

The Creation and Implementation of an Innovative Digital Platform to Streamline Home Chemotherapy and Immunotherapy Referral and Admission Management

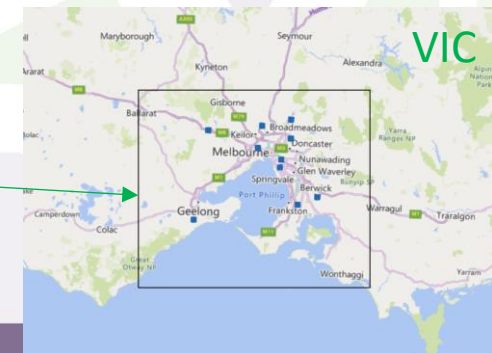
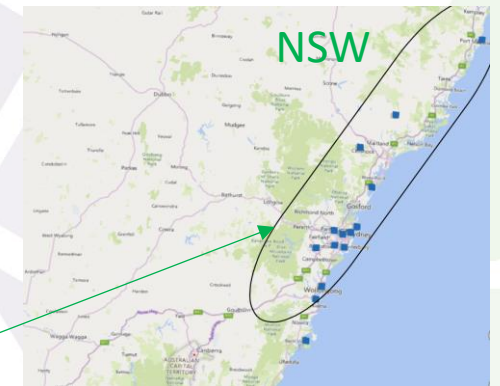
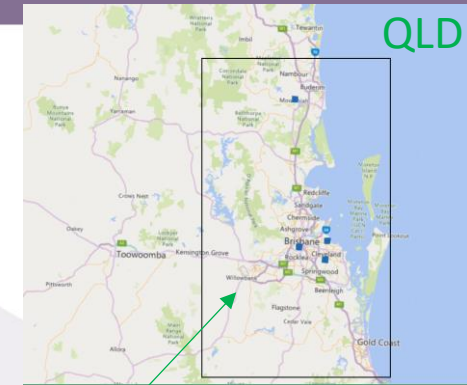
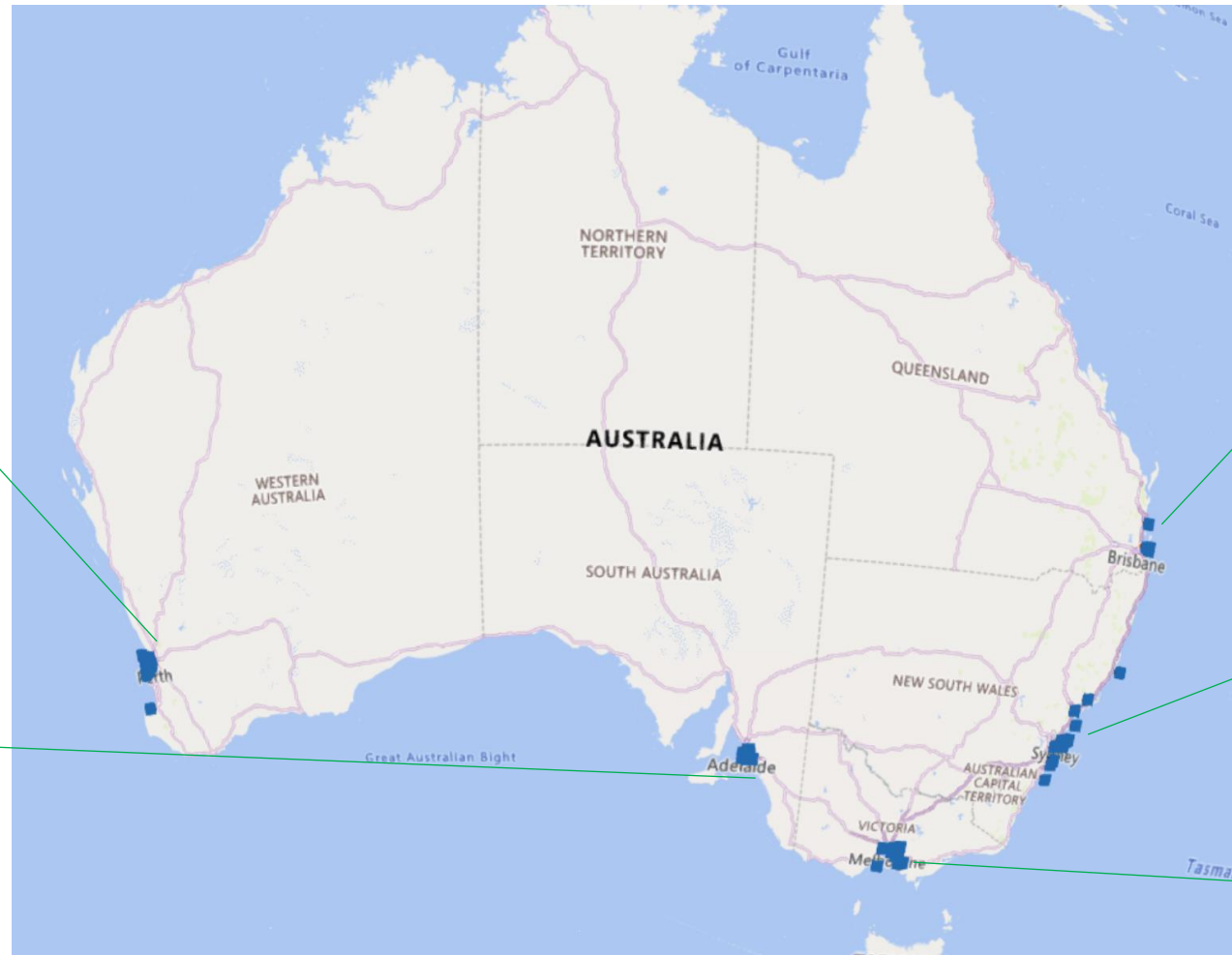
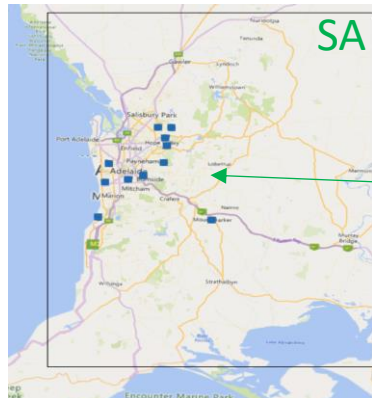
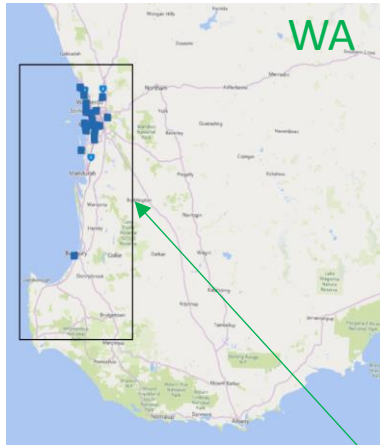
June 2024

