

# FOSTERING EXCELLENCE IN CARE AND OUTCOMES IN PATIENTS WITH STAGE III/IV NSCLC

## Tennessee Oncology Nashville, Tennessee

### Introduction

Tennessee Oncology, a partner of OneOncology, is one of the nation's largest, community-based cancer care specialists. Tennessee Oncology delivers a full spectrum of cancer care through its large, cohesive, supportive network that includes over 30 locations in Tennessee, Kentucky, and Georgia.

### Problem Statement

To reduce variability and improve efficiencies, there is a need to standardize and streamline the process around ordering lung cancer biomarker tests.

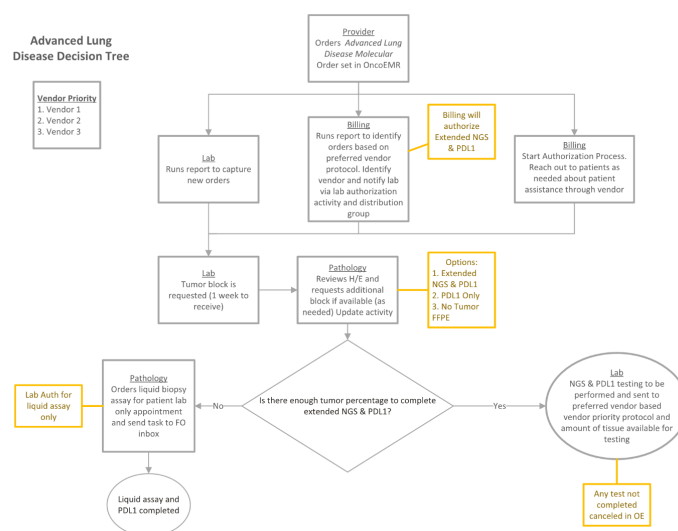
### Improvements

- Create a process map that shows how biomarker tests are ordered
- Identify which laboratory vendors will perform the testing
- Coordinate with billing around network coverage and prior authorization requirements
- Optimize the workflow by standardizing key elements and creating templated order sets

At Tennessee Oncology, the lung cancer team refined an electronic workflow to standardize and streamline the process of ordering biomarker tests for patients with advanced NSCLC.

Their aim was to develop an electronic order set that could be used by providers working at any of their locations. They formed a team to develop and coordinate how the order set would be utilized.

The team included representatives from medical oncology, process improvement, pathology, information technology, billing, and administration. The team developed a process map (see decision tree figure below and on back side) and identified three potential laboratory vendors that would perform the biomarker testing.



The billing team had access to the order set so they could work on verifying network coverage and obtaining prior authorization. If laboratory vendors were not in network for the patient, then the team would pursue patient assistance programs. The pathology department was responsible for obtaining the tissue and sending it to the appropriate lab for testing. If the biopsy sample was not adequate for biomarker testing, then a liquid biopsy was ordered for the patient.

### Conclusion

By working on this project, the team at Tennessee Oncology built a framework for streamlining the biomarker testing process that reflects the latest clinical evidence. They plan to further refine their workflow and order sets based on insurance coverage policies, the services that laboratory vendors provide, and the evolving role of liquid biopsy.

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