



2021 Virtual Nursing Forum:  
**Advancing Oncology Nursing  
in Hematologic Malignancies™**



# Using Technology to Facilitate Education for Patients Receiving Transplantation

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*Dana-Farber Cancer Institute*

[NCCN.org](https://www.nccn.org) – For Clinicians | [NCCN.org/patients](https://www.nccn.org/patients) – For Patients



# Objectives

- Learn our steps in adapting transplant content to the web-based platform.
- Identify key learning principles used to optimize the patient & family experience with no in-person contact.
- Analyze the program for best practices that should be retained after pandemic restrictions are lifted.



# 2020 Statistics

Infusion Treatments	187,664
Outpatient MD Visits	359,519
Clinical Trials	More than 1,100
Employees:	5,231
Registered Nurses, Nurse Practitioners, Clinical Specialists, and Nurse Scientists	749
Faculty	544

 Dana-Farber Cancer Institute



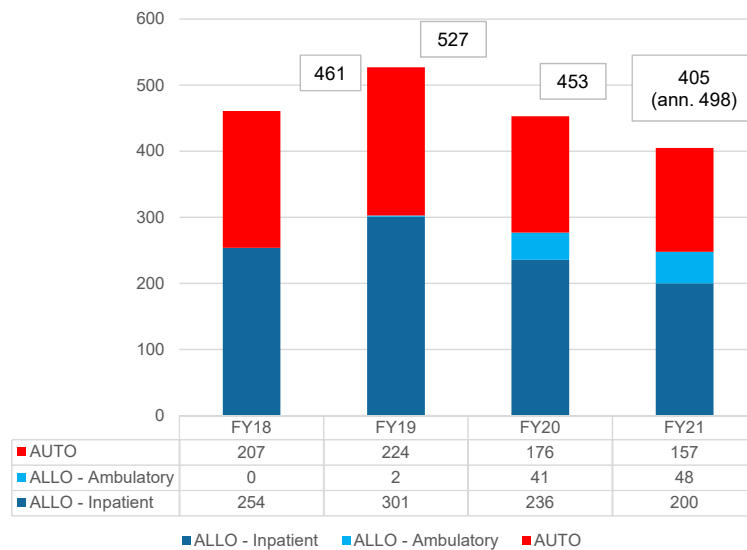
National Comprehensive Cancer Network®



HARVARD MEDICAL SCHOOL

# DFCI Adult Transplant

Annual Adult SCT Volume (FY18 - FY21 YTD)



## COVID-related activity in Q2 and Q3 of 2020:

- Ambulatory growth in Q3 to proactively accommodate inpatient restrictions
- Some non-urgent autologous (AUTO) volume was delayed



## Transplant Patient Education Guiding Principles

- Program-wide agreement that all materials will be evidence based, have multidisciplinary clinical review, and approved by key stakeholders and leadership for appropriateness
- Formal committee established to ensure collaboration, agreement and adherence to guiding principles (represents all areas—inpatient, outpatient, etc.)
  - Reports to Institute Patient Education Committee
- Materials inclusive of regular stem cell transplant (SCT) patient feedback, incorporates prior research findings, and patient and family advisory council (PFAC) insight
- Materials will align with the established repository for all materials related to SCT patient education (for 15+ years) ensuring consistent content, branding, and versioning (including print, video, on-line and non-English versions)



## Transplant Education Challenges

- A lot of information!
- Requires engagement of patient/family/support system
- Different from prior treatment experience
- Long-term impacts

## Patient Education Principles

- **Patient-centered**
  - Educate in small segments, verify understanding
  - Address patient's questions
- **Patient engagement**
- **Plain language**
  - Simple, direct message
  - Common everyday language
  - Avoid medical jargon
  - Define the terms

Used with permission from Healthcare Education Association.  
Patient Education Practice Guidelines for Health Care Professionals (hcea-info.org)