Who are we?

- Founded in 2013



National Service Area



Our Team

Nurse Lead Admissions
Senior Clinical Admission Coordinator
Non-Cancer Admission Coordinator
Clinical Admission Nurses
Administration Liaison
Clinical Pharmacist
External Pharmacy Team
Finance Team
Business Development Team



Catalyst for the Change



Pros

Information at a glance

Track changes and see working

Cons

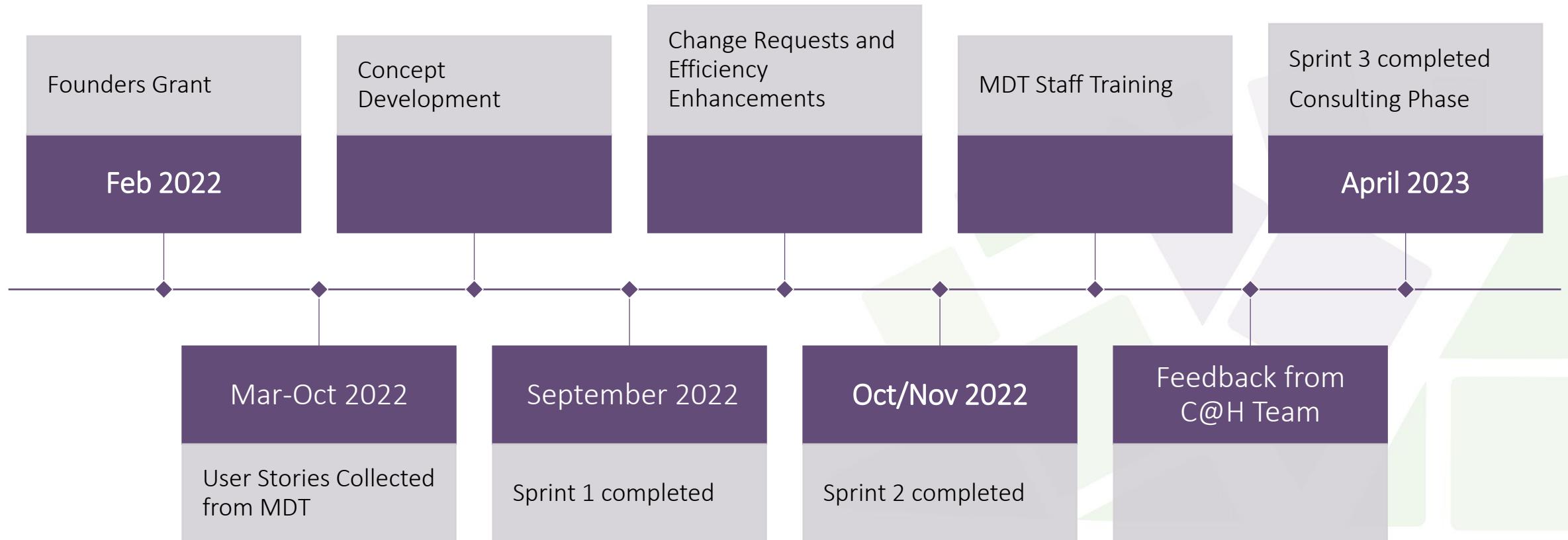
Easily deleted or duplicated

Too large – fragmented across tabs

September 2021 applied and successfully announced February 2022

"This Project involves the development and implementation of technical platform improvements that meet the surging demand for specialised home healthcare service delivery. This project will position View Health-chemo@home at the forefront of nationally and internationally scalable specialised home healthcare services by enabling consumers and medical specialists to engage using an intuitive enquiry, referral and management process."

CARE Timeline



Why a CRM?

We needed a system that followed the workflow across the MDT.

User Stories from each role within the MDT allowed the Software Designers at Illuminance Solutions to identify the key features and functionality needed in the CRM software.

An example of this for the Admission Coordinator was -

" I want to be able to assign a level of urgency so that admin and nurses can filter and prioritise the work – I want them as levels 1-4 rather than using a date to identify"

Prototype and First Sprint

A project plan of the referral system was built using the information from user stories in an agile methodology.

This was called the "First Sprint" - a week of meeting sometimes twice a day with the development team to work through the requirements – clarifying how the dev team thought they could provide the functionality.

