

Rapid Access to Cancer Care

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TODAY

PROBLEM TRYING TO SOLVE

- Single point of contact for suspicious findings and diagnosed cancer patients
- Deliver seamless navigation to the care and services available within the OSF HealthCare Cancer Institute for both patients and providers
- Enhanced patient experience
- Optimal operational efficiency to improve resource utilization

OUTCOME/GOALS/IMPACT TO PATIENT

- **Enhance Patient Experience:** Cultivate a more compassionate, supportive intake system that caters to the unique needs of cancer patients.
- **Identification of pain points:** Pinpoint bottlenecks, uncertainties and emotional changes of those we serve.
- **Comprehensive Understanding:** Holistic view of cancer patient journey from initial contact to treatment completion.
- **Optimize Referrals:** Streamline process for referring providers by simplifying the referral process.

JOURNEY TO GET THERE/PLANNED JOURNEY

- Establish and evaluate current state
- Identify barriers and concerns from key stakeholders
- Solution generation
- Future state process mapping
- Implementation plan with integration of IT , Marketing, OSF Medical Group and Business Development

DIRECT IMPACT TO PATIENT/FAMILIES

- Live call answering
- Intake to nurse appointment within one business day
- Referrals entered for services needed within one business day
- Continued support for patients and families during their cancer care journey
- Compassionate, supportive intake that caters to each patient's unique cancer care needs