

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

Cincinnati Children's Hospital, Patient Therapy Plan

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The goal of the project was to improve the existing Patient Therapy Plan used in the Cancer and Blood Disease Institute (CBDI) at Cincinnati Children's Hospital Medical Center (CCHMC). The original Patient Therapy Plan was handed out in the form of a calendar print out created in Microsoft Word that did not provide sufficient information for families and was inefficient for the care teams to create and manage. In collaboration with the CBDI, the LWC team enhanced the Patient Therapy Plan to provide a more holistic solution to improve the cancer journey experience for stakeholders.

Challenge

Cancer treatment for a child spans over months, if not years. Moreover, it can change several times in a short period of time based on the patient's condition. The current process for updating Patient Therapy Plans leads to unnecessary mistakes, which causes confusion and uncertainty for families.

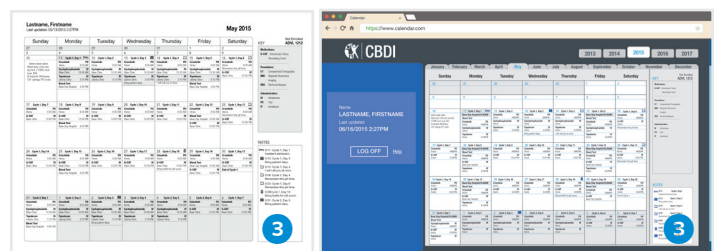
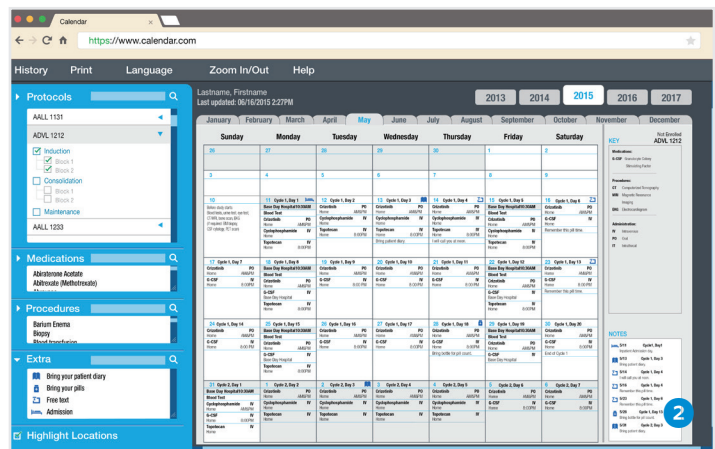
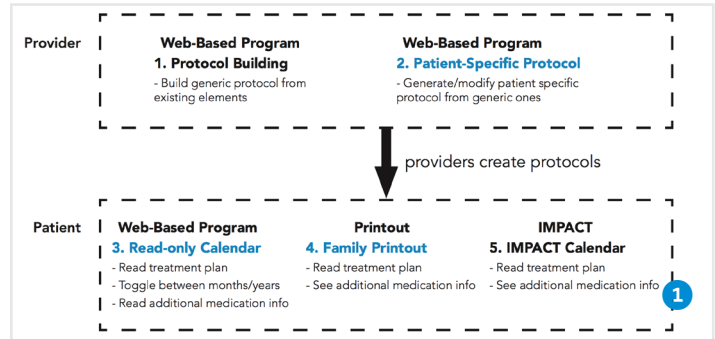
Approach

As an approach to the situation, the LWC had the following questions in mind: 1) what are the crucial touch points the stakeholders have with the Patient Therapy Plan; 2) what information does the plan need to convey? The LWC team took the answers to those questions into an iterative process while developing the improvements to CBDI's plan. Opportunity areas were identified and refined through building upon concepts from previous research, conducting in-depth professional interviews, and facilitating feedback sessions with parents and care managers. The research was used to establish a new calendar system for the Patient Therapy Plan.

“Both my patient and I will benefit a lot from the standardized process.”

Outcomes

The LWC team created a new system for the updated calendar, which included two provider portals and three patient/parent portals. The team designed three distinct interfaces: Patient-Specific Protocol, Read Only Calendar, and Family Printout. The updated patient therapy plan will be tested with staff and families to ensure that it is usable and efficient.



1 System Overview

The LWC team outlined five components for the patient therapy plan and designed the interface for three of those components.

2 Patient-Specific Protocol

The interface allows providers to plan a patient specific protocol from basic protocols.

3 Family Printout and Read Only Calendar (on the right)

Providers can print a hard copy for the family and patient. Families also have access to this information online.