


Saskatchewan Cancer Agency
 A Division of Health Services of Saskatchewan

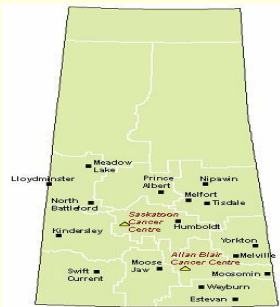
PATIENT ACCESS COORDINATOR

Navigation Workshop
Debbie Arsenault
 Provincial Leader Supportive Care

Patient Access Coordinator

2 Treatment Centre's
 Saskatoon Cancer Centre
 Allan Blair Cancer Centre

16 Saskatchewan Health Region sites



Patient Access Coordinator

- Multidisciplinary SW, RN team in each treatment centre
- Pilot Project
 - Saskatoon Since September 2006
 - Regina Since October 2006

Patient Access Coordinator

- Patients were calling in while waiting
- Wanted the program
- Needs identified
- Proposal for pilot project written and funding approved

Patient Access Coordinator

Evaluation

- Evaluated for one year
- 60% response rate to survey
- 89% expressed tremendous benefit
- 87% expressed significant reduction in anxiety

Patient Access Coordinator

- SW (PAC) calls each referred patient within 5 days of the referral received
- RN is referred to as required

Patient Access Coordinator

PAC Check List

- ✓ Referral Process and why they are waiting
- ✓ What to expect on the first visit
- ✓ Who members of their team will be
- ✓ General medical information offered i.e.: which provide information about diagnosis, staging and treatment options. The information is provided with a reminder that their oncologist will discuss details with them.
- ✓ Importance of family physician – role they play in treatment and follow up.
- ✓ Community links/advocacy
- ✓ Anxiety and coping issues addressed
- ✓ Practical needs addressed i.e.: travel, accommodation, financial
- ✓ Further contact info provided
- ✓ Notify referring physician

Patient Access Coordinator

Patient Centered

- Better preparation for their first appointment with their oncologist
- Better able to cope with the wait period by providing information and decision support
- Distress management and relief of practical concerns
- Feeling they have a valuable connection to the clinic while they are waiting
- Decrease in their feelings of anxiety

Patient Access Coordinator

System Centered

- Ability to screen for distress and make the most efficient use of our psychosocial service resources.
- Reduced workload for referral centre staff, Quality of Care Coordinator and other dealing with calls from anxious patients and their families.
- More efficient use of the oncologists' time.

Computerized/Automated

- Both Patient and System Friendly
- Evaluation automated
- Physician notification
- HADS automated in each patient chart

Patient Access Coordinator

Link to Operations

- Strategic Plans
- Operational goals
- CPAC 6th vital sign (screening for distress)

Patient Access Coordinator

Future Vision

- Link to pain/system management clinic
- Utilize HADS for screening for distress
- Navigation Program for Survivors