# Allogeneic and Autologous Stem Cell Transplant Pathway

## New Patient Consult

### What you need to know about transplant (Before Transplant Guide)

#### • Inserts:

- Dental evaluation information
- Buccal swab
- Donor Services designated family members
- Choosing a Caregiver
- Housing Resource Guide
- Health Care Proxy information and form
- Stem Cell Transplant Patient Education Website Card
- Stem Cell Transplant Caregiver Resource sheet
- "Disability and FMLA Paperwork: Information for DFCI Patients"
- MedicAlert Bracelet Form
- JOIN CancerConnect card
- Sheet titled "Patients with Central Lines"

## ONN Call

### •Individualized Discussion

- Specific type, site of transplant, possible dates, and donor options.
- Assess access to housing/ transportation, insurance concerns, caregiver assessment, assess ability to comply with requirements.
- Review of general FACT requirements and attendance at an allogeneic stem cell transplant class.
- "Pass the baton" to clinical coordinators (CC's) for scheduling.

## ONN Class

### •Full Transplant Expectations

- This class scheduled by our CC's and can be attended at any time in the pre-transplant process.
- When patients are registered, the CC's will email the slide deck specific to the transplant setting (ambulatory vs inpatient).
- Patients and families are required to attend one class, but may attend as many as they wish provided they register.
- Future state will also include a required central line school which will be held by the nursing vascular access team on Y2

## Admission Prep

### Ambulatory

- Workbooks are provided at the end of class

### Inpatient

- 1:1 ONN session to review specific conditioning regimen and calendar

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## ONN Call



## ONN

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# Webinar email invite

Dear ,

Your transplant class will be on Friday, 3/19 at 9am. Please log on by 8:50 am since the class starts promptly at 9:00.

Here is the ZOOM link for you and your caregiver to join:

<https://dfci.zoom.us/j/99278450564?pwd=MXZGRjJTRUVPU1VZSVliU09iNkxXUT09>

Password: 123456.

Need help with ZOOM? Email: [blum\\_center@DFCI.Harvard.edu](mailto:blum_center@DFCI.Harvard.edu). They can help set you up or do a test call with you.

A few notes:

- 1) Please reply to this message to confirm that you have received it and let me know if you have any questions.
- 2) For privacy reasons, your camera will not be active during the class, but you will be able to see and hear the presentation. You always communicate with the presenters using the chat function on zoom.
- 3) The presentation for the webinar is attached to this email. While we'll be going over the presentation in detail during the webinar, I would encourage you to review it ahead of time. We follow the motto, the more repetition, the better! If you have any specific questions related to your care or your schedule, please ask me.

Best,

 Dana-Farber Cancer Institute



Hematopoietic Stem Cell Transplant  
PATIENT EDUCATION

Home
About Stem Cell Transplant
Financial Preparations
Preparing for Transplant
During Transplant
After Transplant, AUTOLOGOUS
After Transplant, ALLOGENEIC
For Caregivers
Resources and Support
News/Patient Stories
Contact Information



## Welcome to Adult Stem Cell Transplant Patient Education

This website is for patients and caregivers in the Adult Stem Cell Transplant Program at Dana-Farber / Brigham and the Center for Women's Cancer. We hope that the information is useful in helping you navigate through the process of Stem Cell Transplantation. The site is divided into sections - Preparation for Transplantation, During Transplant and After Transplant, with a special section for Note: There are two separate After transplant sections for autologous and allogeneic patients.

The information on this site is an abbreviated version of the printed guide - Stem Cell Transplantation: An Information Guide for Patients and Caregivers - that you received from your oncology nurse navigator. We encourage you to check the printed guide or contact us if you have any questions or concerns.

