

MILLENNIAL SYSTEMS

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Patricia A. Ganz, MD (Chair)
University Professor,
University of California, Los Angeles
Schools of Medicine and Public Health;
Director, Cancer Prevention & Control Research,
Jonsson Comprehensive Cancer Center

Dear Patricia A. Ganz MD:

The purpose of this letter is to thank you for the opportunity to review and make recommendations for improvement to the report compiled by the IOM (Institute of Medicine), (2013). The current committee report details a comprehensive perspective, providing numerous recommendations surrounding improved high-quality cancer care in the United States. One of the key strengths of the report is its embrace examination of the multiple constituents that form cancer care. Financial resources, information technology, care coordination, research, and most importantly patient involvement are all considered and scrutinized. We found the ten goals of the recommendations to be realistic and reasonably obtainable. The six interconnected components which comprise the framework, correlate appropriately to attain the specified goals. Claims were reinforced by facts and diagrams which precisely depicted the statistics.

It is the recommendation of Millennial Systems to reconvene the committee with a focus on updating and refreshing the report with current data trends as well as new concepts. From an organizational perspective it appears the IOM has fully embraced the dual integration of relational capacity and practice improvement (Duffy, 2013). Through continuous improvement processes the cancer care system is constantly evolving, revising current practice standards yielding improved efficiency. Duffy (2013), states with embracing these two core concepts the cancer care system will continue to grow, progress, and expand while delivering high-quality patient outcomes thru self-advancement.

Based on the assessment in the report brief by the IOM (2013), the system is in crisis mode. The incidence of cancer is on the rise, especially in the geriatric demographic. Increasing cost

associated with treatment is creating disparities in providing high-quality cancer care. Clearly the time is now to come up with a new radical upgrade to the current system.

Millennial Systems suggest a new perspective on cancer system management. Envision the cancer care system as a living system, “ever evolving toward more wholeness” (Laloux, 2016, p.54). The current cancer care system is fragmented with multiple points of care never fully yielding a cohesive plan for the patient. Wholeness should be the goal, with the patient being the central focus. Laloux (2016) claims systems should follow an evolutionary purpose, sensing and responding rather than attempting to predict and control. The cancer care system should inform the patient on all aspects of their care then patiently wait sensing what the patient prefers honoring that decision with appropriate treatment plans.

The first action to correct the cancer care system is reducing the unnecessarily complex process of providing care. Simplification needs to occur which allows all members of the team to gather to discuss the plan of care as a multidisciplinary team rather than an individual systems approach. Waste is abundant in the financial sense as well as time management in the current system. Patients often struggle to coordinate their care due to the many moving components of the healthcare system. Resources should be reallocated with a focus on simplifying the process reducing waste from overcomplicated processes.

The last action we recommend is fully integrating today’s technology advances in the form of a national cancer website into the treatment process. This dynamic website will be utilized to disseminate the most current cancer research and evidence, thus promoting social learning as a nation. Duffy (2013), suggest that this continuous learning approach enables care professionals a centralized resource for gathering, analyzing, and broadcasting information which will be used to rapidly guide practice improvement. This website will serve as a safe environment for reflection, discussion, and development of new approaches to cancer treatment.

On behalf of Millennial Systems, thank you again for the opportunity, and we look forward to working with you in the future.

Respectfully yours,

(SIGNATURE IN WRITING)

Nicholas La Mar, BSN, RN
Millennial Systems President

References

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Laloux, F. & Wilber, K (2016). *Reinventing organizations: An illustrated invitation to join the conversation on next-stage organizations*. Nelson Parker