Comparing Solutions for Simple Process Improvement: Mayo ACTION Cancer Center Project and Yale Carpedia Cancer Center Project

Cheryl Nelson, BS; Kelly Paulson, MBA; Stacey Scirocco, BA; Henry Durivage, Pharm. D.; Sandra Alfano, Pharm D.; Susan Anderson, MSN, MBA; Theresa Katz
Mayo Clinic Center for Translational Science Activities, Rochester, MN
Yale Center for Clinical Investigation, New Haven, CT

BACKGROUND
- Mayo-Yale recognized opportunities for process improvement in the Cancer Center
- Collaboration intended to exchange effective practices by exploring the Mayo Accelerating Clinical Trial Integration and Overcoming Non-value-add (ACTION) Plan
- Construction of Mayo’s ACTION-like study implementation timeline at Yale showed the need for the tracking of more time points to better zero in on areas where delays are occurring
- Yale then engaged Carpedia International on a quality improvement project for the Cancer Center
- Each institution engaged a method of improvement (Mayo Quality Academy Yale Carpedia Project) and both came away with process improvement solutions, tools, and processes.

METHODS
- Mayo conducted an ACTION project at its Cancer Center, which was intended to improve performance of key processes associated with conducting clinical trials.
- Mayo shared its ACTION plan purpose, methods, findings and tools with Yale.
- Yale constructed a retrospective Mayo ACTION-like study implementation timeline at Yale
- Yale conducted a cancer center quality improvement project (with Carpedia International)
- Both institutions catalogued issues, findings, and resulting process/tools (see figures)
- In Progress: Comparing the two different quality improvement activities for the purpose of understanding the assumption that cancer centers often suffer from the same issues and therefore could follow the same solutions/tools with less cost/effort.

LESSONS LEARNED
- Process improvement methods identify similar opportunities.
- Many organizations have the same process challenges.
- Solutions at one Center can often improve processes at another Center with a similar challenge.
- Institutions need tools to address responsibilities.
- Without providing a comprehensive process improvement analysis, solutions from many organizations have the same process challenges.
- Process improvement methods identify similar opportunities.
- Mayo defined 99 opportunities for process improvement. Yale identified ~60 opportunities for process improvement.
- The methods used were similar: Identify problems; Measure; Analyze; Implement; Control.
- When defining, Mayo looked at the process while Yale looked at roles, but both settled on process improvement.
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