



## PRACTICE SPOTLIGHT

# Simplified Workflows, **Better Patient Care**

**Providers:** 62

**Locations:** 9

**EMR:** McKesson iKnowMed<sup>SM</sup> G2

**PMS:** Centricity

**Network:** The US Oncology Network

**Participating:** Oncology Care Model

**Patient Relationship Management:** Navigating Cancer

### THE CHALLENGE:

Virginia Oncology Associates (VOA) is an oncology and hematology practice with nine locations. This busy practice spans the southeast region of Virginia and Northeastern North Carolina and is participating in the Oncology Care Model. As the needs of patients become more complex and the new requirements of delivering value-based care expand, VOA recognized the need for some changes. The practice started with its triage process where nurses were facing significant workloads and patient calls were being misdirected, resulting in delayed care for patients.

### 90-DAY PERIOD IN 2019:

- » Faster symptom management: **86%** of incidents are resolved in under 3 hours
- » **13%** of patients who were helped with a symptom likely **avoided an ED visit**
- » **1,300 hours** of tracked time for navigation activities
- » **6,000 patients** registered for the portal within two weeks of go-live

### What the staff is saying:

*“I am very satisfied with the new triage process. We are more efficient and effective as a team since patient needs are clearly displayed in order of priority. This has been especially useful for us to pick up where someone else left off - nothing gets missed!”*

*The new system is definitely helping us deliver better care. No more deciphering voice mail messages and hand written notes – patients speak to an operator and know their need has been documented and they can expect assistance soon after.”*



## The Navigating Cancer Advantage

- » Enables proactive assistance for patients in a timely manner
- » Improves visibility and clarity of patient needs
- » Reduces manual documentation with automation and reporting
- » Fosters teamwork and mutual support of each other

### ADDITIONAL POST IMPLEMENTATION SUCCESS

## Smarter Resource Use

Initially, VOA was apprehensive about changing their workflow. They found, however, the new system created significant efficiencies for them. Instead of listening to voice mail messages, transcribing them to paper and then entering everything into the EMR, operators now create tickets on the work board in real time to be managed by a nurse. Once resolved, the ticket is automatically transferred to the patient's chart. Triage nurses also no longer have to track the number and types of calls they receive. It's all captured through the software.

“I love the triage ticket system - it's sometimes very difficult to understand voice mail messages. This system ensures we're meeting patient needs and using our time effectively.”  
~ Triage Nurse

## Improved Patient Satisfaction

**1 hr** care team dedicated to assigning all tickets in one hour or less

“We are able to return patient calls in a more timely manner - customer service is much improved.”  
~ Triage Nurse

The VOA triage team is now more equipped to work as a team and that results in faster responses to patient needs. The shared work board facilitates easier communication between the operators and nurses, nothing falls through the cracks. The robust filtering enables the team to provide coverage for one another, eliminating what used to be a multi-step process.

## Better Symptom Management

Because patient issues are now entered in the system in real-time and in order of need, the triage team can focus on the most serious issues first and help patients manage symptoms. When the issue can be managed at home or in the clinic, patients are able to avoid disruptions to treatment and unnecessary ED visits and hospitalizations.

**86%** of symptom-related patients issues are resolved in under 3 hours

**13%** ED reduction: out of 2,826 symptom-related tickets