The Use of a Performance-Based Dashboard to Address Cancer Healthcare Disparities in the NCI Community Cancer Centers Program (NCCCP) Pilot

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Research Objective

Examine the effectiveness of a performance-based dashboard as a management tool for disparities, a cross-cutting initiative, and to improve the performance of community hospitals in providing integrated state-of-the-art cancer care and research to underserved populations.

Study Design

- Develop an infrastructure and a communication and tracking system to support the integration of the various program components.
- Consider the heterogeneity across pilot sites as they serve different, hard-to-reach subpopulations.
- Implement standardized documentation for cross-site comparisons.
- Develop a dashboard with metrics and key disparities program initiatives for each focus area in order to track progress.

Principal Findings

The dashboard, as a management tool, has enabled NCCCP participants at the site level and at NCI to:

- PLAN and manage an initiative to address cancer healthcare disparities;
- BUILD the skills of the community hospital sites to track efforts to improve their performance in addressing healthcare disparities; and
- ENHANCE the effectiveness of NCI in its development of effective metrics to track healthcare disparities efforts in community-based settings.

Conclusions

NCCCP Pilot participants have a broader understanding of:

- How to plan and implement a cross-cutting initiative for improving the quality of care and research for populations experiencing healthcare disparities;
- How to focus these efforts with more complete data collection and metrics; and
- How best to draw upon the expertise and technical assistance of NCI and the successful healthcare disparities programs of other network members.

NCCCP DISPARITIES VISION DASHBOARD

NCI Community Cancer Centers Program Sites

About the NCCCP Pilot

- A public–private partnership to expand state-of-the-art cancer care and research to more locations across the United States.
- There are 16 community hospital–based cancer centers in 14 states in the pilot.
- 27,000 new cancer cases are served each year (total over all sites).
- Medical care is provided largely through private practice physician arrangements.
- Pilot sites serve different subpopulations that include African American, Hispanic, Asian, and Native American.

Disparities Cuts across Six Areas of Focus

- Clinical Trials
- Biospecimens
- Information Technology
- Quality of Care
- Survivorship and Palliative Care
- Disparities

Implications for Policy, Delivery or Practice

- Cross-cutting management approaches are needed for addressing areas such as disparities, quality of care, and information technology to advance cancer care and research in community settings where most cancer patients receive their care.
- To develop these cross-cutting approaches, input from a range of NCI technical experts (all areas of focus) and management from the delivery system is needed.
- The dashboard, as a management tool developed through a public–private partnership of the NCI with a network of community-based hospitals, provides an evidence-based approach to facilitate the integration of various program components relevant to improving healthcare and research within a community context.