

Methods to Improve Clinical Efficiency in Radiation Therapy

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Course Description:

The purpose of this course is to enhance the user's knowledge of process improvement tools and to also explain how to focus on enhancing clinical workflows and quality in radiation therapy. This session will increase the participants' awareness of the main causes of inefficiency for the radiation treatments. The attendee will be provided with the data and rationale to make changes in order to increase the timeliness of treatment appointments for Radiation Oncology patients with the hopes of improving patient satisfaction and the overall patient experience.

Objectives:

After participating in the session the attendee will be able to:

- Identify the various types of data collection tools for process improvement.
- Understand what leads to treatment delays.
- Learn how to interpret the data.
- Present rationale for changes.
- Discuss future directions.

Outline:

- I. Introduction
- II. Initial data of on-time treatment
- III. Realization of need for improving the patient experience
- IV. Develop a multidisciplinary group
- V. Brainstormed ideas, created flowchart, fishbone diagram, pareto chart and run chart
- VI. Inventory Treatment Rooms
- VII. Reviewed data of average treatment times versus appointment time slots
- VIII. Survey customers
- IX. Relieve constraints
- X. Interventions
- XI. Recommendations and Conclusions