# 36. FROM DOCUMENT MANAGEMENT TO CLINICAL MANAGEMENT: ONCOLOGY CASE STUDY

**Lluís de Haro Martin, Head of Functional Competence Center**
**ARGOS Institut Català de la Salut, Barcelona, Spain**
**Maria Glòria Torras Boatella, Head of Clinical Managing Service**
**Institut Català d'Oncologia, Barcelona, Spain**

Institut Català de la Salut

ICO
Institut Català d'Oncologia

## BACKGROUND:

Information and communication technologies (ICT) are the main drivers transforming our organisations. They facilitate and improve coordination, service quality, clinical evaluation and patients' safety. Our monographic and comprehensive cancer care centre, the Catalan Institute of Oncology (ICO) in Barcelona, currently faces the challenge of automating the processes in its clinical workstation.

## OBJECTIVES:

• Evolution of the clinical work station to enable the follow up of patients by means of a longitudinal vision of the disease

• Facilitate compliance with clinical guidelines by incorporating helpful tools, e.g. by creating interactive forms to collect structured clinical data

• Use clinical indicators of each oncological process (activity, quality, accessibility and patients' safety)

## METHODS:

During 2013, the ICO decided to focus on breast cancer. A multidisciplinary working team was trained using scrum methodology (clinician leaders). The model designed for breast cancer will be adapted to other onco-haematological processes.

The healthcare process is a quality improvement tool, aimed at facilitating the work of professionals and health management. It includes the patient's journey and/or a set of actions, decisions, activities, variables and tasks that are sequentially linked, according to the places that the patient visits to obtain specific treatment. It is based on an analysis of activity flows, and the relationship between healthcare areas and patient-professional expectations.

**Key steps:**

- Define the process map

- Build the process structure and the sub-processes: treatment plan validation (tumour board), treatment, follow up

- Create the specific functionalities needed in each phase using the available tools

- Create a DWH to obtain clinical indicators
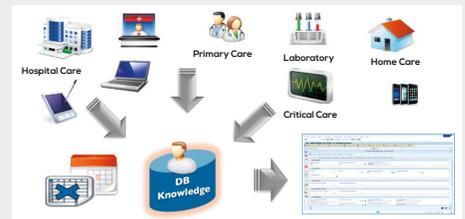


**Streamlining the information flow.** Souce: Institut Català d'Oncologia

## RESULTS:

### What has been achieved?
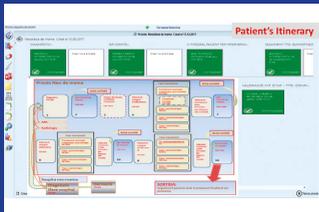


**The breast cancer patient's journey.**
© Institut Català d'Oncologia

✔ The breast cancer process is operating in the pilot territory and is being implemented in other centres using the SAP platform (Argos)

✔ Clinical leaders are leading the project, and management is committed – ensuring continuity and stability

✔ Clinical information is available from all the registered patients (real-world data)

✔ An analytics system is being developed to obtain the set of clinical indicators validated by clinicians (risk groups, time intervals, survival and others)

✔ We are working in other prioritised onco-haematological processes (lung cancer, colorectal cancer, prostate cancer)

✔ We are including related patient support processes (palliative care, urgent care)

✔ The consolidation of this project will have a huge impact as it spreads to other centres that share the SAP platform and is adopted for other types of cancer

## TAKE-AWAYS:

### What worked well?

✔ Giving clinicians leadership roles and securing top management support

✔ Adopting the solution as an automated clinical guideline to facilitate the follow-up of patients and get clinical results in the real world

✔ Considering it an ally for Research

✔ Encouraging collaboration between professionals

✔ Improving patient education

✔ Considering it an ideal support for Teaching

✔ Using the system to create an optimal environment to improve clinical decision making, knowledge management, and evaluation for the benefit of our patients

organized by

**Cardinal**Health
*Essential to care™*