By the end of this Sprint, V2 of the platform was ready to use and be tested



Sprint 2-3

- We spent the 5 months between Sprint 2 and 3 gathering feedback from all members of the MDT
- We implemented a digital form for feedback and the data would import live.
- Information on the digital form exported easily to excel
- This helped us form the “project plan” for Sprint 3 – our final sprint
- By the end of this period, we had a list of priorities.
 - This included 153 enhancements that ranged from field name changes, to a full pharmacy page rework, to a new enquiries section in the CRM
- This was fed into a larger platform plan that included each field, who used the field, what it was used for (purpose) AND if there was a change required to the field.
- These were all fit into Sprint 3

Nurse CARE Field	Field purpose	Responsible for	Change requested
Nursing Page	Clinical admissions phone call completed (date field)		
Nursing Page	Patient supply own meds (comment)	Indicate if aware	Admitting Nurse if aware (unless VH Pharmacy aware) MBP Pharm use
Nursing Page	COVID check complete		
Nursing Page	Extra Charge Refer MBP (Tick box)	VH Pharm instructing VH Nurse to tell patient to call MBP for charges	VH Pharmacy MBP Using Nurse using
Nursing Page	Pt referred MBP (Tick box)	During an admission, if the patient had queries, ticking	Nurse Admin MBP Using

CARE

Chemo@home Admission Referral Ecosystem

Testerton01603 - Saved
Referral

Active Status

In Progress Status Reason

 **Fiona Arthur**
Owner

Patient Admission Journey
Active for 12 months

Patient Identification (< 1 Min)

Treatment Funding

Administration Admission

Pharmacy Funding

Clinical Admission

Patient Information

Funding Team

Admin Team

Pharmacy Team

Nurse

Related

Priority Level

Priority ● Level 1

Patient Information

Patient Testy Testerton

First Name * Testy

Last Name * Testerton

Email *

Mobile Phone * abc 123

State * WA

Patient Information

Nurse Area WA Nurses

Within Catchment Area? ☒

Documentation ALL IN ☒

Referral Acknowledgement ☒

Online Admission ☐

Status comment ---

Patient Information

Referral Name * Testerton01603

Referrer * IMA Test

Epi ID ---

Diagnosis CRC

Treatment FOLFOX

Treatment type Cancer treatment

Referral Received 5/06/2024

Treatment Due ASAP

Team Communication

Communication made to Team when Patient not proceeding: ☐

Timeline

Search timeline

Enter a note...

Highlights

Recent

Modified on: 4:18 PM

Note modified by Fiona Arthur

Phone call needed for health fund check - await chart

View more

←	Focused view	 Show Chart	+ New
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zALL Active AND Inactive Referrals* ▾	
☐	Status ▾ Status Reason ▾
☐	Active In Progress
☐	Inactive Other
☐	Inactive Not Proceedin...
☐	Inactive Admission Co...
☐	Inactive Admission Co...
☐	Inactive Admission Co...
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☐	Inactive Admission Co...
☐	Inactive Admission Co...
☐	Inactive Admission Co...
☐	Inactive Not Proceedin...
☐	Inactive Other

- ACC Admitted Check 👤
- ACC Work 👤
- Admin L2 👤
- Admin Team Stage 2,3 NEW 👤
- Admin Team Stage 2,3 PRIORITY 1 ONLY 👤
- All Active Referrals 👤
- Clinical Stage 5 👤
- Clinical Stage 5 - L2 👤
- Clinical Stage 5 - L3 👤
- Clinical Stage 5 - L4 👤
- Clinical Stage 5 -L1 👤
- Finance - Stage 2 👤
- Finished but not really 👤
- New Admin Team L3 👤
- New Admin Team L4 👤
- On Hold - Active and Inactive 👤
- Pharmacy Stage 4 👤
- REF DAILY TOTAL: zALL Active AND Inactive Referrals 👤
- State NSW Active NEW 👤
- State QLD Active NEW 👤
- State SA Active NEW 👤

