

Improving LRCC's Patient

Intake Process -

Developing & Implementing

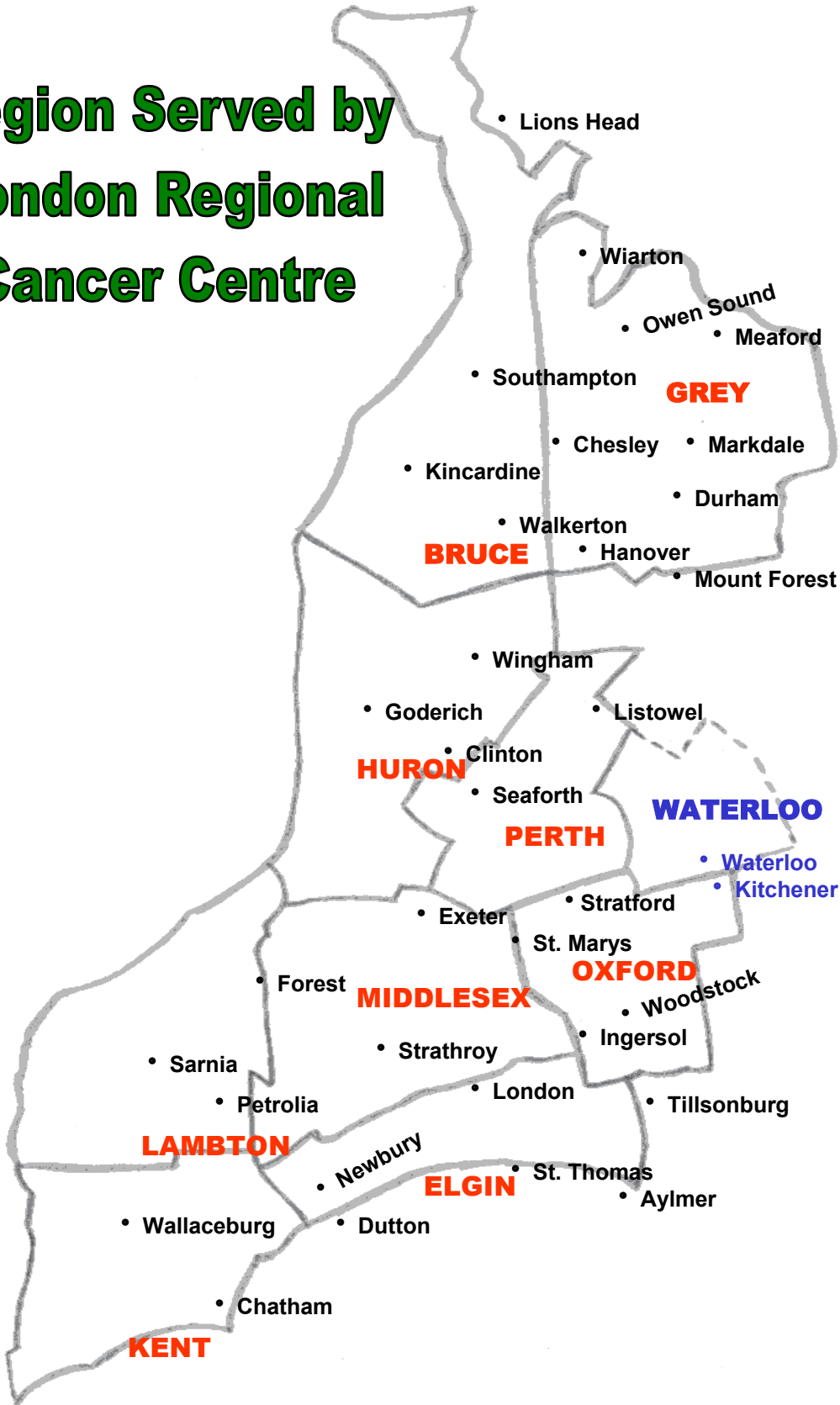
Patient Intake Guidelines

**The CQI Network “ Hot Topics”
Open House Series 2002/2003**

January 24, 2003

London Regional Cancer Centre

Region Served by London Regional Cancer Centre



Note: Map is not to scale

Background

- **LRCC oncologists need diagnostic and staging information in order to discuss treatment options with patient at time of first visit.**
- **Before patient's first LRCC appointment diagnostic testing is done in the region by referring physicians offices.**
- **Complaints from LRCC oncologists - missing information**
- **Complaints from referring physician offices - unique referral process at LRCC**

Process

Internal

Step 1: Quality Clinic - Rapid Cycle Quality Improvement Strategy

- **Project Team (MD, nurse, Supervisor - Patient Intake)**
- **Identified diagnostic information required by oncologists for treatment decision**
- **Developed intake guidelines for 11 disease sites (e.g. Breast, CNS, GI, GU)**
- **Reviewed & approved by oncologists - Disease Site Teams**

BREAST MULTIDISCIPLINARY TEAM

NEW PATIENT REFERRAL:

Required Information

1) Operating Room Reports

This includes surgery for primary tumor (current or previous), biopsy and definitive surgery (eg. mastectomy).

2) Pathology Reports

Histopathological report(s) relating to any surgical procedures listed in 1).

Pathological slides should only be requested after discussion with the oncologist who will see patient. Review of slides will generally only be undertaken for difficult or unusual cases.

3) Mammograms

Report and films.

