

Patients follow straight paths, staff unravel complex webs

Understanding systems: mapping oncology patient’s journey at an Australian academic clinical trials unit (CTU) using the functional resonance analysis method (FRAM)

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Takeaway message

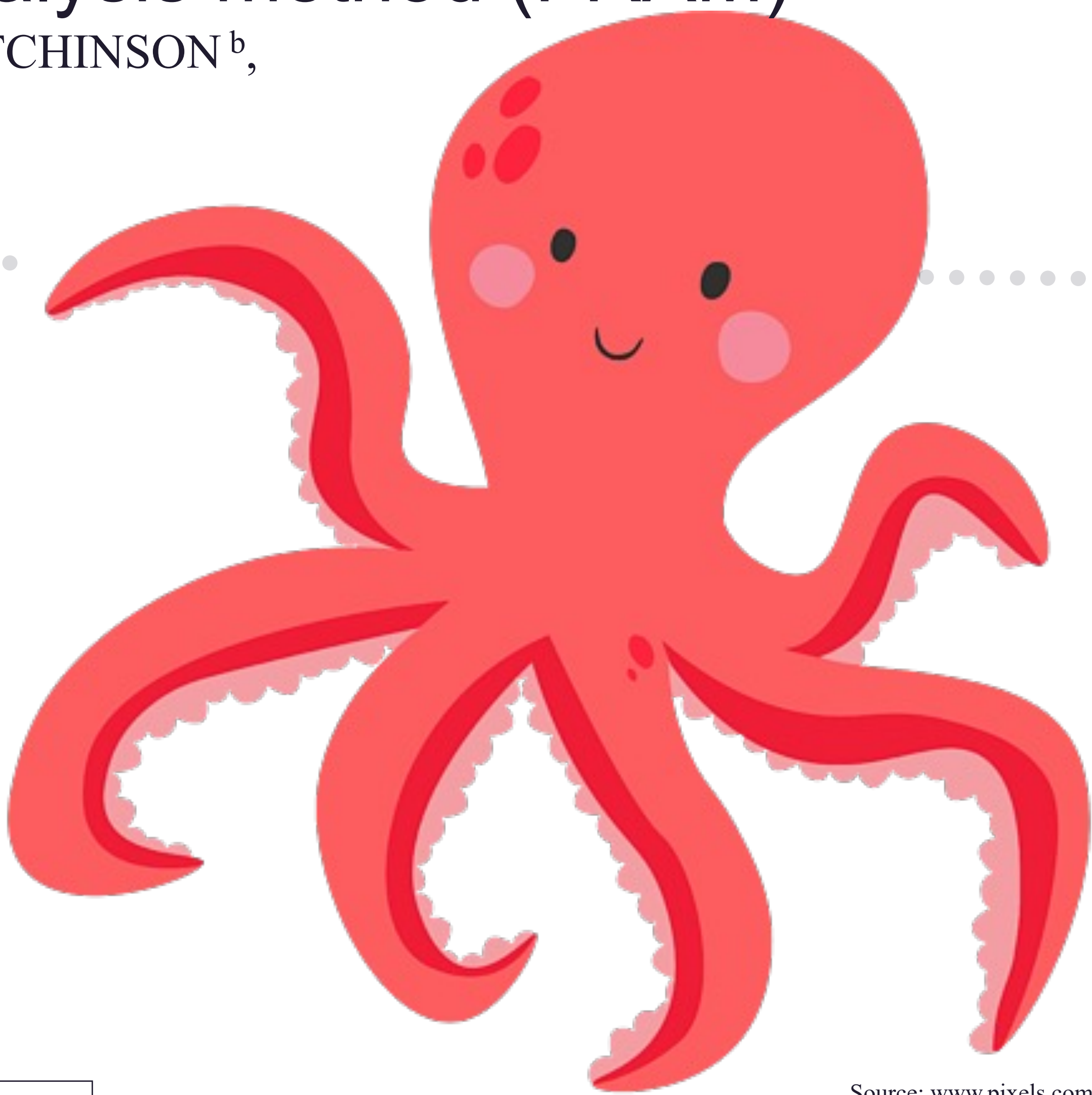
Complexity of systems are often unmet by eyes.

Enhancers

- Collaboration
- Consistency
- Creativity

Barriers

- Physical space constraints
- Breakage in communication



Source: www.pixels.com

Results

Background

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What
To understand oncology patient’s journey at clinical trials unit using the *functional resonance analysis method* (FRAM)

📍

Where
Australian academic clinical trials unit (CTU), 80% oncology trials

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Why
To understand patient experience, daily operations of CTU and identify enhancers and barriers.

