

Customer Perspective

SoutheastHEALTH

Guiding the journey and improving the total patient experience with MOSAIQ[®] care management

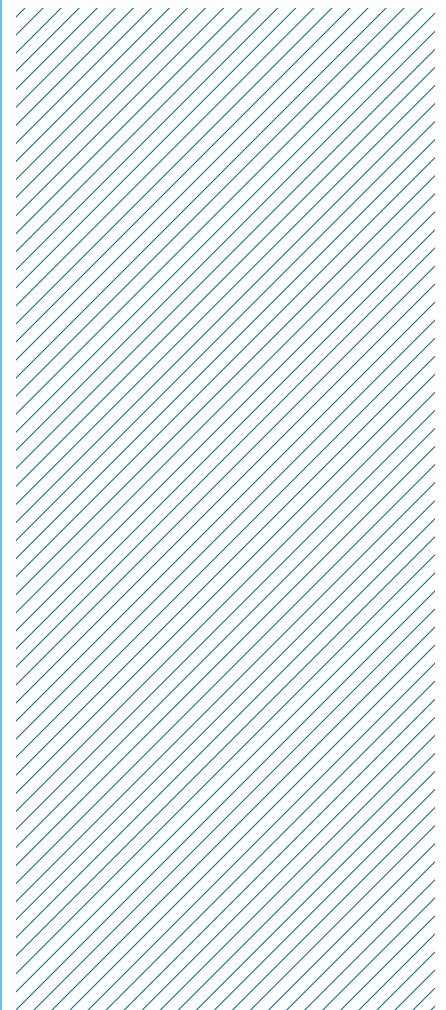
Contributors

Sam Hancock, PhD
Chief Physicist

Jennifer Ewert
Cancer Center Director

Lori Bronenkant
Cancer Center Experience Manager

Paula Johnston
Cancer Center IT Specialist



About

SoutheastHEALTH



Location

Cape Girardeau, Missouri



Staff

- 1 Radiation Oncologist
- 3 Medical Oncologists
- 60 Cancer center team members



Technology

- 2 Elekta Infinity™ linear accelerators with Agility™ MLC & CBCT

Hexapod™ evo couch

XVI imaging suite

Monaco® TPS Cloud Solutions

Fraxion™ immobilization

Philips Big Bore CT

- 2 C-Rad Sentinel™ systems

- 1 C-Rad Catalyst

Elekta care management:

MOSAIQ® Radiation Oncology

MOSAIQ® Medical Oncology

MOSAIQ® IQ Scripts™

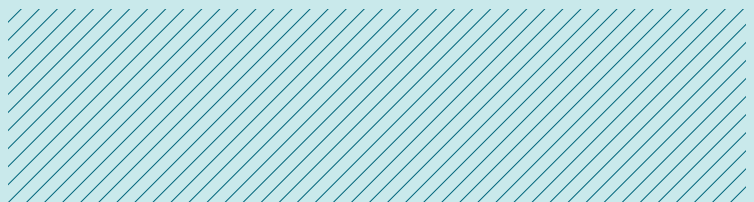


Patients

Over **33,000** patient visits per year



Lori Bronenkant, Experience Manager, with a patient





“Our competition is not just the hospital across town. It’s the best experience that anyone has received at any business. We are competing with what they think is good customer service, not just in healthcare. That’s the standard. That’s the benchmark.”

Sam Hancock, PhD
Chief Physicianist

When SoutheastHEALTH opened its new cancer center in southeast Missouri, in addition to offering the latest care technology and evidenced-based therapies, it had the vision to create a flawless, seamless and positive customer experience that supports the patient’s complete healing. Essential to implementing that vision is a single, unified and universal care management system that provides all members of the multidisciplinary team the information they need, at the moment they need it, to care for every patient.

“A solution with different databases was, in our view, no solution at all,” remarks Sam Hancock, PhD, Chief Physicianist, who helped lead the selection of the Southeast Cancer Center’s electronic medical record. “We can’t provide the patient with a positive, memorable experience with two different databases for medical and radiation oncology. We had to put our patients first.” With that overarching criterion in mind, they chose the integrated Elekta care management solution, MOSAIQ.