4) Radiographs

5) Estrogen/Progesterone Receptor Results

For any surgical procedures outlined in 1).

6) Isotope Scans

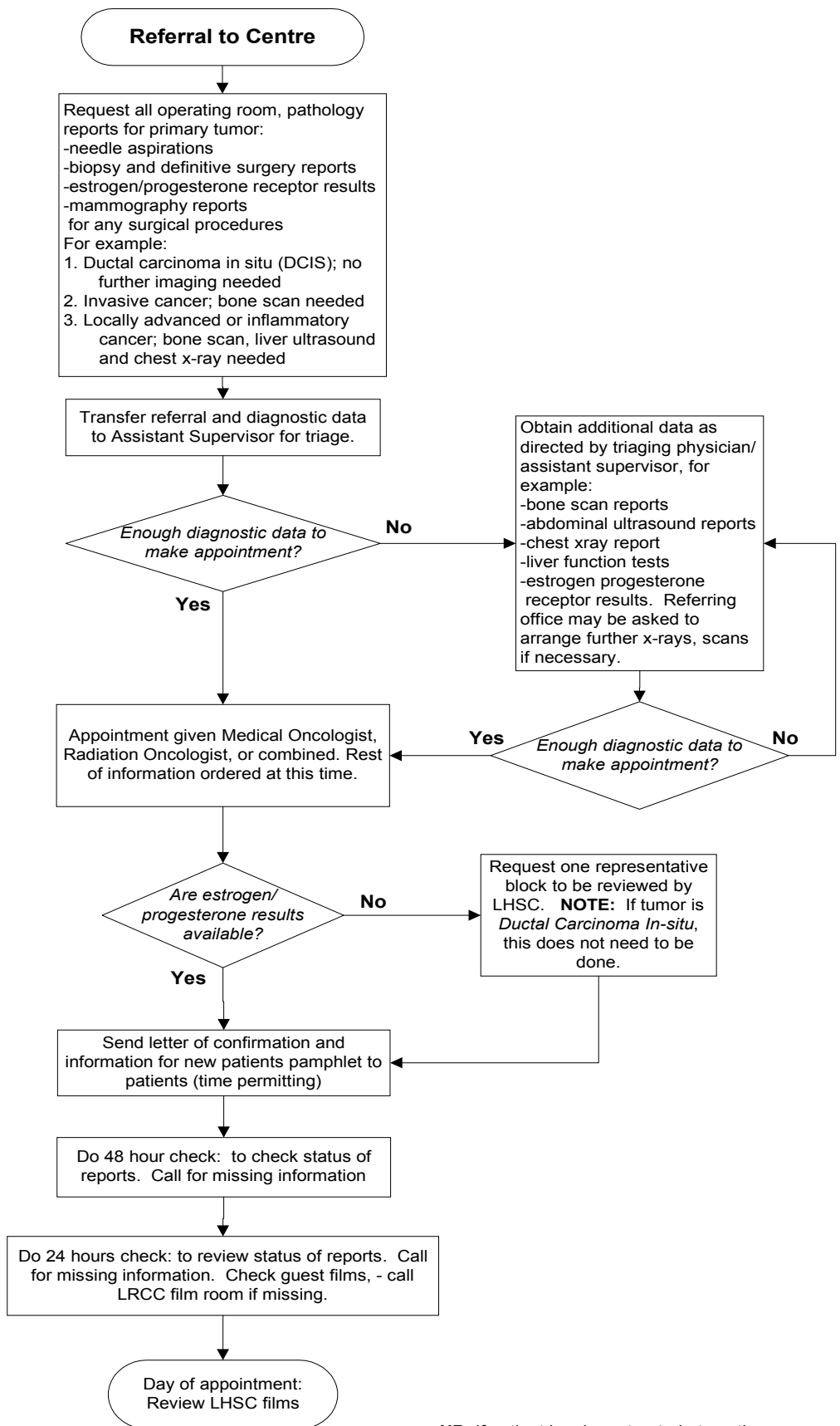
Reports and films. It is not essential that patients have scans performed, reports and films should be sent. A baseline bone scan is recommended for Stage II patients, but not a liver scan.

7) Haematology/Biochemistry

Reports of recent blood tests.

8) Previous Treatment

If patient has been treated at another cancer centre – details of previous radiotherapy and/or chemotherapy.



NB: If patient has been treated at another cancer centre, details of previous radiotherapy and/or chemotherapy records should be obtained.

Process

Step 2: Fall/Winter 2001/02

External - Referring Physicians

- **Supervisor Patient Intake visited offices of frequently referring physicians across region, distributed & explained Patient Intake Guidelines to secretaries, nurses and physicians.**
- **Letter from CEO to all referring physicians Dec 2001**
- **Over 200 copies of Intake Guidelines distributed**
- **Provided opportunity for feedback from region (Questionnaire)**

Benefits

**Increased understanding of
LRCC patient intake
process by referring
physicians offices**

**Decreased rework of
diagnostics for patients**

**Satisfaction - LRCC
oncologists**

Benefits

**Written Guidelines for
education (LRCC and
external)**

**Build community
partnerships, move
towards more integrated
cancer services in the
region**

Evaluation

**Positive feedback on
guidelines and site visits
from referring physicians
offices**

**Referring physicians
offices are using the
Patient Intake Guidelines**

**Fewer phone calls to
Intake Co-ordinators**