**Important Note:** Always follow the advice of your care team.

Clinical care provided by:





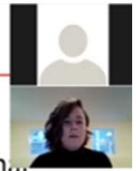
# Stem Cell Transplant Webinar

- Prior to the pandemic these group sessions were done in-person and taught by oncology nurse navigators (ONNs)
- Pandemic came and they were taught 1-on-1 by their respective ONNs
- Blum Collaboration with ONNs started in August 2020
- Blum started to host two weekly video teach sessions
  - Wednesday 9:30-10:30am (AUTO)
  - Friday 9:00am – 10:00am (ALLO)
- Pro-active outreach by One-to-One peer support program to patients attending the webinars



## Presentation Guidelines

- Welcome to your stem cell transplant webinar!
- The purpose of this webinar is to review information that is important for your transplant
- This information is to help you have the best outcome from your transplant
- Please ask questions using the chat function in Zoom. We will answer these questions at the end of the class.
- Thank you for joining us for the class!




# Webinar

quickbase.com/db/bndx77dx7a=showpage&pageid=48

Home | Sign In

Home > Inpatient Allogeneic BMT Homepage

 Dana-Farber Cancer Institute | Eleanor and Maxwell Blum Patient and Family Resource Center

Inpatient Allogeneic Bone Marrow Transplant Webinar

Bone Marrow Transplant (BMT) Webinar

[Click here to watch Inpatient Allogeneic BMT Webinar](#)

BMT Educational Binder (password: dfci)

[Click here for Educational BMT Binder](#)

Watch before your transplant: What to Expect

[What to Expect While in the Hospital for Stem Cell Transplant](#)

Helpful Resources After Transplant

[How to Eat Safely After Transplant](#) • [How to Take Tacrolimus](#) • [How to Take Sirolimus](#)

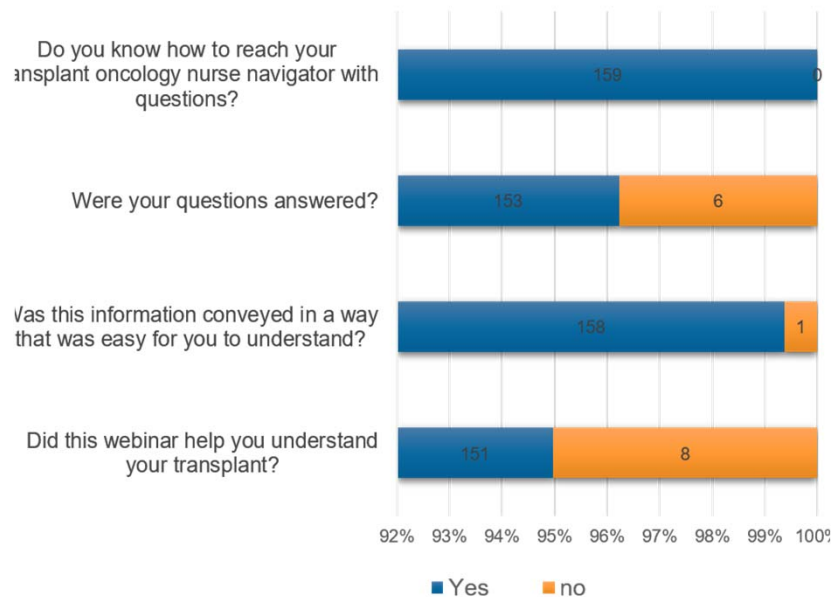
[Online Programs and Workshops](#)

Spirituality and Cancer Workshop Series  
Hot Topics In Nutrition  
CareGivers Connect  
Survivorship Series  
Step 1: Help with Insomnia After Cancer Care  
Sexual Health: Sexual Health Concerns for Cancer Patients and Survivors  
Managing Your Finances During Cancer Treatment

- Webinar = Web seminar
- Content recorded
- Live Q & A
- Live stories & support
- Full family participation
- Maintained group benefits
- Repeat session
- Spanish translation

# Patient Response

## Webinar Post Survey



**How did we do?**

1. Did this webinar help you understand your transplant? (Single Choice) \*

Yes

No

2. Was this information conveyed in a way that was easy for you to understand? (Single Choice) \*

Yes

No

3. Were your questions answered? (Single Choice) \*

Yes

No

0 of 4 answered Submit

Who can see your responses?



