

# Chemotherapy Multi-Day Bloodwork Model

Presented by:

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*Based upon Provincial CCA-wide process improvement work facilitated by:*

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# The Provincial CancerControl Context

Sentinel event (at another site)



Quality Assurance with Root cause analysis



Lack of clear, standardized process led to rushing

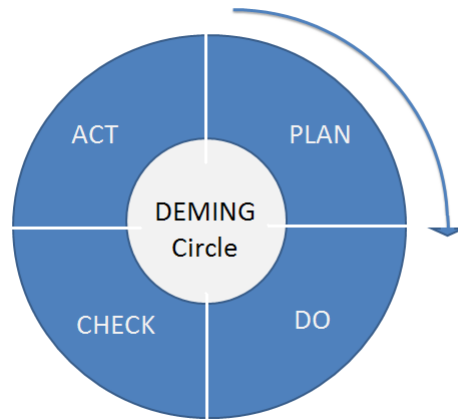


Process mapping & 5 Whys



Problem Statement & Solution

# Role of CCA Process Improvement Team in supporting model uptake at regional cancer centres



# What we know for sure

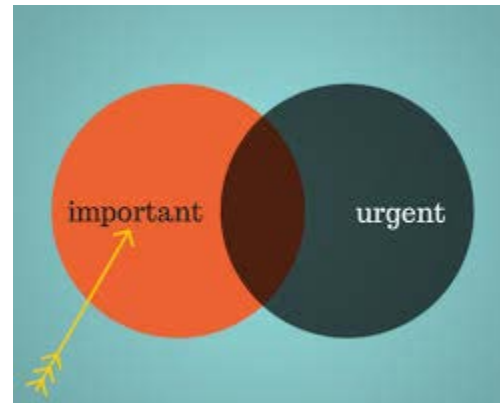
Quality is never an  
accident; it is always the  
result of intelligent  
effort.



*QuoteHD.com*

**John Ruskin**  
English art critic  
1819-1900

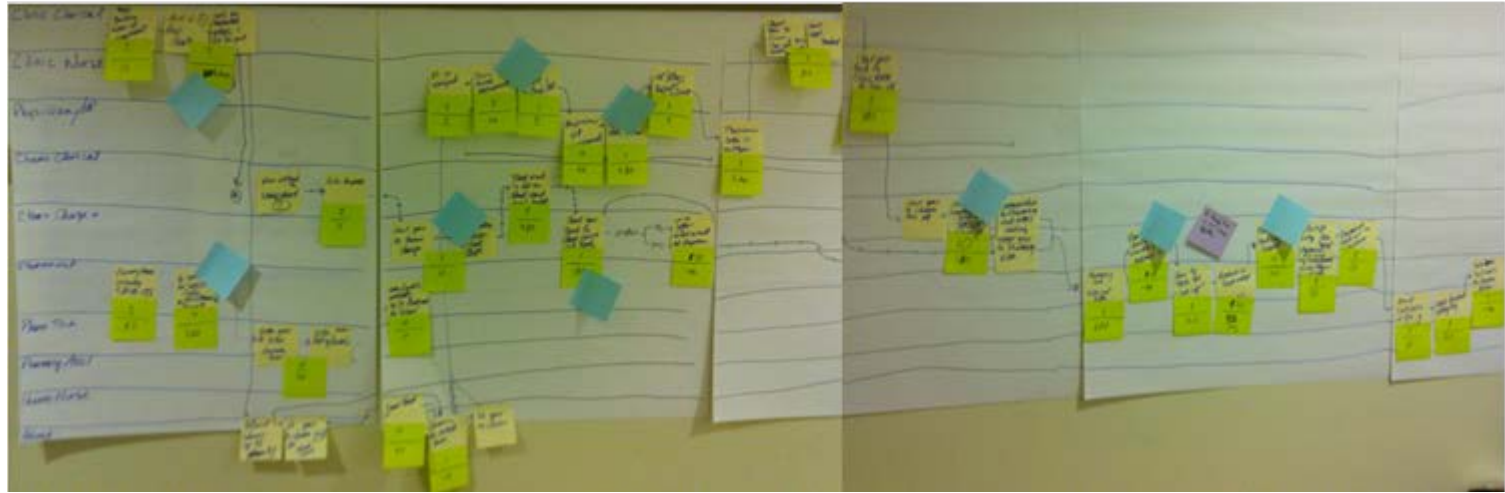
# Before...

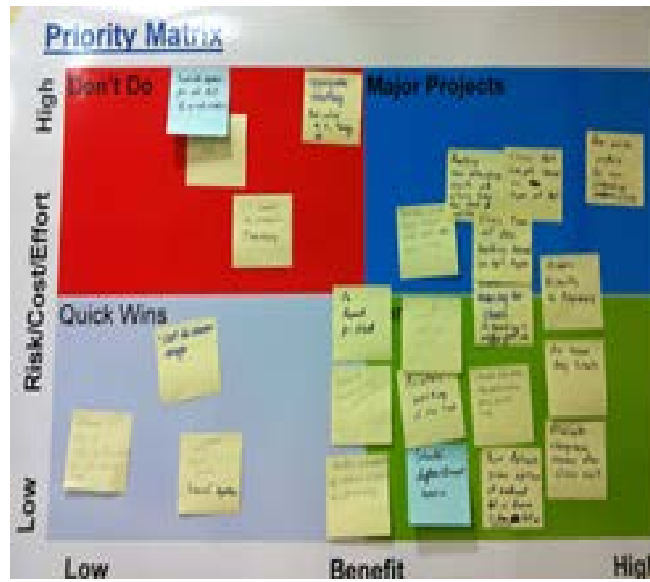


# Knowledge

## Alberta Health Services Improvement Way (AIW) Fundamentals









# What do we need to do?

- Bloodwork done 2 days prior to treatment
- Daily huddle of nursing and pharmacy
- Remove some duplication of nurse order review
- Department tours for staff of other disciplines
- Predictable nurse schedule
- Patient choice of blood draw location
- No “same day” treatment
- No repeat bloodwork
- Single pharmacist to do final check
- Pharmacy to send entire day’s treatment medications together

# Project Goal

“80% of orders would be sent to pharmacy, ready to go, by 14:00 on the day prior to treatment”



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- “What’s Pharmacy’s problem?”
- Time
- Is this best for the patient?



- Change prescribers' habits.
- Additional visit for the patient for labs.
- Pharmacy chemo-preparation processes

# Success!

- Orders to pharmacy by 14:00 is around 90%

And also...

- orders sent from pharmacy to nursing as one package increased from less than 50% to over 99%
- less patients were having their chemotherapy cancelled due to low blood counts
- Less RLS's
- Less overtime... in all nursing areas... clinic, treatment area, charge
- More High Fives!!



# After

- Continuing regular bi-weekly meetings
- Continue goal monitoring and reinforcement
- Increased success of other processes
  - Independent double checks
  - Chair time bookings of chemotherapy
  - Concurrent chemo-radiation processes

# Respect and Teamwork

