

May 2015

BECKER'S
Hospital Review



FOX VALLEY
HEMATOLOGY
& ONCOLOGY
Cancer Specialists of Northeast Wisconsin

Kevin Bradford
CEO

CREATING A REMARKABLE
PATIENT EXPERIENCE

Purpose Statement

FVHO's purpose is to collaborate with patients and families providing remarkable patient experiences that focus on patient centered, high quality, and low cost care.

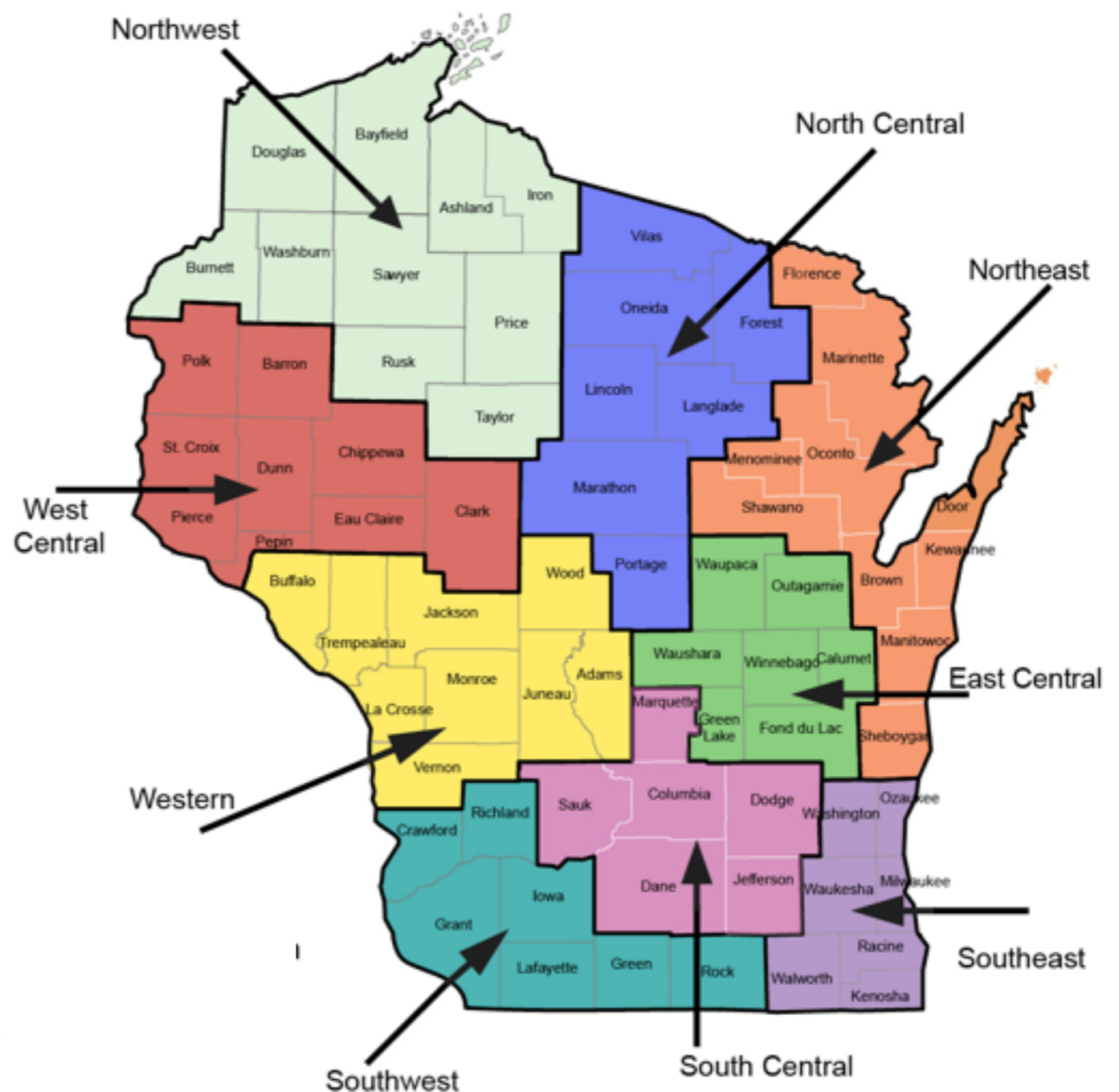
At FVHO we exist to participate in every cancer story improving patient experience and outcomes through an innovative approach to patient care.

