

Canadian Oncology Symptom Triage & Remote Support (COSTaRS): The Alberta Implementation Experience

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The Opportunity

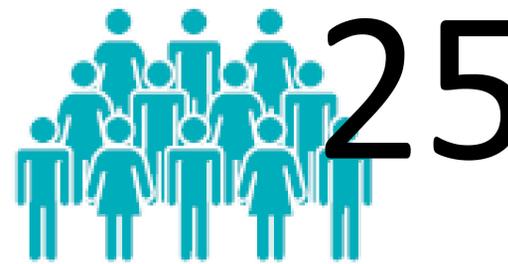
87,000
Systemic
treatments
annually



118,000
Radiation
treatments
annually

- Majority of side effects occur at home, some can be life threatening
- Symptom support is available through a cancer telephone triage service
- A provincial review showed inconsistent use of symptom management guidelines and documentation

Methods



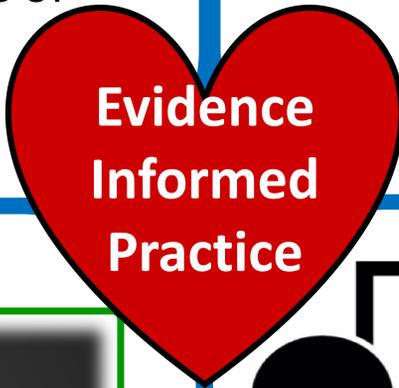
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Diverse Stakeholder
Group Members

Leadership
endorsement of
COSTaRS as
standard symptom
management
guidelines



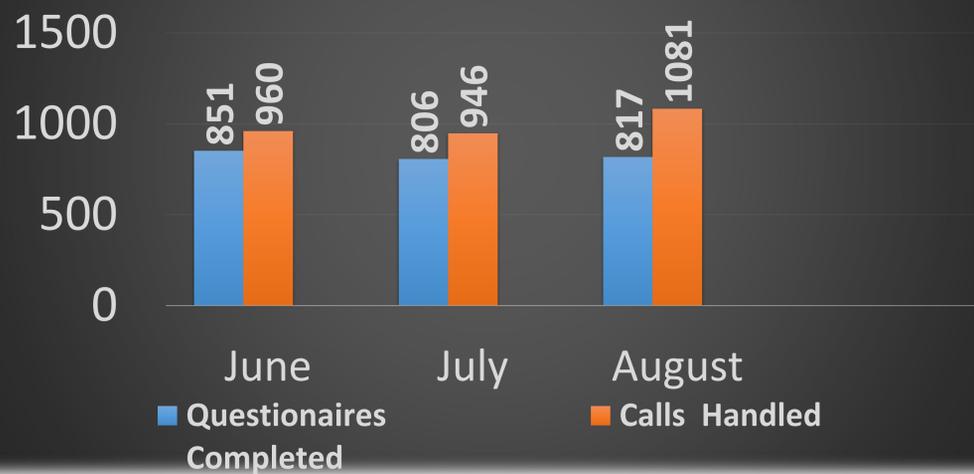
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Users

Involved in
usability testing of
guidelines format
and documentation
tool



Outcomes

Questionnaires Completed to Calls
Handled: Cross Cancer Institute
2018



- Standard provincial documentation and training tools
- Consistent information to patients
- Standard electronic documentation made patient concerns visible to the Cancer Control care team



- Adopting validated guidelines designed for telephone symptom management, reduced the overall project time and cost
- Upfront engagement and impact assessment - identified stakeholder groups and reduced implementation barriers
- Collaboration with both internal (Human Factors) and external (COSTaRS development team) colleagues
- Future plans include implementation across Cancer Control