

How can we improve the patient therapy calendar for staff and the patient?

Cincinnati Children’s Hospital Medical Center

Electronic Treatment Calendar Hub

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When: Summer Semester 2015

The Opportunity

LWC was tasked with improving the existing Patient Therapy Plan used in the Cancer and Blood Disease Institute (CBDI) at Cincinnati Children’s Hospital Medical Center (CCHMC). The current Patient Therapy Plan is handed out as a calendar print out created in Microsoft Word. This format does not provide sufficient information for families and is inefficient for care teams to manage. In collaboration with the CBDI, the LWC team enhanced the Patient Therapy Plan to provide a more holistic solution.

The Challenge

Cancer treatment for a child spans months, if not years. It can also change several times in a short period based on the patient’s condition. The current process for updating Patient Therapy Plans leads to unnecessary mistakes, causing confusion and uncertainty for families.

Approach

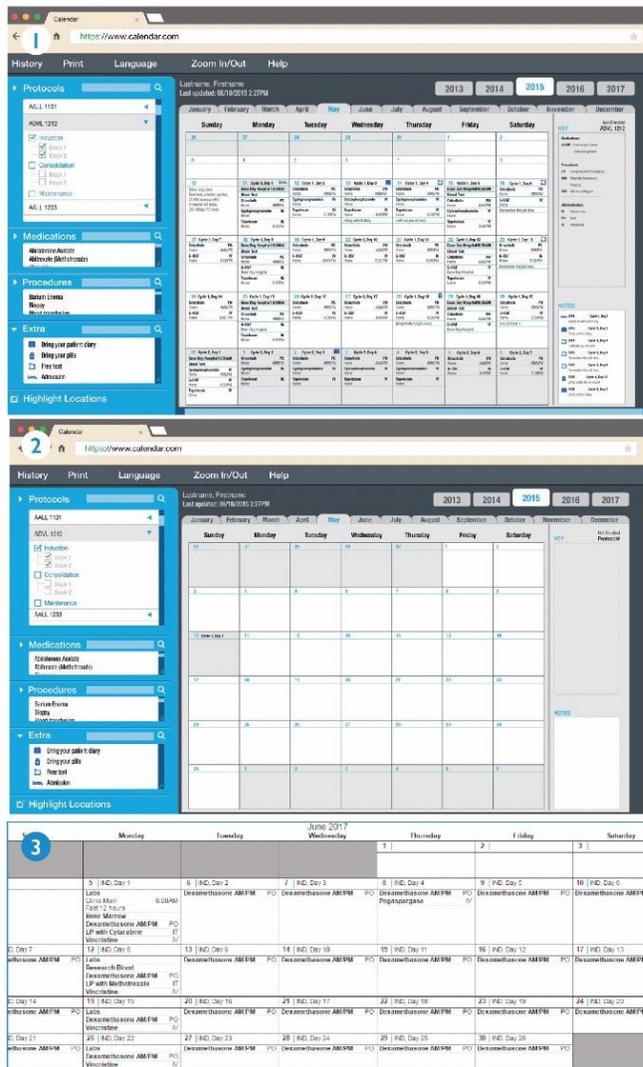
The LWC developed two important research questions: 1) What are the crucial issues that stakeholders have with the current plan? 2) What information does the plan need to convey? The LWC team used an iterative process to develop improvements to CBDI’s plan. The team identified opportunity and refined these by building upon concepts from previous research, conducting in-depth professional interviews, and facilitating feedback sessions with parents and care managers. This research helped establish a new calendar system for the Patient Therapy Plan.

The Impact

The LWC team created a new electronic therapy plan calendar system, ETCH, which includes two provider portals and three patient/parent portals. The team designed three distinct interfaces: Patient-Specific Treatment Plan, Read Only Calendar, and Family Printout to ensure usability and efficiency.

Where is it now?

In June 2017, ETCH was implemented for use with select disease team care managers. The application is currently used to create patient specific treatment calendars; patients and families are provided a printed copy. As of January 2019, three pilot users have been enrolled with the goal of adding one more by February 2019. The initial pilot users represent an equal mix of pediatric and AYA patients from Solid Tumor and Leukemia/Lymphoma disease teams.



- Original Concept**
The new interface allows providers to plan a patient specific treatment plans from basic protocols.
- Provider Interface**
Providers can print a hard copy for the family and patient. Families also have access to information online.
- Patient Treatment Calendar (Read only)**
A read-only patient portal offering patients secure, real-time access to their treatment calendar and drug information.