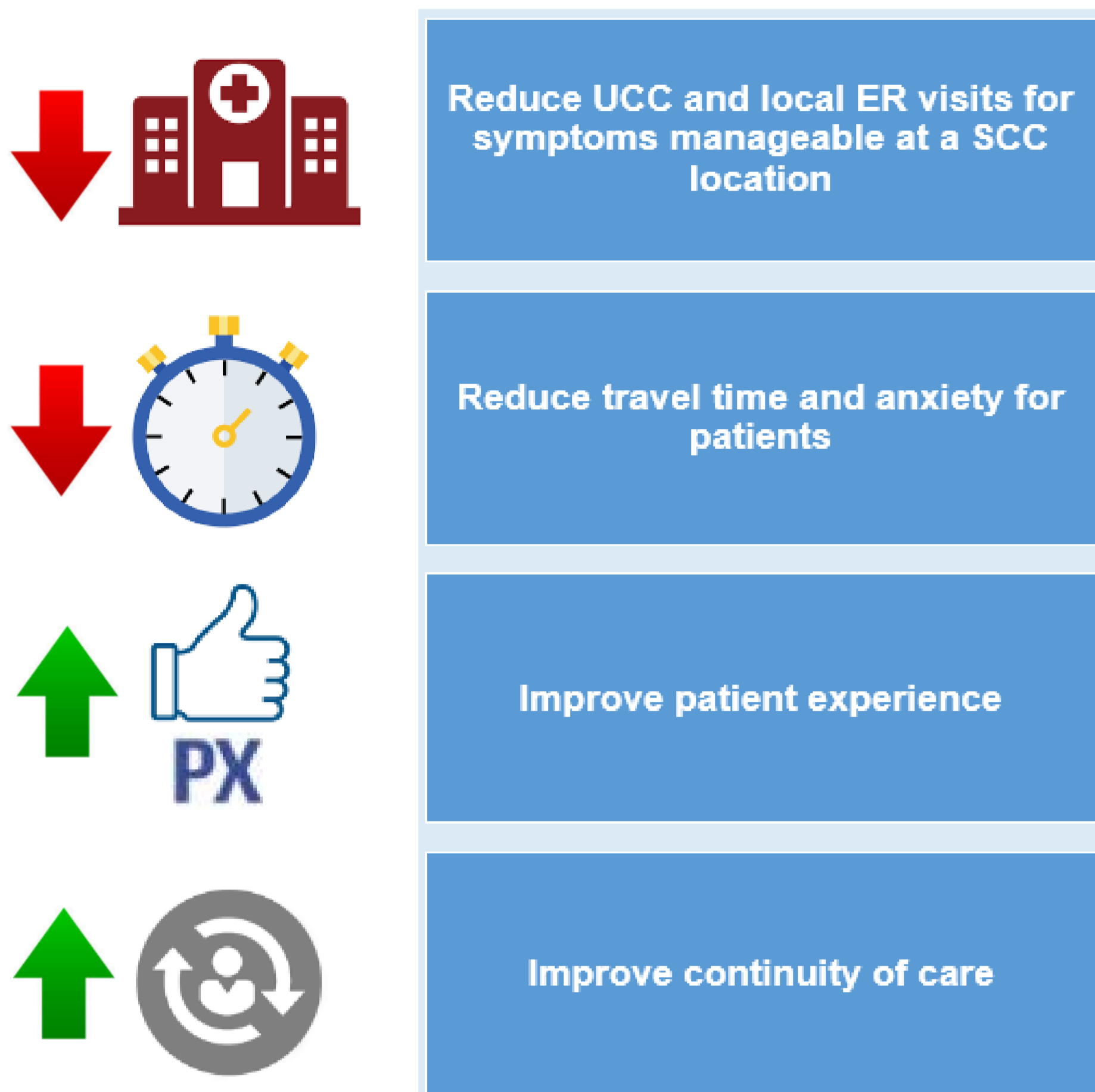


Bringing Symptom Care Closer to Home

The Challenge

Symptomatic patients often end up at MSK's Urgent Care Center in Manhattan or local ER for conditions that do not require hospital admission or are able to be safely managed at one of the Symptom Care Clinic locations at five of MSK's Regional sites

