

Reducing Time to Treatment Administration (RTTA) – Project 2

A Joint Working Project between the Northern Centre for Cancer Care (NCCC) as part of The Newcastle upon Tyne Hospitals Foundation Trust (NuTH) and Bristol Myers-Squibb Pharmaceuticals Ltd (BMS)

Executive Summary

Project Background

With the increased use of Immuno-oncology agents, there are additional time and resource pressures on the systemic therapies unit which results in longer waiting time for patients. This will impact new patients waiting to start treatment as well as patients already established on treatment.

This is the second Joint Working Project between NCCC and BMS

The first project focussed on new patients attending NCCC, the project reviewed the patient pathway from the Decision to Treat (DtT) to the administration of their first treatment. The project aimed to maintain or reduce this time period.

The project will;

- Quantify, analyse and baseline the current pathway of patients attending the Tuesday Melanoma clinic at the Newcastle Centre for Cancer Care from the patient arriving to receiving their treatment
- Redesign the future pathway, identifying required service elements for change to address patient waiting times
- Evaluate immediate change within the pathway as it happens and prepare longer term service proposals for the trust to implement as appropriate following the completion of this project

As a result of understanding the baseline, one or two small tests of change will be piloted within the scope of the project to test the impact on the pathway as agreed by the project board. On completion of the project there will a planned six-month evaluation with insights and outcomes shared across both parties. In addition, a list of longer-term proposals may be agreed – implementation of these longer-term proposals will be out of scope of this project.

Project Aim and Objectives

Aim

- To build on current changes (from phase 1) to the patient pathway within the Tuesday Melanoma Clinics by introducing treatment efficiencies to
- Reduce time spent in department by 50%
- Reduce time spent by established patients waiting to start treatment

These measures should improve patient satisfaction with the service

Objectives

- Capture patient experience for patients already on treatment
- Quantify waiting times for each stage of the pathway
- Create a model of the route taken by patients to receive treatment
- Immediately implement short-term solutions, whilst highlighting possible longer-term solutions
- Test the above solutions by recapturing the patient's perspective

Project Structure and Deliverables

The project had four workstreams defined by the project board:

- Workstream 1 - Patient Perspective
- Workstream 2 – Staff Perspective
- Workstream 3 – Data Extraction/Analysis
- Workstream 4 – Patient Pathway

Constituent Activities

Data Extraction/Analysis

- Post Code Analysis
- Time and Motion

Healthcare Professional Perspective:

- 15 Face to Face interviews were completed

Patient Perspective:

- 25 patients completed the self-report survey

Patient Pathway

- A pre and post treatment efficiencies pathway was developed

Proposals

Several proposals emerged from the Joint Working Project, these are summarised below;

- Treatment Closer to Home
 - Repatriation of patients living South of the Tyne (Melanoma)
 - Making the current satellite centre at Cramlington more efficient
 - Introducing new satellite centres – mobile treatment centre
- Treatment Efficiencies
 - Ward 36 to introduce calls the evening before treatment
- Service Review
 - A review of Pharmacy Production services
 - A review of current scheduling services

Project Impact

- To assess current pathways of patient care thus allowing improvements in efficiency and patient care
- Encourage patients to be involved in expressing their views and shaping service provision in the future