



The Computerworld Honors Program

Honoring those who use Information Technology to benefit society

Final Copy of Case Study

Status:

Laureate

Year:

2013

Organization Name:

HCA IT&S Information Technology

Organization URL:

www.hcahealthcare.com

Project Name:

Sarah Cannon Cancer Navigation

Please select the category in which you are submitting your entry:

Human Services

Please provide an overview of the nominated project. Describe the problem it was intended to solve, the technology or approach used, how it was innovative and any technical or other challenges that had to be overcome for successful implementation and adoption. (In 300 words or less.)

When facing a cancer diagnosis, patients often find themselves overwhelmed with the volume of new healthcare providers and procedures they must navigate to treat their disease. A patient who may typically see a healthcare provider once or twice per year may suddenly find himself with an entire team of healthcare providers, and dozens of appointments each month, all of this during one of the most difficult time of their lives. To help navigate the complex sea of cancer care, specialized healthcare professionals called Patient Navigators assist patients by guiding them through the maze of procedures. The Patient Navigator's role is to assist the patient by acting as a care coordinator, ensuring patients receive the appropriate screening, treatment, and support. The Patient Navigator also

consolidates the results of each procedure, to assemble a complete history of each patient's procedures and results. The Patient Navigator's role is complicated by the fact that relevant medical data resides in a multitude of disparate systems all across the network of cancer screenings and treatments. Furthermore, Patient Navigators often find themselves relying on spreadsheets and sticky notes to ensure each patient's needs are addressed. To assist the navigator in this critical role, HCA IT&S has developed a Cancer Navigation application to consolidate key medical data into a single system and to provide a framework to ensure the care of each patient follows best practices at each step of the journey, from suspect cancer event through survivorship. HCA IT&S utilized OpenText's Business Process Management software to develop the custom Cancer Navigation solution based on existing best practices within HCA's hospitals. Along with the new application, the Cancer Navigation Excellence program is being deployed with process training to ensure the highest level of cancer care at all HCA hospitals.

When was this project implemented or last updated? (Please specify month and year.) Has it incorporated new technologies and/or other innovations since its initial deployment? (In 300 words or less.)

The initial iteration of the project was piloted in April of 2012. Enhancements to the application's process flow were introduced in December of 2012 to better align with Patient Navigation best processes.

Is implementation of the project complete? If no, please describe the project's phases and which phase the project is now in. (In 300 words or less.)

Implementation of this project is not yet complete. The application has currently been deployed to 20 of HCA's hospitals in key markets. The implementation of the Cancer Navigation solution to HCA's remaining 140+ hospitals will continue through 2013.

Please provide at least one example of how the technology project has benefited a specific individual or organization. Feel free to include personal quotes from individuals who have directly benefited from the work. (In 300 words or less.)

For the 1,500+ patients currently being navigated in the pilot phase of this project, they have a partner to help manage a very complicated system of care, involving many providers, speaking in unfamiliar medical terminology, during the most difficult time of their lives. The Cancer Navigation application ensures that navigation follows best practices, and consolidates medical data associated with the patient's cancer care in one system. Having a well-supported Patient



Navigator on your team while battling cancer is like having a General Contractor on your team while building a house.

Would this project be considered an innovation, a best practice or other notable advancement that could be adopted by or tailored for other organizations and uses? If yes, please describe that here. (In 300 words or less.)

This is not the first Patient Navigation application. Where the HCA IT&S Cancer Navigation application stands out is how it was developed specifically to support HCA's best practices for Patient Navigation of cancer, and the consolidation of cancer related data from disparate systems into one system. Other organizations could work with Patient Navigation software vendors to customize their offerings to more closely support their practices and incorporate data with their clinical systems.