zALL Active AND Inactive Referrals* ▾

☐	Status ▾	Status Reason ▾	Created On ▾	↑	P ▾	Priority ▾	Treatment ▾	T ▾	State (Nurse A... ▾	Suburb (Patient) ▾	F ▾	Current... ▾
☐	Active	In Progress	28/05/2024 8...		H..		Aclasta					
☐	Inactive	Other	27/03/2023 4...	A.	M.	Level 4	Aclasta		WA	COTTESLOE 6911	K.	Stage 3 ~...
☐	Inactive	Not Proceedin...	12/12/2023 1...	A.	M.	Level 4	Aclasta		QLD	CAPALABA 4157	C.	Stage 5 ~...
☐	Inactive	Admission Co...	27/02/2024 9...	A.	J...	Level 2	Ferinject		WA	BEEILIAR 6164	L..	Finished
☐	Inactive	Admission Co...	23/02/2023 1...	A.	M.	Level 1	Aclasta		VIC	ROWVILLE 3178	S..	Stage 5 ~...
☐	Inactive	Admission Co...	9/08/2023 4:...	A.	S...	Level 1	C8 Elotuzumab ...		SA	ALDINGA BEACH ...	M	Finished
☐	Inactive	Admission Co...	8/02/2024 8:...	A.	D..	Level 4	Aclasta		VIC	SOUTH KINGSVIL...	M	Finished
☐	Inactive	Admission Co...	22/06/2023 4...	A.	R..	Level 4	Aclasta		VIC	MCKINNON 3204	R.	Finished
☐	Inactive	Admission Co...	10/03/2023 1...	A.	D..	Level 3	iron		SA	SALISBURY EAST ...	J..	Stage 5 ~...
☐	Inactive	Admission Co...	13/12/2022 1...	A.	N..	Level 1	Cemiplimab C1	2..	NSW	LAURIETON 2443	G.	Stage 5 ~...
☐	Inactive	Admission Co...	14/12/2022 9...	A.	N..	Level 1	Vedo induction (...)	3..	WA	KARAKIN 6044	J..	Stage 5 ~...
☐	Inactive	Admission Co...	26/04/2023 1...	A.	F...	Level 4	Aclasta		VIC	RINGWOOD 3134	J..	Finished
☐	Inactive	Admission Co...	31/05/2023 4...	A.	P...	Level 3	Ferinject		VIC	DONCASTER EAS...	P..	Stage 5 ~...
☐	Inactive	Admission Co...	16/06/2023 1...	A.	C..	Level 2	Ferinject		WA	DIANELLA 6059	C.	Finished
☐	Inactive	Not Proceedin...	26/07/2023 4...	A.	L...	Level 4	Aclasta		SA	ATHELSTONE 5076	M	Stage 2 ~...
☐	Inactive	Other	10/10/2023 1...	A.	J...	Level 3	Ferinject		NSW	BELROSE 2085	V.	Stage 2 ~...
☐	Inactive	Admission Co...	9/06/2023 2:...	A.	D..	Level 1	Mod de Gramon...		WA		A.	Finished
☐	Inactive	Other	16/05/2024 8...	A.	B...	Level 4	Aclasta		QLD	CHERMESIDE 4032	J..	Stage 1 ~...

Rows: 5000+

Enquiries

←

☐

Save

Save & Close

+ New

Convert

Flow

▼

New Enquiry - Unsaved

Active Status

In Progress Status Reason

 Fiona Arthur
Owner

▼

Enquiry Business Proce...
Active for less than one min...

Enquiry (< 1 Min)

Enquiry Actions

Inactive

Enquiry converted

General

Enquiry actions

Administration

Enquiry Name

🔒

Diagnosis

Patient

🔍

Treatment

Doctor

🔍

PHI Fund

Enquiry specifics

*

Member Number

Contact method

Suffix Number

Date of Enquiry

📅

Data Collection and Reporting

- Can pull reports from any field and export to excel
- Has been invaluable to the development of achievable KPIs for both the nursing and admin teams.



- **Be really clear about exactly what you want from the system and provide the why – e.g Reporting**
- **When approaching a project, ensure the team agrees on their current process before commencing. Eg Pharmacy working page**
- **Taking the time between sprints to use the system and gain feedback was invaluable to the final build**



Referral Flow

Referral via
email

Entered into
CARE

Handed over
in TEAMs