

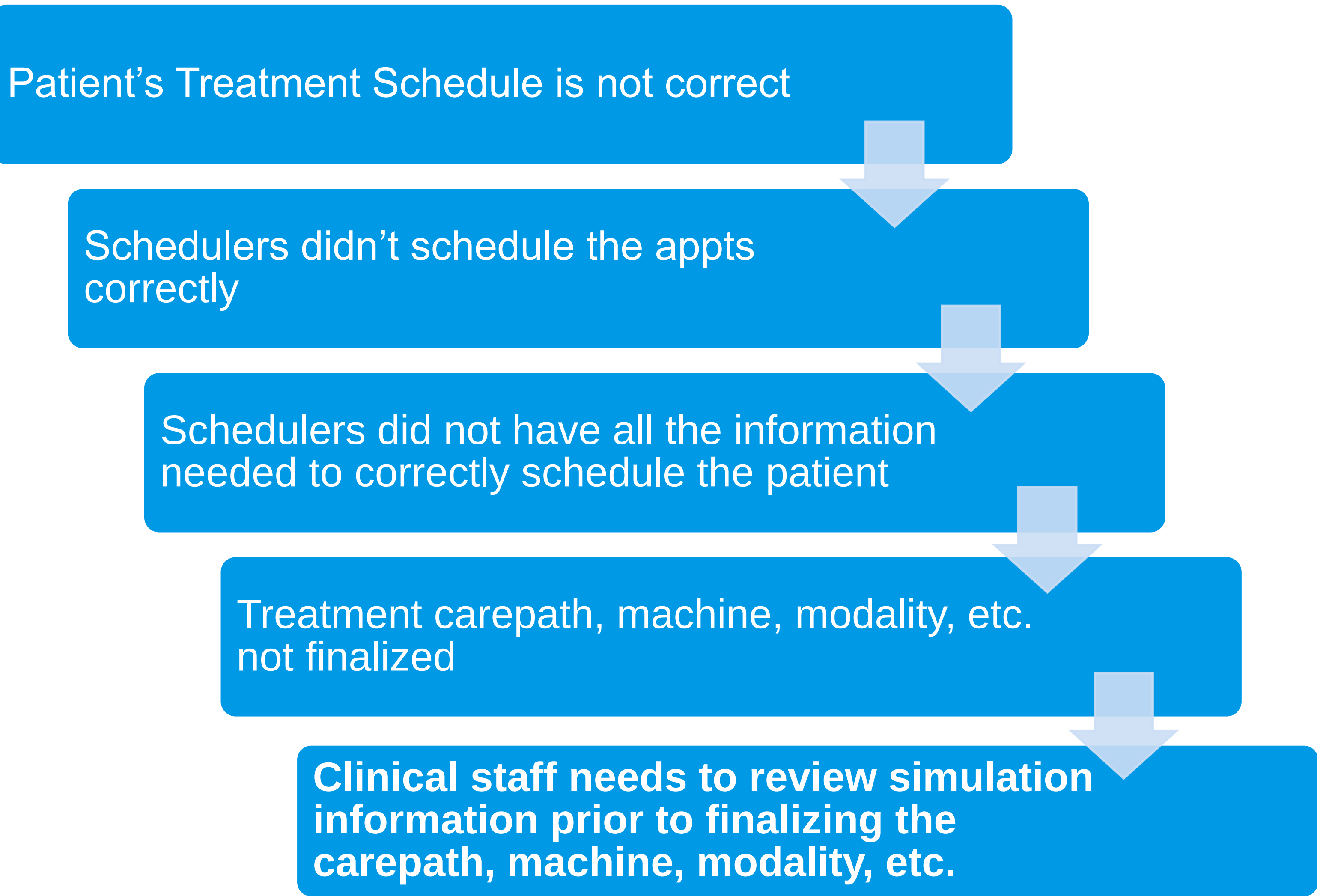
Increasing Patient Satisfaction by Optimizing the Treatment Scheduling Process

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Introduction

Scheduling Rad Onc patient's treatments has many variables, affecting patient wait times and accuracy of scheduling efforts. Approximately 240 patients start treatment each month while only 25% of all treatment appointments are scheduled correctly. No formal scheduling structure and frequent communication breakdowns have amplified the scheduling errors in recent months as patient volumes have increased.

