Empowering Patients in Radiation Oncology

John Kildea
Self Check-In System

• MGH radiation oncology department yearly volume:
  – ~10,000 consultation and follow-up visits and ~36,000 treatment visits

• Front desk check-in process involves a “paper number system” No electronic number distribution
  – No electronic signage - clerks call the numbers
  – Patient have to wait alertly for their number to be called
  – Technologists’ work constantly being disrupted as they have to check for patients’ arrival in the waiting room

• Results from an RCN pre-project survey indicate that 74% of patients found the front desk check-in inconvenient

• 65% of patients waited a long time to access the front desk
Self Check-In System

System components

- Self check-in kiosk
- Electronic display in physicians’ team room
- Electronic display in the waiting room
- Safety check-in (treatment room)
Self Check-In System

Patient use of self check-in kiosks
January - May 2015

- % Attempted: 106%
- % Eligible and successful: 94%
- % Eligible but unsuccessful: 6%
**Self Check-In System**

Patients' perception of the self-check-in system (6 months post-implementation)

- 80% of patients are satisfied with the self-check-in process.
- 88% find self-check-in quicker than front desk check-in.
- 72% consider self-check-in more convenient than front desk check-in.
- 84% report having easier access to the front desk for noncheck-in related requests.

**May 2015**
Continuum of information regarding radiotherapy treatment and its effects

- The results of the Ambulatory Oncology Patient Satisfaction Survey (AOPSS) indicated that patients undergoing radiotherapy treatment were less satisfied than those from the Canadian average, as per information received on how to manage side effects and make wait time more comfortable.

<table>
<thead>
<tr>
<th>Did someone tell you how to manage any side effects of radiation therapy?</th>
<th>YES, completely</th>
</tr>
</thead>
<tbody>
<tr>
<td>RCN Average</td>
<td>Canada Average</td>
</tr>
<tr>
<td>72.4%</td>
<td>81.9%</td>
</tr>
<tr>
<td>If you had to wait for your radiation therapy treatment, do you think the staff did everything they could to make you feel comfortable?</td>
<td>58.8%</td>
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</table>
Continuum of information regarding radiotherapy treatment and its effects

- A booklet and video were developed to harmonize patient information throughout the RCN in regards to radiotherapy treatments and associated side effects.

<table>
<thead>
<tr>
<th></th>
<th>JGH</th>
<th>SMH</th>
<th>MUHC</th>
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</thead>
<tbody>
<tr>
<td>Booklets given</td>
<td>DEC 2014</td>
<td>TO DATE</td>
<td>DEC 2014</td>
</tr>
<tr>
<td>TOTAL TO DATE</td>
<td>1220+</td>
<td></td>
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<td>Booklets downloaded or viewed</td>
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<tr>
<td>Video views</td>
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Thank you!