Patient flows that make every minute count

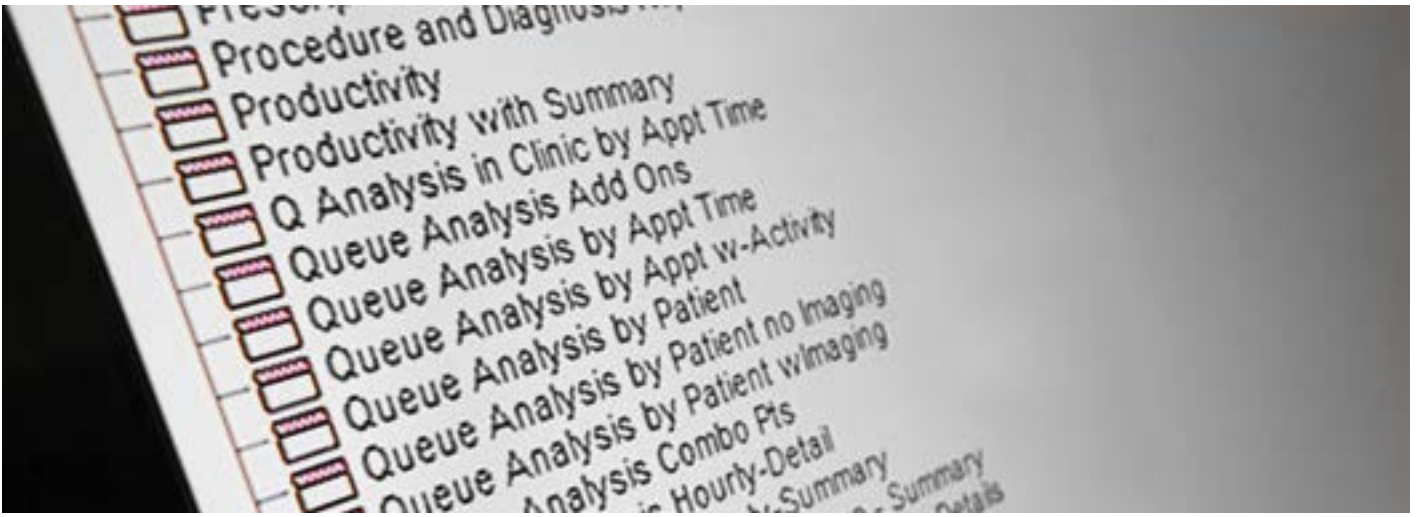
In planning the new center, Southeast Cancer Center hired an industrial engineer to do value-stream mapping from the patient perspective. “We created very detailed maps for all the services we provide to patients—not only from the perspective of touch points, which are internal, but from the customer experience,” explains Hancock. “Then we chipped away at our processes to eliminate or minimize non-value-added time,” such as the time a patient waits in an exam room for the physician. A multidisciplinary

“Every Minute Counts” committee meets monthly to continually drive process improvement at Southeast Cancer Center. The optimized flows that result are implemented in MOSAIQ and guided by queuing scripts and quality checklists (QCLs).

Since implementing MOSAIQ, everyone in the care chain—from physician to valet attendant—is using the capabilities of MOSAIQ in the service of the center’s patient-first philosophy. “Medical oncology, infusion services, radiation oncology, radiology, laboratory, pharmacy, the concierge, journey guides and patient registration all interface into the comprehensive oncology EMR. This makes it possible for patients to move anywhere in the facility and feel as though it is one team taking care of them,” says Jennifer Ewert, Cancer Center Director.

Patient-centered care starts at the front entrance. With a daily schedule from MOSAIQ, parking valets know who is expected so they can greet patients personally and help them inside. Patients who are unfamiliar with the cancer center are escorted to their next destination throughout the facility. “The MOSAIQ queuing system is like having a GPS patient locator, as patients are queued from one location to the next,” Ewert notes.





“In a recurring customer interaction, one positive memorable experience creates a loyal customer, and we strive to do that for every patient. That is an important way MOSAIQ helps us to differentiate our center from others.”

Jennifer Ewert
Southeast Cancer
Center Director

Clinicians use MOSAIQ QCLs extensively at Southeast Cancer Center. For example, after the physician approves a radiation treatment plan, the physicist is prompted for final physics review. When that is accomplished, the physicist appends a list of QCLs, and handoffs are broadcast simultaneously to all the services that need to be initiated when the patient is ready to start treatment—including the radiation therapist, dietitian, social worker and others on the team. “As a comprehensive oncology EMR, MOSAIQ is an essential tool for coordinating the entire patient journey with us,” remarks Hancock.

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Radiation and medical oncology linked through MOSAIQ

Nowhere is the value of a single information system more evident than in the care of patients receiving multimodal cancer therapies. “In particular, we have relied on MOSAIQ to assist with processes that relate directly to our combination therapy patients—those who are receiving both chemotherapy and radiation therapy in the same day,” explains Lori Bronenkant, the cancer center’s Experience Manager.

As multimodality cancer treatment is becoming more common, it becomes more important to be as efficient and compassionate as possible because patients have multiple appointments and are at the center for extended periods of time. “However, we recognized that patients were not always making it to their next appointments on time,” recalls Bronenkant.

