

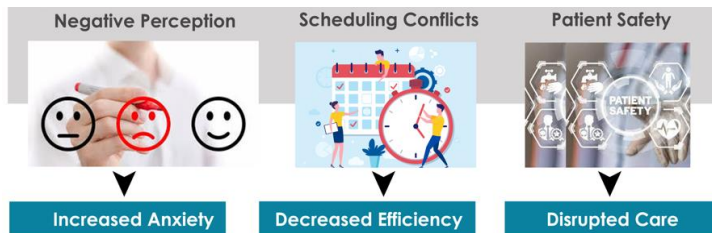
The Timeliness Initiative: A Step to Enhance Efficiency of Chemo Daycare Process

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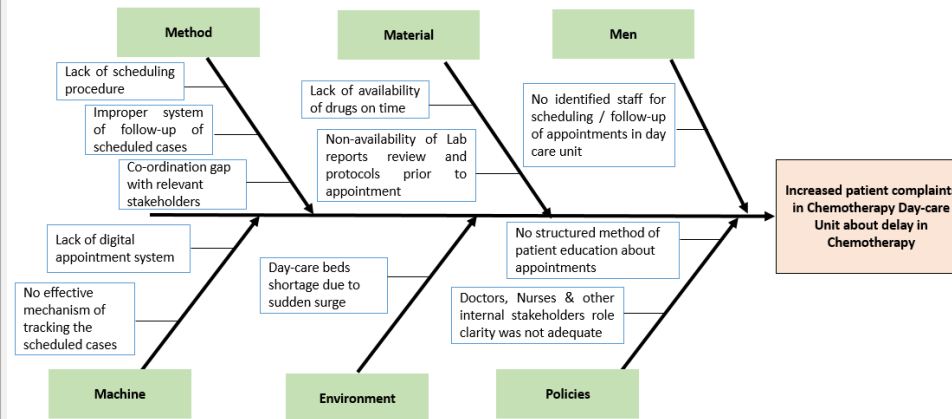
Introduction: Timeliness is a critical factor in the delivery of healthcare, patients undergoing chemotherapy require prompt and efficient start of their treatment to ensure the best possible outcomes. Delays in treatment can result in increased anxiety, discomfort and patient complaints.

This quality improvement project was aimed at addressing such patient concerns and ensure a system of streamlined scheduling is established in the Chemo Day-Care Unit.

Need for the Initiative: Analysis of patient feedback from the month of September to November'23 had indicated that a number of patients had raised concerns related to delay in start of chemotherapy, thereby resulting in the following:



Problem Identification: Feedback collection, Fishbone Diagram & Pareto Analysis



Results and Discussions: Based on the feedback received from patients and other relevant internal stakeholders, we identified a number of contributing causes for delayed chemotherapy. However, with the help of Pareto Analysis, we had prioritized the significant 3 concerns to immediately address.

The vital 3 areas to address included – a) the need to have a streamlined appointment system, b) enhancing the co-ordination between the relevant stakeholders for seamless availability of resources, c) To engage our patients by setting the expectations right and educating them.

Implementation: The following were specific interventions implemented:

- Chemo Daycare Appointment Scheduler:** A digital system of appointment
- Patient Education Efforts:** An SMS was triggered to the patient
- Enhanced Communication between Care Givers:** Day-Care Huddle Implemented

Conclusion: The measurable outcomes included:

- Reduction in the number of complaints
- Enhanced Team Co-ordination
- Engaged patients
- Enhanced utilization of chemo daycare beds

References:

a) Developing an efficient scheduling template of a chemotherapy treatment unit - A case study, Z Ahmed, TY ElMehhawy, S Bates (2011)

b) Optimizing patient scheduling for ambulatory chemotherapy, Ben De Mendonca, Mendonca, Kirsty Wield, Angela Boudreau, Simron Singh, Matthew C Cheung and Sherrol Palmer (2013)