



PROCESS IMPROVEMENT PROGRAM

Description of Program

Purpose

The purpose of the Process Improvement Program (PIP) is to enhance data quality through improved collaboration, more effective communication, and strengthening the relations between state/provincial agencies, local tumor registrar associations, and other groups of cancer registry professionals. The most common example of a PIP award is between a state central cancer registry and those reporting to the state central registry. However, it could also be between provincial registries or between provincial and federal registries.

Scope of Program

The scope of the program is to provide state/provincial agencies, local tumor registrar associations, as well as other groups of cancer registry professional, resources to include a Process Improvement workshop as one component of an annual meeting. PIP workshops are designed to be a ½ day meeting to enhance data quality through improved collaboration between cancer registry organizations

Prior to the workshop each applicant will contact NAACCR to identify a facilitator to facilitate the “Process Improvement” workshop. The facilitator will contact the principal investigator of the project to select representatives from the involved organizations to conduct individual telephone interviews. A teleconference will be scheduled to discuss the issues identified from the individual telephone interviews to prepare for the workshops. Each applicant will be responsible for setting up his or her teleconferences by contacting the NAACCR office.

Through this process the facilitator will identify issues and commonalities. At the workshop the facilitator will provide an opening activity. Most facilitators have standard teamwork activities to demonstrate that things get done even when communication is not optimal.

The facilitator will conduct a listening exercise where both “sides” hear the issues (identified prior to the workshop) and have an opportunity to offer explanation for some of the problems. The group will prioritize which issues to resolve during the meeting. Dependent on the number of attendees at the workshop, the group will be divided into smaller groups ensuring, where possible, members representing all involved organizations are included. The facilitator will provide an overview of group rules. Each small group will take an issue to “brainstorm” and report suggestions to resolve issues to the whole group. When the whole group has reconvened, an agreement on the steps to be taken within the first year to resolve the issue should be established. Participants should then go back to work with assignments to improve their process.

After the Process Improvement workshop, the facilitator and a representative from each organization will select a committee from those who attended the workshop to participate in follow-up teleconferences. Approximately 3 months after the workshop the committee must schedule a

teleconference to ensure participants have put the improvements in place and discuss any obstacles that may have developed. At the next annual meeting the committee will meet to discuss the impact the changes have made (i.e., did the process improvement enhance the data quality? Has communication improved?). This will help to build confidence in each other, establish rapport, and build trust.

The facilitator will provide NAACCR with a workshop summary report after the post-conference teleconference. Facility identifiers and individual names will not be released in the summary report. The workshop summary report will consist of the date and location of the workshop, number of workshop attendees, attendee comments (consensus opinion of the group) regarding workshop and whether it was helpful, list of issues identified, which issues were addressed during the workshop, action plan to resolve the issues, and obstacles encountered since the workshop.

NAACCR Process Improvement Evaluation forms will be completed and submitted to the NAACCR Executive office at 2121 W. White Oaks Dr., Suite C, Springfield, IL 62704. The Process Improvement Participant Evaluation form will be completed by workshop participants and collected by the facilitator. The facilitator will submit all forms to Jim Hofferkamp of the NAACCR office within 2 weeks after the workshop. The Process Improvement Post-Workshop Evaluation will be provided at the annual meeting of the following year and completed by attendees that participated in the Process Improvement Workshop the prior year. The post-workshop form will be submitted to Jim Hofferkamp of the NAACCR office within 3 weeks after the annual meeting of which it was distributed.

Awards may include meeting room costs, audiovisual equipment, workshop supplies, photocopying, etc. *Non-reimbursable items include, but are not limited to, food and/or beverage for breaks and/or lunch.*

Eligibility

Organizations eligible for awards include state/provincial agencies, local and regional cancer registrar associations, as well as other groups of cancer registry professionals.

To be eligible for grant awards, the proposed workshop must meet the stated objectives. All PIP applications that do not address the workshop objectives will be considered *out of scope* and will not be reviewed or funded.

Requirements of Program

1. Application must be received by the closing dates for each quarter (January 1, April 1, July 1, and October 1 of each year).
2. Application reviews will occur quarterly; awards will be announced within 30 days of the quarterly deadlines.
3. Facilitator must be selected through NAACCR.
4. Workshop must be in conjunction with the state/province annual meeting.
5. After the workshop, the facilitator must submit a summary report to NAACCR and a summary from each of the post-conference teleconferences.

Review Criteria

1. Perceived Need (30%)
2. Feasibility and Logistics (30%)
3. Approach (30%)
4. Budget (10%)