



Follow up Visits for Head & Neck Cancer Patients

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Goals

- Provide better care for our head and neck cancer patients
- Encourage other providers to incorporate these valued visits in your own clinical practice



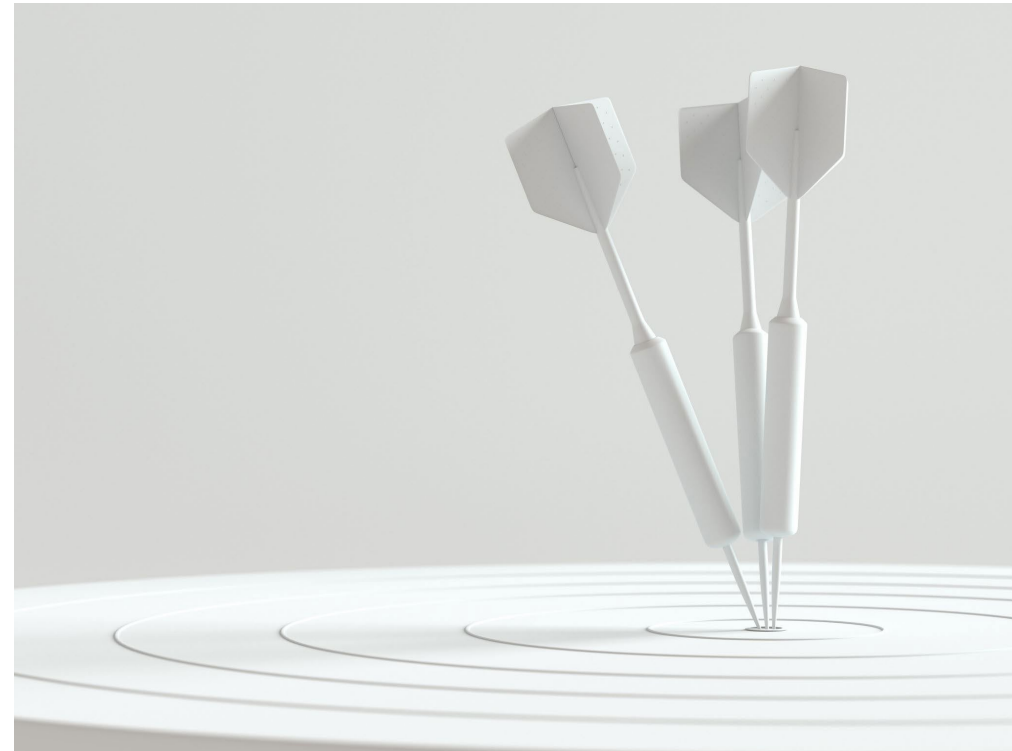
Impact of Head & Neck Cancer Treatment

- Eat
- Speak
- Breath
- Body image
- Personal relationships
- Employment
- Interact with community



Target Population

- Patients undergoing extensive H&N surgery
 - Free flap reconstruction
 - Partial/Total Laryngectomy
 - TORS resection
 - Partial/Total Glossectomy



Why?

- Gap in care
 - Lack of retention in what they were hearing
 - Understanding impact of their treatment
 - Provide them time to process their diagnosis & treatment plan
 - Opportunity to ask additional questions
- Lessen the burden on our Physician Team
- Point person
 - Lessen triage calls, ER visits, admissions
- Optimize patients prior to surgery
- Establish better relationships
 - Patients & caregivers



What is a Second Touch Appointment?



- Follow up visit with APP after initial consult with surgeon
- 1-2 weeks after initial consult
- Opportunity for patient to ask questions
- Establish a relationship with the patient and identify potential barriers to care
- Preference for video visit
- Encourage family members and social support system to participate

Surgical Topics Covered

- Tumor stage, histology, site, treatment team
- Surgical details
 - Name of procedure
 - Duration of surgery
 - Anticipated hospital length of stay
 - Logistics
- Postoperative expectation
 - Pain management
 - Appearance
 - Swallow function and nutritional needs
 - Change in speech
 - Tracheostomy care (if needed)
 - Anticipated recovery time
- Postoperative visit
- Anticipated time for pathology results



