

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

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Introduction: Cancer admissions are complicated and require a coordinated multidisciplinary team (MDT) approach. Increased demand for a national private home chemotherapy service during COVID-19 led to the development of a specialised admission software system. This digital system facilitated the nurse-led triage of referrals and provided a platform for the MDT to simultaneously work on each admission.

Objectives/Aims: To develop a software system with advanced functionality to streamline admissions workflow and communication across an MDT. To allow the Nurse Admission Coordinator the ability to triage large volumes of referrals and ensure timely care.

Description/Methodology: A working party including representatives from Information and Communication Technology (ICT), nursing, administration and pharmacy was formed. The working party presented user stories for the software development team. A prototype of the admission system was developed. The admissions team used the first iteration of the system for several months and collated feedback. A review to identify inefficiencies and redundancies in existing business processes was undertaken. The second sprint implemented changes based on user needs and required a change management approach to educate the admission team. Daily meetings with the software project team, ICT Lead and Nurse Lead provided flexibility and agility in responding to evolving user needs.

Results/Outcomes: Following a successful second sprint, the admission system was successfully implemented to allow the seamless flow of a referral from enquiry to first treatment. The system provided the ability to report on every stage of the admission and led to the development of Key Performance Indicators.

Conclusion: The nurse led admission team's collaborative approach enhanced their ability to embrace change, show agile thinking and deliver a referral management system that streamlined the admission process across the MDT. This showcases the importance of combining the right technology with a change in mindset to drive efficiency and innovation within an organisation.