



Leadership | Strategy | Innovation

> PROJECT PROFILE

Obtaining the Right Patient Information at the Right Time

Moffitt Cancer Center



> CHALLENGE

- To ensure each patient has a meaningful first visit (timely appointment with the correct specialist with appropriate medical records)

> STAKEHOLDERS

- Patients and Providers

> APPROACH

- Evaluate the process using data sheets to measure:
 - was patient scheduled with correct provider?
 - were there adequate records at the time of consultation?
- Determine when the CCA start gathering data (how many days after making appointment)
- Assess challenges in obtaining records, slides and film
- Pilot medical assistant to start process (getting signed release from patient, send initial request for records/slides/film)

46%

of slides were reviewed by clinic date

Pilot implemented medical assistant support to CCA

as compared to 21% completed previously

18

days prior to appointment CCA started collecting data

Pilot implemented medical assistant support to CCA

as compared to 7 days prior to appt. previously

> ABOUT MOFFITT

MISSION: To contribute to the prevention and cure of cancer

VISION: To transform cancer care through service, science and partnership

> ABOUT CTI

CTI specializes in healthcare transformation and clinical optimization. We work with our clients to improve the quality of care and patient experience, realize operational efficiencies, and manage costs through process improvements and performance excellence. CTI has assisted health systems, hospitals, and medical group practices throughout the U.S. and abroad to optimize their clinical practices in areas such as hospital medicine, oncology, and pediatrics.

> SOLUTIONS

- Start process of obtaining records as soon as appointment is made
- Provide CCA's with more assistance and support in obtaining records
- Assign medical assistant to start process (getting signed release from patient, send initial request for records/slides/film)

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