



# › Navigating Cancer PRACTICE SPOTLIGHT



PROVIDERS  
**500**

LOCATIONS  
**210**

EMR  
OncoEMR

PATIENT EXPERIENCE

**60%**

symptom-related calls were managed within the hour.

PATIENT ENGAGEMENT

**8%**

Symptom-related incidents that would likely have otherwise resulted in an ED visit were averted by nurse intervention

ANALYTICAL INSIGHT  
OUTCOMES

Texas Oncology discovered shortness of breath, vomiting, chills, and weakness were the top symptom types addressed for emergency department avoidances.

## Interoperable, Remote Patient Monitoring Solutions Improve Patient Outcomes and Triage

### Background

Texas Oncology is an independent, physician-led network delivering comprehensive care and treatment options with over 200+ locations throughout Texas.

Prior to implementing Navigating Cancer Solutions, Texas Oncology needed a Triage Patient Care Management solution that was scalable, easy-to-administer, and allowed for transparency across clinical care teams. They also needed a solution that could manage patient symptoms in a timely manner that would also lower overall Emergency Department (ED) visits and hospitalizations.

Texas Oncology needed a powerful risk-stratified system that ensured patients received a high level of care coordination and management, combined with automated task assignments to help care teams reduce manual coordination and keep the focus on patient-centered care.

### Improving Outcomes with Navigating Cancer

Texas Oncology implemented Navigating Cancer's Triage solution during the fourth quarter of 2019 and continued until December 2020, while simultaneously coordinating care during the COVID-19 pandemic. Navigating Cancer's web-based solution allowed clinical staff to immediately streamline care coordination across multiple clinics in an appropriate and timely fashion.

## Streamlining Care Coordination and Improving Staff Efficiency

The product team at Navigating Cancer, led by Laura Ford, realized that Texas Oncology needed a better system of managing patient phone calls so that care teams could get patients the care they needed in an ambulatory rather than an inpatient setting. They understood that a scalable and streamlined care coordination solution was essential so that nurses and ancillary clinical staff were able to reach patients in an appropriate and timely fashion.

Texas Oncology's patient care management goals were:

- Reduce patient call-back times in 90 minutes.
- Improve nurse intervention for symptom-related incidents that would likely have otherwise resulted in ED visits.
- Meaningful reduction in hospitalization and emergency department (ED) visits by shifting care to ambulatory settings.
- Improve response time with communication between nurses and health care professionals and patients

## Results and Improved Positive Patient Outcomes

Since implementing NavigatingCancer's patient management solutions, Texas Oncology saw reduced call-back times for symptom-related calls as well as reduced hospitalizations.

Navigating Cancer's Triage Care Management Tool also allowed for documentation of all inbound patient calls and incidents, which were visible to Texas Oncology's entire care team. As a result, patients could easily input answers to questions regarding their symptoms and medication compliance. In addition, patient calls with high risk-symptoms, such as fevers of 102 degrees, were flagged as needing to be prioritized.

Since switching to NavigatingCancer, Texas Oncology saw:

### Q4 2019 (Pre-Implementation)

- Pre-implementation call-back times started at 3.2 hours for all incidents and 2.3 hours for symptom-related incidents.

### Q4 2019 vs. Q4 2020 (Post-Implementation)

- Resolution times had improved with the average response time for each incident falling from 3.2 hours to 2.2 hours by December 2020 for symptom-related incidents.
- 60% of symptom-related calls were managed within the hour.
- 8% of symptom-related incidents that would likely have otherwise resulted in an ED visit were averted by nurse intervention.
- Texas Oncology discovered shortness of breath, vomiting, chills, and weakness were the top symptom types addressed for emergency department avoidances.