Non-surgical Topics Covered

Medical history

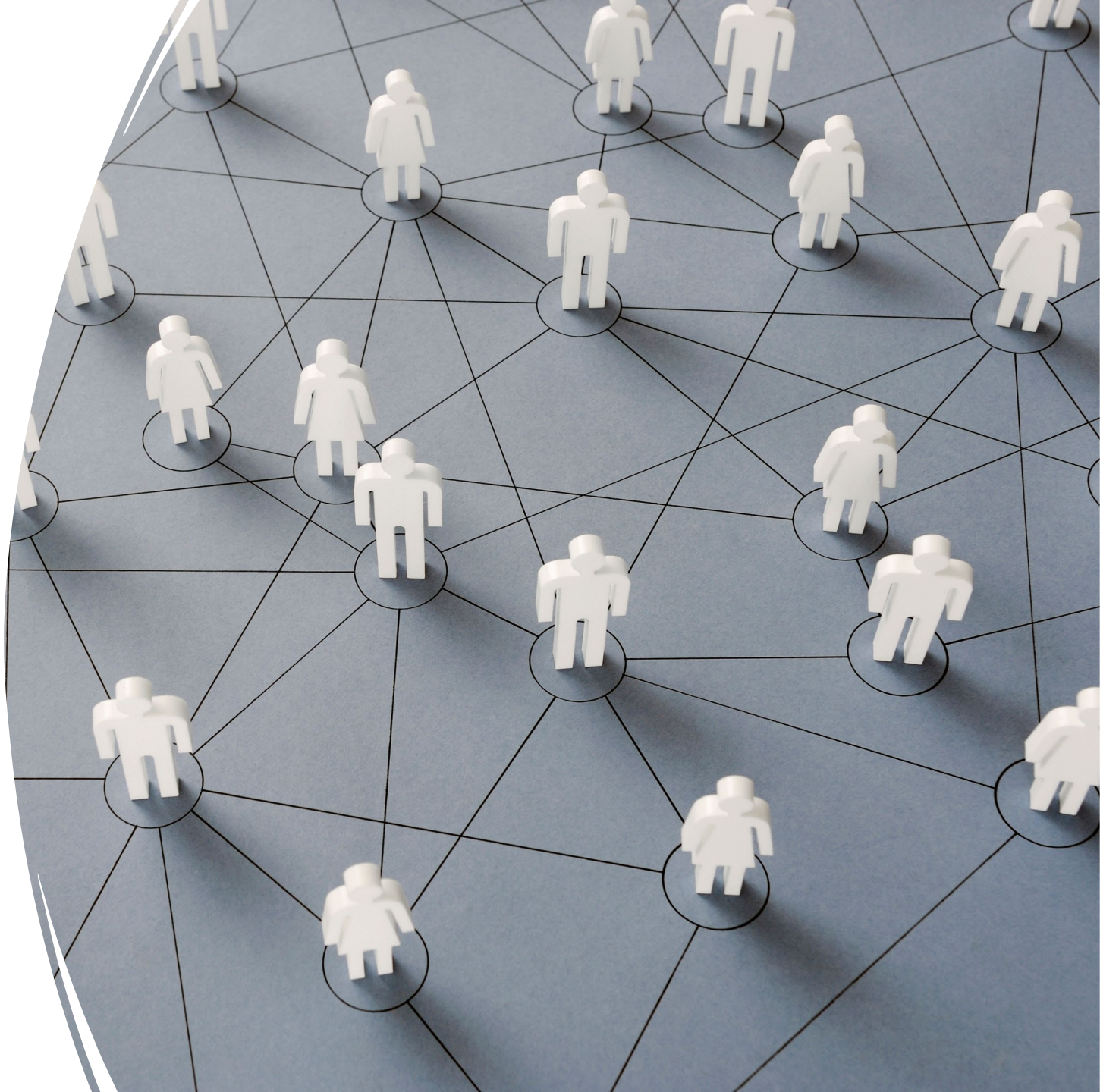
- Ensure H&P is scheduled or completed
- Review of comorbidities
- Updated health and surgical history in EMR
- Nutritional status
- Dental history
- Mental health concerns
- Oncologic ROS

Social history

- Tobacco history and cessation
- Alcohol use
- Opioid use history
- Transportation concerns
- Social support system
- Best means for communication
- Work status and FMLA paperwork
- Power of Attorney

Results & Benefits

- Medical
 - Hypothyroidism, alcoholism, anxiety/depression, opioid dependence
- Social
 - lack of support, income, loss of work/financial support
- Connect our patients
 - Speech Language Pathology, Swallow therapy, Cancer Psych, Social work
- Patient empowerment



Where do we go from here?



- Increase volume
- Collaborate with our SLP team
- Data
 - Readmission rate
 - Clinic call volume
 - Patient quality of life surveys

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