The Goal



SCC Locations

- Long Island
 - Commack
- New Jersey
 - Basking Ridge
 - Bergen
 - Monmouth
- Westchester
 - Westchester

Suburban Symptom Care Locations



Improvement Strategy

In coordination with a multidisciplinary team:

- Rebranded an existing triage model into the Symptom Care Clinic model – standardizing across the suburban locations
- Expanded the care model to all MSK patients
- Enhanced systems functionality and developed clinical algorithm (Fig. 1) for referral to SCC
- Education for physicians, APPs, RNs, admin and patients across MSK

Outcomes

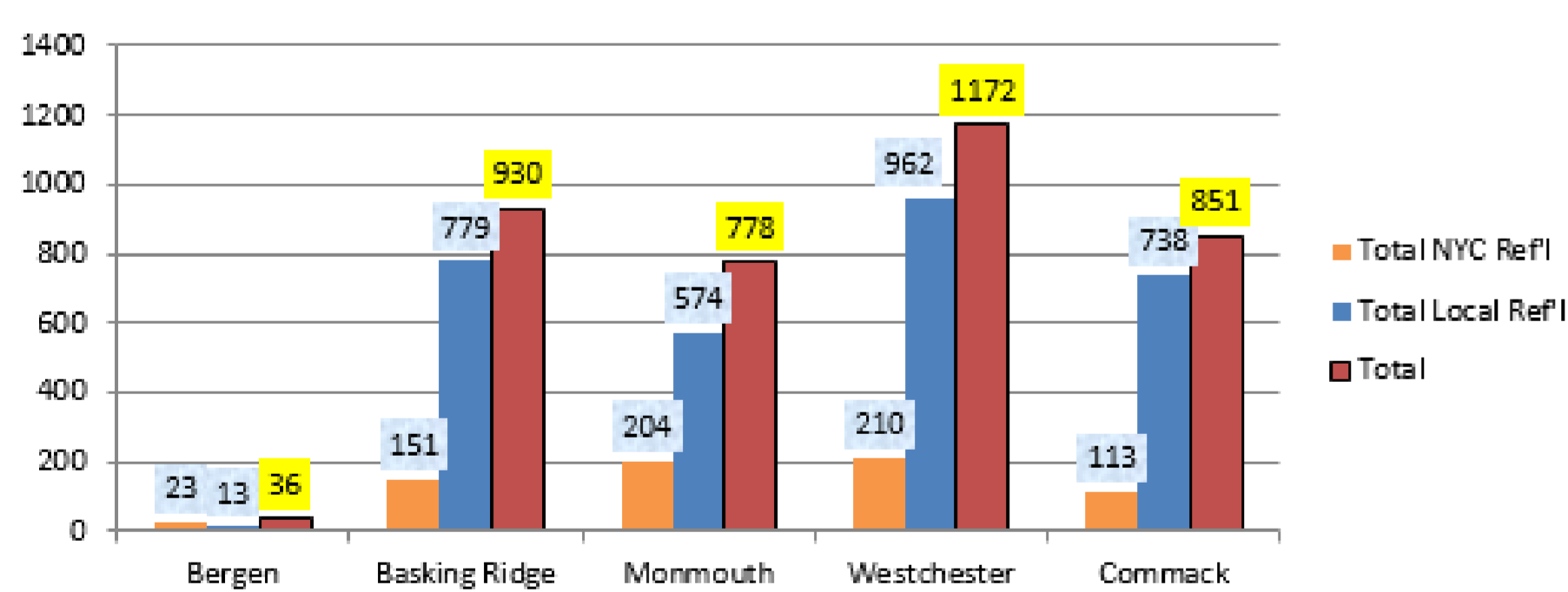


Fig. 2 — Total SCC Referrals by Site

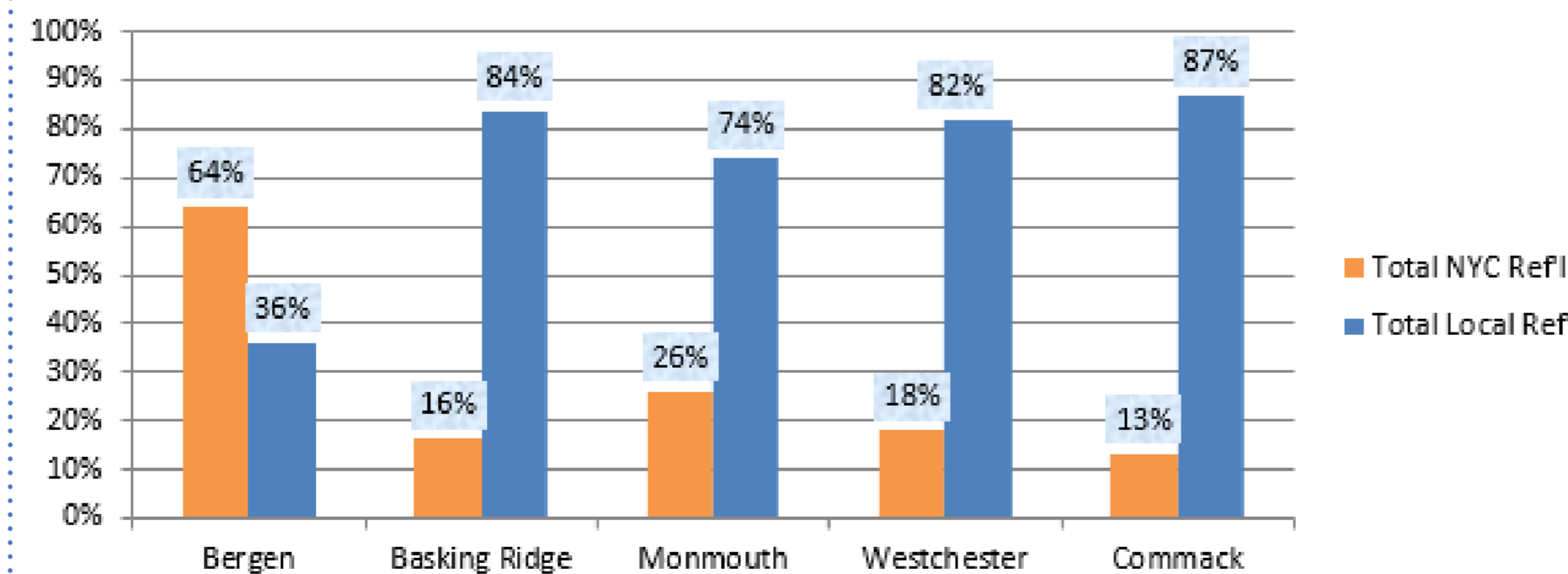


Fig. 3 — SCC Referrals by Site (% local vs NYC ref)