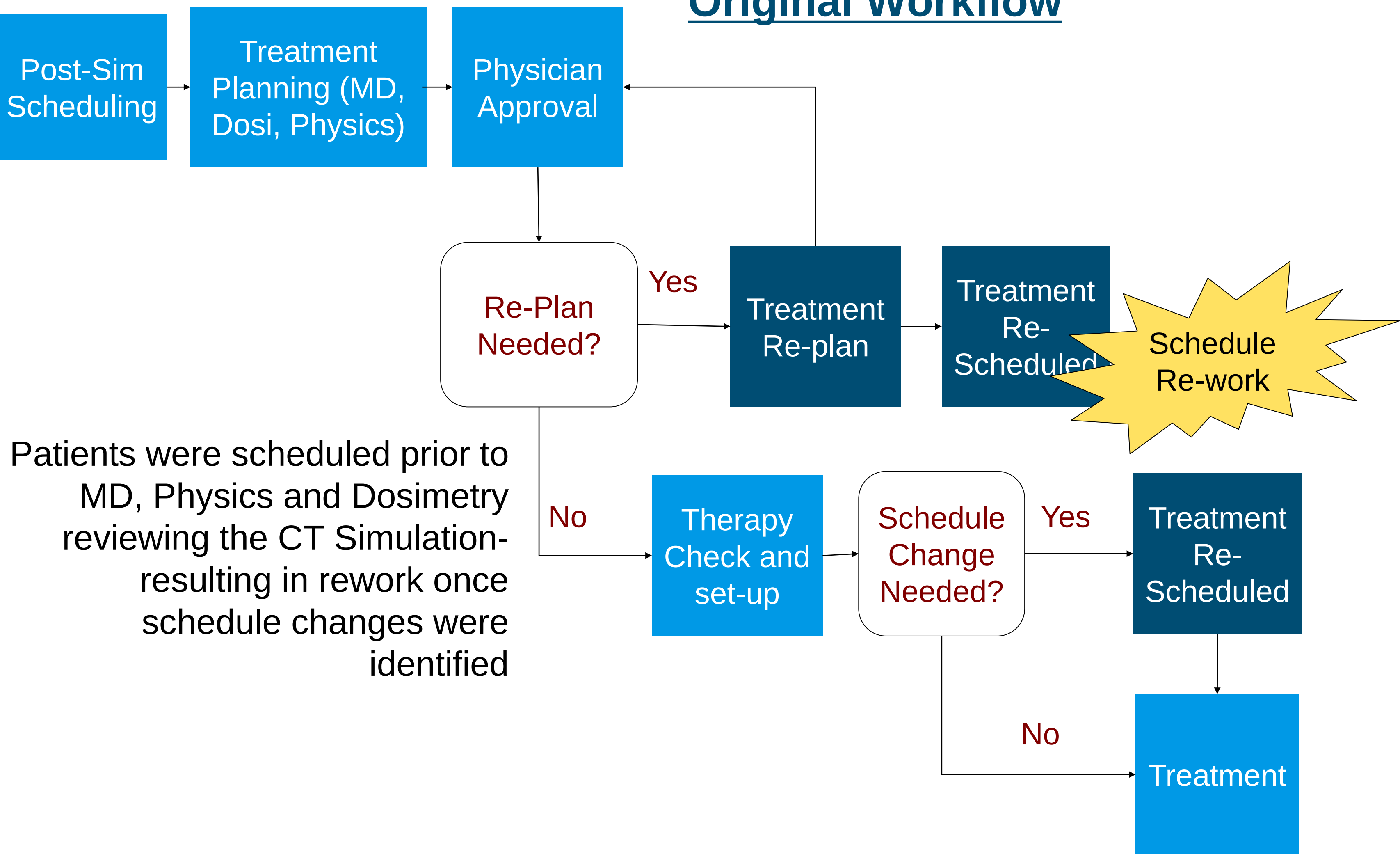
Root Cause



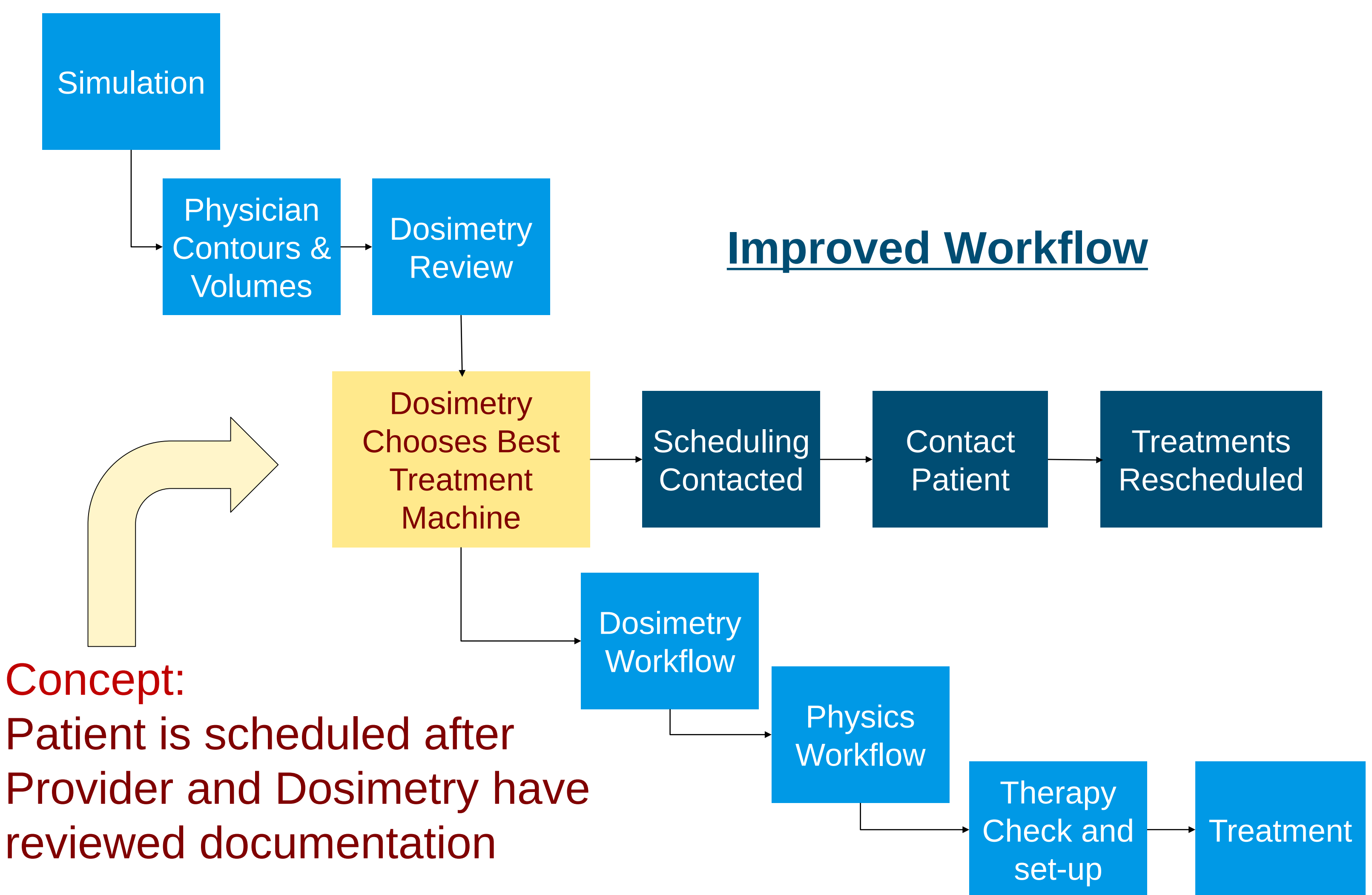
Goals

- Implement a data-driven and digital solution for schedulers to utilize in order to ensure accurate and timely scheduling of set-up and treatment appointments
- Reduce rework scheduling tasks by 40%
- Eliminate all email changes to treatment schedules, except for same day or emergent treatments.

Original Workflow



Improved Workflow



Implementation

- Piloted in three phases:
 - 1st Phase – 30 day proof of concept with pre-approved patients
 - 2nd Phase – Single disease site patients
 - 3rd Phase – All Linac patients
- Planning flow is streamlined to minimize scheduling re-work and delays
- Staff communication centralized to one EMR system and scheduling now included on planning carepath
- Patient scheduling preferences are accommodated prior to simulation appointment completion
- All treatment scheduling completed prior to patient start, which allowed for minimal impact due to Covid-19

Barriers

- Missing information (Treatment Instructions aren't completed at time of prescription [EBRT] completion, Incomplete downtime contingencies)
 - Incomplete photon orders (if protons are not available)
 - scheduling evaluation scans
- Multiple modes of communication between scheduling staff and clinical staff, leading to missed messages and then delays.
- Provider buy-in was inconsistent

Results

	Count	%
Scheduled for Treatment without Scheduling Complication	295	82.9%
Patient Never Treated (Never Scheduled)	24	8.4%
Schedule required 2 nd scheduling (Rework)	26	8.7%

Benefits

- Scheduling Rework tasked reduced from 50% to less than 9%
- 40.5 hours of Rework for Schedulers per week reduced to 8.2 hours