Methods

Ten patients

Seven staff

Direct observations

Interviews

FRAM¹

Source: www.mq.edu.au

Data collection: February – March 2023

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Figure 1. Base model, n=21functions of patient processes

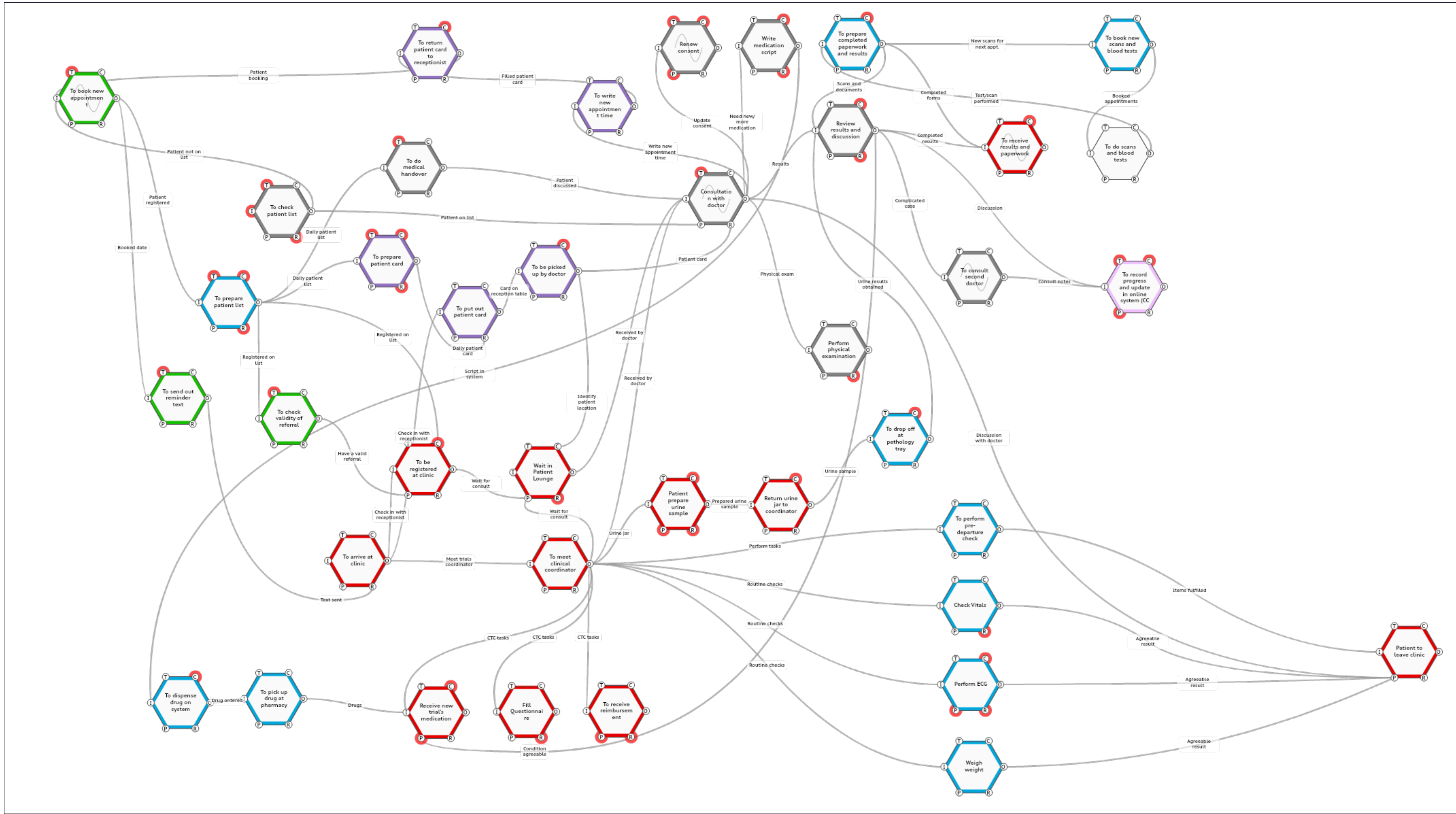


Figure 2. Comprehensive model, n=39 functions

References

¹ Hollnagel E, Hounsgaard J, Colligan L. FRAM - the Functional Resonance Analysis Method – a handbook for the practical use of the method. Denmark: Centre for quality; 2014 [cited 2023].