

National Organization Addresses Multidisciplinary Oncology Team Burnout and Resiliency Through Multifaceted Presidential Theme Education Initiative

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Background

- The 2021-2022 Association of Community Cancer Centers (ACCC) President’s Theme centered on strengthening a work culture that supports professional well-being and workforce resilience.
- To support this theme and help ensure sustainable high quality cancer care delivery, ACCC—an education and advocacy organization for the multidisciplinary oncology care team (MDT)—designed a multifaceted professional development initiative.
- Educational interventions were designed to address team member burnout and building resilience--two critical issues facing members of today’s oncology workforce.

Methods

- ACCC designed a collaborative and bi-directional peer-support educational initiative to drive the mission of the ACCC 2021-2022 President’s Theme. The education initiative reached a diverse cohort of oncology care community members.
- Professional development opportunities included:
 1. Expert-led mindfulness meditation series of 10 guided exercises tailored to help MDT members manage through social, emotional, physical, and mental health challenges.
 2. Professional development themed virtual meetings, styled as “Coffee Chat Learning Sessions,” facilitated by the ACCC President, addressing emergent challenges and opportunities facing MDT members. 76 unique professionals participated in the small group “Coffee Chat Learning Sessions” from 25 states and 72 cancer care institutions.
 3. Podcast series featuring timely topics related to MDT well-being and resiliency amid the COVID-19 Pandemic. The topics included the following:



Business Case for Hiring Oncology Social Workers



Leading with Gratitude



Coping with Pandemic Grief



Summer of Disconnect for Cancer Professionals



COVID-19 Self-Care



Real-World Lessons from COVID-19

Coffee Chat Discussion Topics

| | |
|---------------------------------------|-------------------------------------|
| Implementing QOPI guidelines | CoC accreditation challenges |
| Training for new staff and mentorship | Clarity around staff roles |
| Expand capacity for research | Community service and giving |
| Integrative care for patients | Care coordination and communication |
| Address disparities in access to care | Strategies to address staff burnout |

CONCLUSIONS

- Feedback has been overwhelmingly positive regarding this professional development initiative.
- In a climate of high burnout and health care worker fatigue, the ACCC 2021-2022 President’s Theme Education program has served as a unique lifeline and resource to members of the oncology community to restore and develop resiliency, enhance well-being, and advance professional connections and peer-to-peer support to meet continued challenges.
- Coffee Chat series revealed more in-depth challenges facing oncology programs, providers, and institutions.

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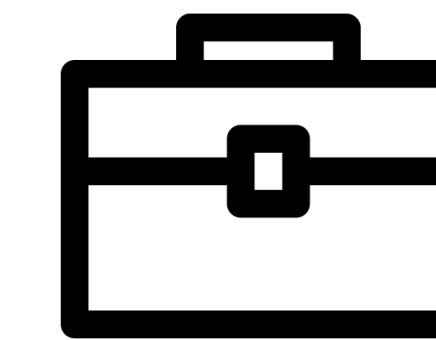


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Results

ACCC’s Strategic Positioning and Real-Time Feedback Led to the Development of a Suite of Resources



Nelson and an expert working group piloted a benchmarking survey that provided supporting data for business case briefs for the hiring of social workers and oncological pharmacists. Research shows that both are associated with an increase in care quality and cost reduction.



The inaugural episode of CANCER BUZZ TV—ACCC’s video podcast channel-- featured Krista Nelson. She shared how her personal experiences during COVID-19—and those of her colleagues and patients—deeply impacted her 2021-2022 ACCC President’s Theme.

- Her podcast series garnered 1,870 total learners.
- The podcast episode, “COVID-19 Self Care,” was the third most accessed ACCC podcast episode of all time with more than 680 views.



Nelson hosted five virtual coffee chats with different interdisciplinary teams to facilitate engaging insight that will inform tools and resources to support cancer professionals, such as the ACCC Financial Advocacy Network. Over 2,900 learners accessed and engaged with the ACCC President’s Theme resources across from March 2021-January 2022.



ACCC President Krista Nelson and several experts in mindfulness released eleven episodes in a virtual series of mindfulness meditations to support cancer care team members’ mental health through stress management.

- The meditation series engaged more than 1,100 users.