

Close to Me First Encounter Workflow

Step Number	Workflow Step	Owner	Timeframe	Notes
1	HemOnc provider submits consult of patient referral	HemOnc provider	n/a	Provider must make the consult completion date = the "CID date"  Provider must ensure patient consents to pilot
2	RN receives consult	Close to Me Infusion RN	Within 2 working days of consult submission	
3	RN reviews consult and patient chart for the following acceptance criteria: whether the patient is on a pilot drug, whether the patient tolerated the first cycle w/o hospitalization, needing another drug, or requiring platelet or blood transfusions	Close to Me Infusion RN	Within 7 working days of consult receipt	If consult and patient chart review meet all acceptance criteria, proceed to step 3.2  If consult and patient chart review do not meet any acceptance criteria, proceed to step 3.1
3.1	RN presents patient chart in <i>Close to Me</i> weekly team meeting (day of the week TBD) for input on acceptance criteria that were not met	Close to Me Infusion RN	Within 7 working days of consult receipt	If team agrees, based on chart review, that the criteria not met does not merit patient exclusion in <i>Close to Me</i> , proceed to step 3.2  If team agrees, based on chart review, that the criteria not met merits patient exclusion in <i>Close to Me</i> , proceed to 3.3
3.2	RN calls patient and completes eligibility assessment using <i>Close to Me</i> CPRS note template	Close to Me Infusion RN	Within 10 working days of consult receipt	If all patient eligibility assessment criteria are met, proceed to step 3.4  If any patient eligibility assessment criteria are not met, either discuss patient enrollment with team, or proceed to step 3.3

## Attachment R: Sample Workflow

## Close to Me CBOC Implementation Toolkit

3.3	Cancel/deny the consult	Close to Me Infusion RN	Within 10 working days of consult receipt	
3.4	RN enrolls patient by adding the patient to <i>Close to Me</i> patient panel excel sheet	Close to Me Infusion RN	Within 2 working days of calling patient	
4	RN reaches out to provider to discuss patient's first CBOC treatment date	Close to Me Infusion RN and team	Within 7 working days of enrolling the patient	Cytotoxic drug treatment timing being moved more than 48 hrs. must be determined by provider. RN conversation with provider should be documented in the note template in CPRS
5	RN contacts patient to confirm first CBOC treatment date	Close to Me Infusion RN	Within 3 working days of patient presentation at meeting	RN should document patient consent of change of treatment date in a note template in CPRS  If patient cannot comply with the team's first treatment date, then RN asks for future availability (CBOC infusion to start on patient's subsequent cycle)
6	RN officially closes the consult and submits first CBOC infusion scheduling request to MSA	Close to Me Infusion RN	Same day as step 5	
7	MSA schedules patient's first CBOC infusion	MSA	Within 2 working days of RN submission of scheduling request	

**Subsequent appointment workflow**

1	RN puts infusion visit on SharePoint calendar (Once RN receives notification of scheduled appointment from MSA)	Close to Me Infusion RN	Same day as receiving notification	RN must ensure that the patient has consented for the treatment and the pilot
2	Provider orders patient labs and puts in-return-to-clinic for clearance visit	HemOnc provider	Any point before T-7 days to infusion appointment	RN must ensure that the provider has ordered labs within the appropriate timeframe and has put in a return to clinic for clearance visit
3	Patient lab draw	Patient	T-7 to 2 days before infusion appointment	RN must ensure that patient labs are collected
4	Infusion clearance visit (this visit can be conducted via VVC, CVT, or in-person (pts on gemcitabine must be seen via CVT or in-person))	HemOnc provider and patient	T-7 to 2 days before infusion appointment	RN must ensure that provider clearance is ascertained for the infusion visit
5	Provider orders infusion drugs	HemOnc provider	T-48 hours to infusion appointment	
6	Pharmacy receives infusion drug order and awaits RN notification for mixing clearance	Pharmacist	T-48 hours to infusion appointment	
7	RN calls patient to confirm appointment and health status and/or RN requests that patients call day-of to confirm they are coming to their appointment	Close to Me Infusion RN	12-48 hours before infusion	There is a dedicated Hem/Onc phone line with voicemail for patients to call to confirm  Recommend using the VA Symptom Assessment Scale to evaluate patient readiness for infusion based on current health status

