

Oncology Management System (OMS)

The Problem

- Mix of processes for writing chemotherapy orders
- Information about patient orders is difficult to retrieve and communication is sometimes missed
- Sometimes treatment information/orders is incomplete and/or illegible
- No integrated system to manage chemotherapy process for ordering, dispensing and administering

Aim/Goal

- Eliminate paper orders and standardize the ordering process by creating a system to order chemotherapy electronically
- Implement safety alerts and standard ordering templates
- Create a custom dashboard to manage patient flow
- Reduce verbal orders by providing remote access to system

The Team

- Information Systems
- Hem/Onc Chief and Medical Directors
- Hem/Onc Ambulatory Leadership
- Hem/Onc Ambulatory Nursing
- Pharmacy

The Interventions

- Obtained approval for and created 2 new positions for Chemotherapy Order Set Coordinators
- Developed standardized order sets by clinicians
- Developed and delivered software program
- Developed and delivered training curriculum and materials
- Implemented program and provided ongoing support for users

The Results/Progress to Date.....

- 100% of standardized chemotherapy regimen orders administered in the Hem/Onc Clinic
 - Are now ordered online
 - Have an identified reason for dose reduction
 - Are available for data retrieval
 - Dashboard supports workflow

The screenshot displays the OMS interface for a patient in the Hem/Onc Clinic. It includes tabs for Profile, Problems, Results, Reports, Notes, Medications, Orders, Sheets, and Hem/Onc Clinic. The main area shows 'Current Orders' with a table of chemotherapy orders. One order for Docetaxel 60 mg IV D1, D6, D15 is marked 'Ready', and another for Trastuzumab 285 mg IV D1 is marked 'Processing'. An 'Oncology Pharmacy Dashboard' table shows the status of orders for 'HNA Hematology Nurse Team A' with columns for Location, Status (Sent, Processing, Ready), and counts. Below this, there is an 'Administration History' section for the patient, showing details for a specific cycle and regimen.

Lessons Learned

- Success of project was dependent on obtaining new staff for support of system
- Identified Project Manager who is strong and effective was essential
- Multidisciplinary team that was committed and actively participated on a regular basis was critical
- Identified scope of project, but also considered how it could be expanded

Next Steps/What Should Happen Next:

- Inpatient Chemotherapy orders
- Research Orders
- Continued IS development/Enhancement of Ambulatory Module
- Non-chemotherapy medication ordering
- Expanding system across disciplines

