‘It’s Time’…
Smother, faster services for cancer patients at Concord Hospital

Geraldine Antonio & Anna MacTiernan
Geraldine.Antonio@sswahs.nsw.gov.au & Anna.MacTiernan@sswahs.nsw.gov.au

Case for change
On average patients wait 66 minutes to commence treatment
Patients top issues are timely access to care; physical comfort and information/education
There is uneven scheduling of patients and a peak in workload between 10am and 12 noon
Staff feel overwhelmed by the workload and morale is low
Chair time not utilised efficiently. Non value-added chair time Med Oncology Day Unit 30%
Haematology Ambulatory Care Unit 17%

Goal
Improve the management of patient flow and ensure a more effective and coordinated approach in the outpatient department for Cancer Services.

Objectives
• Decrease patient delays to commence treatment by 30% by July 2016
• Build capacity by streamlining processes to decrease non-value added chair time by 20 by July 2016
• Improve the patient experience of waiting times by 25% by July 2016
• Increase staff satisfaction with work environment by 20% by July 2016

Method
• Survey revealed increasing patient waiting times
• Extensive diagnostic tools involving staff and patient surveys/interviews and data collection were used to analyse and determine issues
• Involvement of all key stakeholders in development of solutions
• Strong support of Sponsors and Steering Committee
• Multiple communication strategies and promotion throughout project
• Structured Working Groups for implementation of each solution

Results
Streamlining processes reduces patient delays on the day of treatment.

• Medical reviews + blood tests (on day of treatment) = reduced patient delays

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Conclusion
The lessons learned from this project to date are that without pre-preparation of patients before the day of treatment, Cancer Day Units will struggle to achieve an efficient service that meets the needs of patients, staff and the service itself. The implementation of the solutions developed in this redesign project will move the patient experience on the day from one of waits/delays and uncertainty to a smoother, faster and more predictable model that more closely meets patient needs and expectations.

Local and international literature described similar findings with like models when pre planning for treatment day did not occur. In cases where similar solutions were implemented, outcomes relating to waiting times, delays and the patient experience improved significantly.

The findings are applicable to all ambulatory day treatment centres.

Acknowledgements
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Contact
Geraldine.Antonio@sswahs.nsw.gov.au - Redesign Project Manager or
Rachel.Marnell@sswahs.nsw.gov.au - Nursing Unit Manager, Ambulatory Cancer Unit, Concord Hospital
Instructions to fill in the poster
Delete this slide when your poster is filled in

First...
Check with conference organisers on their specifications of size and orientation, before you start your poster eg. maximum poster size; landscape, portrait or square.
The page size of this poster template is A0 (84x119cm), landscape (horizontal) format. Do not change this page size, MIU can scale-to-fit a smaller or larger size, when printing.
Bear in mind you do not need to fill up the whole space allocated by some conference organisers (eg. 8ftx4ft in the USA). Do not make your poster bigger than necessary just to fill that given size.
In this template, the different sections have been filled so they align with some of the criteria to submit a NSW Health Innovation Award to streamline your work.

Tips
Tips for making a successful poster...
- Re-write your paper into poster format ie. Simplify everything, avoid data overkill.
- Headings of more than 6 words should be in upper and lower case, not all capitals.
- Never do whole sentences in capitalls or underline to stress your point, use bold characters instead.
- When laying out your poster leave breathing space around you text. Don’t overcrowd your poster.
- Try using photographs or coloured graphs. Avoid long numerical tables.
- Spell check and get someone else to proof-read.

Importing images
Importing / inserting files...
Images such as photographs, graphs, diagrams, logos, etc, can be added to the poster.
To insert scanned images into your poster, go through the menus as follows: Insert / Picture / From File… then find the file on your computer, select it, and press OK.
The best type of image files to insert are JPEG or TIFF, JPEG is the preferred format.
Be aware of the image size you are importing.
The average colour photo (13 x 18cm at 180dpi) would be about 3Mb (1Mb for B/W greyscale).
Make sure your graphs are easy to read once printed.

Do not use images from the web.

Notes about graphs...
For simple graphs use MS Excel, or do the graph directly in PowerPoint.
Graphs done in a scientific graphing programs (eg. Sigma Plot, Prism, SPSS, Statistica) should be saved as JPEG or TIFF if possible.

Printing and Laminating
Once you have completed your poster, it will also be printed & laminated for you for display in your ward/unit/department.
Cost...
The Centre for Healthcare Redesign will cover the cost of printing for you

How to use this poster template...
Simply highlight the text in black and replace it by typing in your own text, or copy and paste your text from a MS Word document or a PowerPoint slide presentation.
The body text / font size should be between 24 and 32 points. Arial, Helvetica or equivalent.
Keep body text left-aligned, do not justify text.
The colour of the text, title and poster background can be changed to the colour of your choice.

For more information on:
Poster Design, Scanning and Digital Photography, and Image / file size.

Contact:
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