8	RN notifies pharmacy of patient status and approval to mix drug	<i>Close to Me</i> Infusion RN	12-48 hours before infusion	If patient is confirmed for their infusion, then the RN will communicate to pharmacy to mix the infusion drug  If patient is NOT confirmed for their infusion, then the RN will communicate to pharmacy to disregard order/cancel order/notify provider
9	Pharmacy mixes drug	Pharmacist	12-24 hours before infusion	
10	Pharmacy packages drug for transport and labels appropriately	Pharmacist	Morning of infusion	The pharmacy team must ensure that the drugs are packaged properly, labeled as "HD," the temperature of cooler is appropriate, a copy of the drugs is printed and included, and there is a signature confirming that all appropriate safety measures have been completed
11	RN arrives at UD, collects travel bag, prints patient wristbands, prints copy of drugs to be picked up from pharmacy	<i>Close to Me</i> Infusion RN	Morning of infusion	RN must ensure that the spill kit and emergency kit are included in the travel bag
12	RN picks up drugs from pharmacy, performs double check of appropriate treatments with pharmacist, and assumes responsibility for drugs	<i>Close to Me</i> Infusion RN and Pharmacist	Morning of infusion	
13	RN picks up VA vehicle and travels to CBOC	<i>Close to Me</i> Infusion RN	Morning of infusion	

CBOC on-site workflow

1	RN arrives at CBOC and sets up room for infusions	Close to Me Infusion RN	Mid-morning, day of infusion	
2	RN checks-in patient by checking identification, confirming SSN and then gives patient appropriate wrist band	Close to Me Infusion RN	n/a	
3	RN checks patient vitals	Close to Me Infusion RN	n/a	
4	RN conducts chemo independent double check with staff at VAMC	Close to Me Infusion RN	n/a	<ol style="list-style-type: none"> <li>1. Infusion RN video calls clinic RN on MS Teams</li> <li>2. Infusion RN shares screen with clinic RN</li> <li>3. Infusion RN scans Veteran ID band</li> <li>4. Infusion RN scans medication being administered</li> <li>5. Infusion RN and clinic RN verify Veteran and medication utilizing the shared screen on MS Teams</li> <li>6. Clinic RN requests control of screen and Infusion RN allows control</li> <li>7. Clinic RN enters verify code and access code on Infusion RN's screen to verify information</li> <li>8. Call may be ended after verification process is completed</li> </ol>
5	RN infuses patient and monitors for adverse reaction	Close to Me Infusion RN	n/a	<p>If patient has a minor adverse reaction, proceed to step 5.1</p> <p>If patient has a severe adverse reaction, proceed to step 5.2</p>
5.1	RN activates minor adverse reaction protocol (RN follows protocol to solely mitigate concern, calls Access APP, schedules VVC on-demand (if time) or	Close to Me Infusion RN	n/a	Follow adverse reaction SOP

	immediately call via Teams, and carries out Access APP recommendations)			
5.2	RN activates severe adverse reaction protocol (calls 911 and Access APP (if time) administers CPR (if needed) until EMS arrives)	Close to Me Infusion RN	n/a	Follow adverse reaction SOP
6	RN discusses next appointment date and time and submits return-to-clinic order	Close to Me Infusion RN	n/a	
7	RN documents infusion visit in CPRS	Close to Me Infusion RN	n/a	
8	RN cleans equipment, room, and disposes of waste	Close to Me Infusion RN	n/a	
<i>Repeat steps 2-8 for subsequent patients</i>				
9	RN stores and packs up supplies. If waste bin is full, brings back to VAMC	Close to Me Infusion RN	Afternoon, of infusion day	
10	RN drives to VAMC, returns travel bag, and disposes of waste (if applicable)	Close to Me Infusion RN	Afternoon, of infusion day	RN must ensure proper return of vehicle to Gov vehicle/Travel office