# Adjustments During Transplant

- NO VISITORS
- Telemedicine visits
- Video assisted visits
- Increased phone calls
- Increased Web site “Hits”
- Increased Patient Portal usage



## Video Intercom Communications System (VICS)

- Electronic tablet clamped to IV pole in patient room and connected via secure, “always on” video, to dedicated laptops to allow for video-based communication with patients
- Improve patients’ social connections while they are isolated from visitors and have limited contact with staff
- Connect family to the care of a loved one in the clinic
- Facilitate caregiver education & engagement



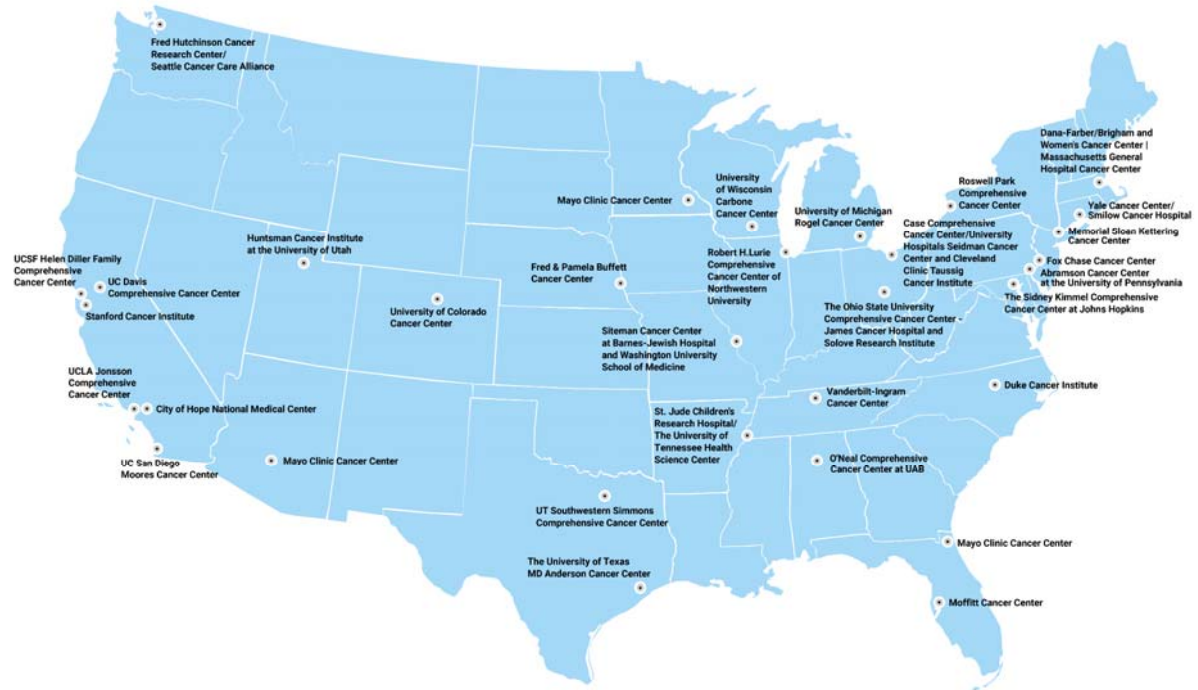
New Name - Care Team Connect (CTC)



National Comprehensive Cancer Network®

- **Who We Are**  
An alliance of leading cancer centers devoted to patient care, research, and education
- **Our Mission**  
To improve and facilitate quality, effective, efficient, and accessible cancer care so patients can live better lives
- **Our Vision**  
To define and advance high-quality, high-value, patient-centered cancer care globally

## NCCN Member Institutions



[NCCN.org](https://www.nccn.org) – For Clinicians | [NCCN.org/patients](https://www.nccn.org/patients) – For Patients