A standardized queuing process was developed for radiation and medical oncology, which eliminated inconsistencies that caused delays. “With a standardized process in place, we are able to analyze the queue data to verify and pinpoint bottlenecks,” reports Bronenkant. As a result, combination therapy patients are now given a priority status within MOSAIQ. Staff in both departments are able to see on the daily patient master list which patients have multiple appointments, so they can keep them on track and communicate progress or delays in a timely manner with other departments.



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Jennifer Ewert
Southeast Cancer
Center Director

On a regular basis, Bronenkant uses a custom MOSAIQ queue analysis report. “Being able to download the queue reports to Excel helps tremendously when it comes to being able to manipulate the data for us to quickly see where late appointments have taken place and why,” she says. “Collectively and across the board, the process of scheduling combination therapy patients has improved dramatically with the use of MOSAIQ.”

Quantifying and improving the quality of care

The ability of MOSAIQ to orchestrate patient care and capture data is not merely about providing memorable experiences; it is about improving the quality of care through analytics and insight. “We are continually looking for ways we can improve patient flow and care. MOSAIQ data reporting is an invaluable tool for that,” says Ewert. “As we identify processes to better serve our patients, we quantify and measure them monthly to ensure that we are sustaining that improvement.”

Custom monthly reports generated from MOSAIQ data are helping specialists identify and address the needs of patients and meet specific goals. The dietitian wanted to make certain that she sees patients who have nutrition issues. A custom monthly report generated from MOSAIQ shows how often nurses are assessing the patients’ nutrition on the day of doctor visits. “After implementing the report, nutrition assessments of patients increased to 100 percent consistently,” reports Ewert. The assessments of fatigue also increased to 100 percent after the Physical Therapy Department requested a similar report.

Southeast Cancer Center has created about 250 custom reports and customized many standard MOSAIQ reports to achieve the goal of improving care. For example, a customized report identifies QCLs that are not completed within the target timeframe. “A QCL not meeting the established parameter is marked as ‘defect,’” explains Paula Johnston, Cancer Center IT Specialist, who creates the reports that various managers need. “A summary report totals the number of ‘defect’ QCLs and displays the defect rate, which can be tracked for trends over time.” This report is also used for performance feedback and training for nursing staff.

Johnston also created a solution using MOSAIQ data for ensuring that physician orders are complete. “From information in the database, emails are automatically generated when orders are missing required components, for example, the specimen source for lab orders,” explains Johnston. “Emails are sent to physicians in near real time, so there is no delay in patient care.”

There are custom or customized reports for social workers, patient registration, parking valets and, of course, reports for administration.



Paula Johnston, Cancer Center IT Specialist and Jennifer Ewert, Cancer Center Director

The administrator's window on the customer experience

As the director of operations, Ewert relies on reports from MOSAIQ for an operational perspective on the patient experience. The ability to mine data from MOSAIQ to get a monthly picture of volumes, no-show appointments and referral patterns is important. "It would be difficult, if not impossible to glean insight on referral patterns from the hospital information system," comments Ewert.

In all, Southeast Cancer Center oversees the quality of care across its operations with approximately 200 reports. "I can write just about any type of report that the director or the other managers want from MOSAIQ," says Johnston. Specialized reports like these are easy to generate with MOSAIQ because all the data resides in a single, comprehensive oncology EMR.

Connecting with the hospital EMR

The multidisciplinary Southeast Cancer Center is standardized and unified with MOSAIQ. However, sometimes patients are seen in other SoutheastHEALTH facilities such as an emergency room or a hospital. That's not an issue for continuity of care, reports Johnston. "The history and physical reports, lab results and discharge notes and summary are interfaced directly into MOSAIQ," she says. "Our nurses and physicians don't have to go outside of our MOSAIQ EMR to monitor patient progress."

Conclusion: Unified care management is a matter of patient safety

Southeast Cancer Center focuses on the whole patient experience, from superior quality of care and patient safety to creating a positive and memorable experience for each patient. "That's an important point to make. The MOSAIQ EMR enables us to meet or exceed our patients' expectations," says Hancock. Ultimately, he concludes, "the overall level of care patients receive is greatly enhanced by all of the initiatives and monitoring that we do on a regular basis."

MOSAIQ and the continuity of care

MOSAIQ advances the continuity of patient care by providing a single database for radiation and medical oncology plus seamless connectivity to hospital information systems. MOSAIQ enables the open exchange of information with virtually all pharmacy, laboratory, administration, scheduling and billing systems enabling an all-inclusive workflow that enhances patient care.



We are healthcare technology innovators, specializing in radiotherapy treatments for cancer and brain disorders.

We help clinicians to improve patients' lives through our forward-thinking treatment solutions and oncology informatics, creating focus where it matters to achieve better outcomes.



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