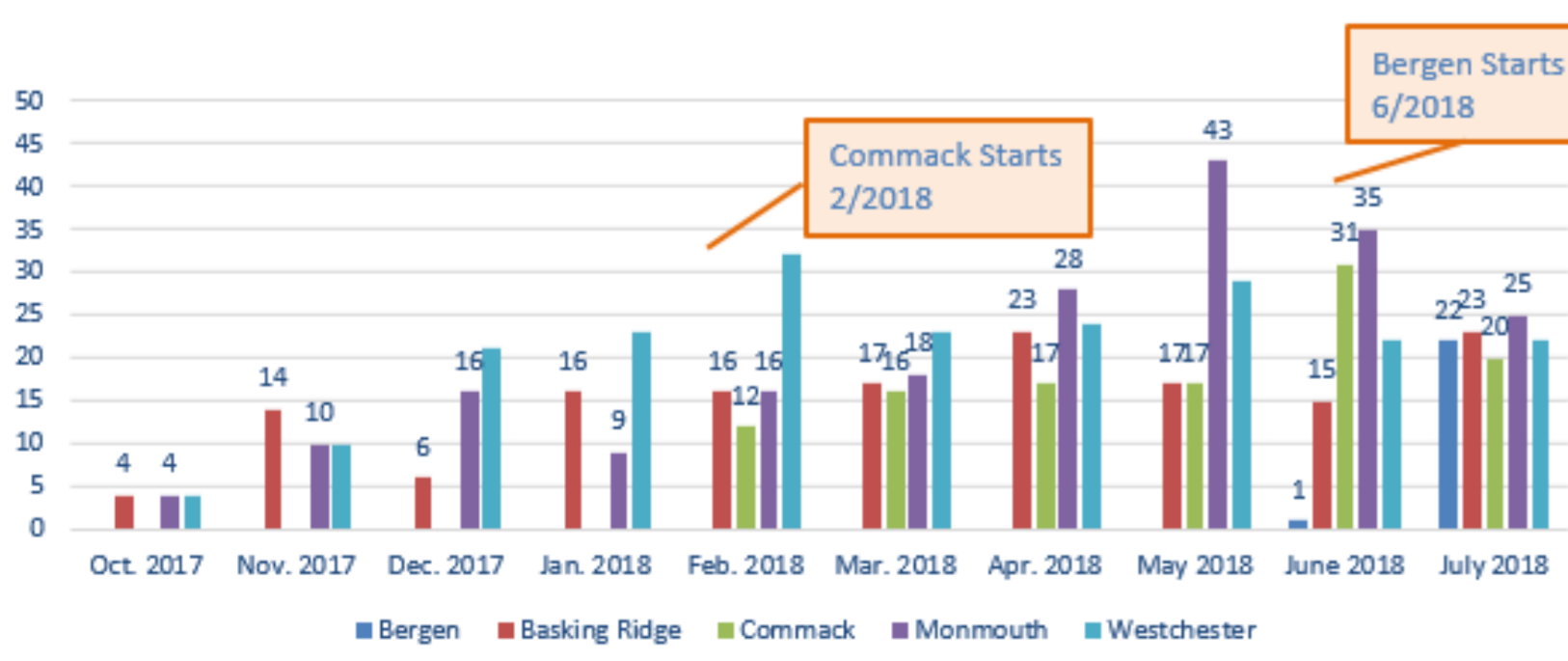


Fig. 4 — NYC Referrals by Month

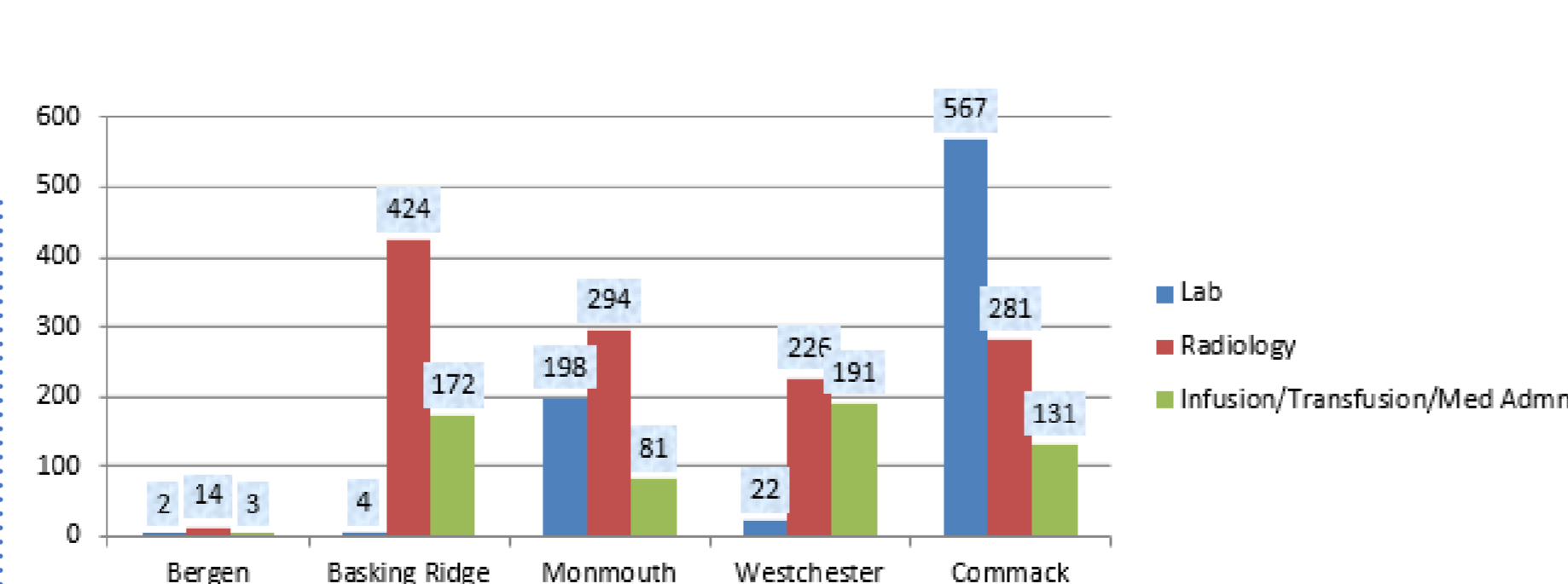


Fig. 5 — Ancillary Services Used by SCC Patients

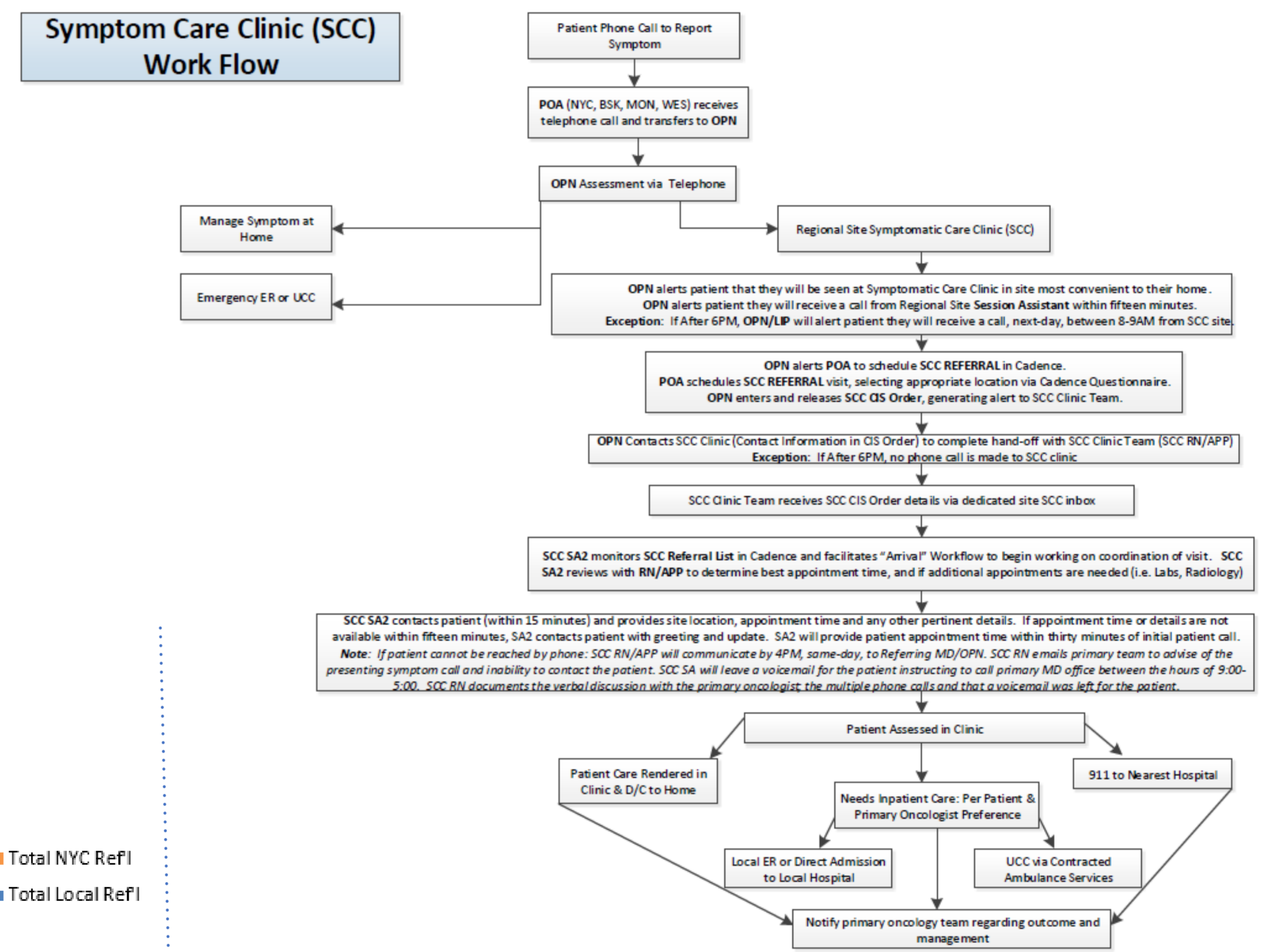


Fig. 1 — Clinical Algorithm for Referral to SCC

What Patients Are Saying

- "I live much closer to Middletown than any other Sloan Kettering facility so having the option to go there to have something like that taken care of was great. I have Princeton hospital in my backyard but would much rather see someone at Sloan. So going to Middletown saved me a trip to Manhattan. I realized something was wrong Thursday night and was seen the following morning and within an hour of being at Monmouth, my issue was resolved."
- "We like to stay in the MSK system. If the facility in Monmouth wasn't available we would still opt to go to the city over our local hospital. But having that facility this close is tremendous."
- "So much better than having to go all the way to Manhattan, and preferable to be at an MSK facility as opposed to our local emergency room. I was in and out so quickly I didn't even have time to worry too much about what was going on."
- "I was already not feeling well and was so grateful that Westchester was an option for today's visit. It saved me a lot of time!"
- "The last thing I wanted to do today was to drive into the city; traffic is always so bad during the holidays. Thank you for making our day so much easier!"
- "Much more convenient than waiting in an Emergency Room."

Team members: Han Xiao, Vice Chairman Attending • Rosanna Fahy, Vice President, Ambulatory Care • Jennifer Tota, Senior Director, Ambulatory Care • Rori Salvaggio, Director, Nursing – Amb Svcs • Desiree Sokoli, Director, Nursing – Amb Svcs • Maryellen O'Sullivan, Director, Nursing – Amb Svc • Nancy Diamond, Director, Ambulatory Care • Cheryl Haughe, Director, Ambulatory Care • Kate Levine, Director, Ambulatory Care • Greg Mason, Director, Ambulatory Care • Dax Pal, Associate Director, Ambulatory Care • Michelle Karlin, Associate Director, Dept. of Medicine, Tatyana Gelfand, Associate Director, Dept. of Medicine • Sherri Suozzo, Nurse Practitioner, Coord • Cheryl Barnes, Nurse Practitioner, Coord • Maryanne Giulante, Nurse Practitioner, Coord • Maribeth Woolldridge-King, Nurse Leader • Margie McDonald, Nurse Leader • Michele Kranz, Nurse Leader • Abigail Baldwin-Medsker, Nurse Leader • Emily Brown, Administrative Manager, Ambulatory Care • Rosamaria Falbo, Administrative Manager, Ambulatory Care • Erin Madden, Administrative Manager, Ambulatory Care • Nicole Ruffini, Administrative Manager, Ambulatory Care • Cheryl Murray, Project Mgr, Amb Care