2014 Referral Facts:

FVHO has consulted on patients from over 1100 referring physicians (14).

FVHO referrals have come from 48 different counties in the State of Wisconsin.

8 locations covering Northeast & East Central Wisconsin





QOPI Certification Program

Quality Cancer Care: Recognizing Excellence

Fox Valley Hematology & Oncology, S.C. (FVHO) received reaccreditation by the Quality Oncology Practice Initiative (QOPI®) Certification Program, an affiliate of the American Society of Clinical Oncology (ASCO).

The QOPI® Certification Program provides a three-year certification for outpatient hematology-oncology practices that meet the highest standards for quality cancer care. In 2010 FVHO was one of the **first 16 practices** in the United States to receive this national certification for delivering high quality cancer care to patients. In 2013 FVHO received recertification through meeting QOPI requirements - which included an onsite review.

This certification for outpatient oncology practices is the first program of its kind for oncology in the United States. Oncologists can achieve certification by demonstrating practice consistent with the highest standards of care. QOPI analyzes individual practice data and compares these to more than 160 evidence-based and consensus quality measures.



DRIVERS

EFFICIENCIES

DAILY PATIENT FEEDBACK	WHAT WORKED & WHAT DIDN'T WAIT TIMES MEDICINE RECONCILIATION PATIENT NAVIGATION
PATIENT & FAMILY ADVISORY COUNCIL	PATIENT INPUT TO PROCESS & PROGRAM DEVELOPMENT
PATIENT EXPERIENCE SURVEYS	REAL TIME FEEDBACK FROM PATIENTS WITHIN OUR FACILITIES
CYCLE TIME REVIEWS	1000+ PATIENT VISITS STAFF ENGAGEMENT TROUBLE ZONES
PROCESS MAP THE PATIENT EXPERIENCE	UNDERSTAND EACH VISIT TYPE POINTS OF POTENTIAL DISSATISFACTION



Welcome to Fox Valley Hematology. In our continuing efforts to better serve you, you will be asked to present this card by several of our Team Members throughout your visit today. **Please keep it with you and return it to our Registration Specialist at the completion of your visit today.**

	Time	
<input type="checkbox"/> Arrive at FVHO	_____	Volunteer
<input type="checkbox"/> Registration Complete	_____	Registration
<input type="checkbox"/> Lab Complete	_____	Lab/RN
<input type="checkbox"/> Runner Complete	_____	Runner
<input type="checkbox"/> Attending Provider Encounter	_____	Doctor
<input type="checkbox"/> Scheduler Encounter	_____	Scheduler
<input type="checkbox"/> Treatment Encounter	_____	Attending Nurse
<input type="checkbox"/> Depart	_____	Registration

Location: Neenah Oshkosh Grant Madison

CYCLE TIMES

Chemo Infusion

1 hour or less	24	9.6%
<i>2 – 3 hours New start</i>	128	51.2%
<i>4 – 6 hours New start chemo</i>	74	29.6%
<i>> 6 hours* Not recorded ~ guess</i>	24	9.6%

*based on a typical day.

Infusion Bay

	M	T	W	TH	F
<i>Dr. A</i>	X	X		X	
<i>Dr. B</i>	X		X		X
Dr. C	X	X		X	
Dr. D		X		X	
Dr. E				X	X
Volume (<i>average</i>)	166	118	74	110	200

Typical Day

• Ports	< 1 hour	38%
• Injection	2 – 3 hours	17%
• Infusion	6 hour	6.5%
• Nurse Visit	Line draws	39%* 15 minutes
• Hydration	Injection	6.5%* 10 minutes

Procedure Types

<i>Time</i>		<i>Procedure</i>	
<i>10 minutes</i>	<i>6.5%</i>	<i>Injection</i>	<i>Adjacent to lab</i>
<i>15 minutes</i>	<i>37%</i>	<i>Line draws</i>	<i>Adjacent to lab</i>
<i>< 1 hour</i>	<i>38%</i>	<i>- Dressings - Pump disconnect</i>	<i>Both done in line draw chair</i>
<i>2 – 3 hours</i>	<i>17 %</i>	<i>Chemo</i>	<i>Infusion</i>
<i>+ 7 hours</i>	<i>6.5%</i>	<i>Chemo</i>	<i>Infusion</i>


Could be same space



01
Leadership


02
Culture


03
Patient Engagement


04
Staff Engagement


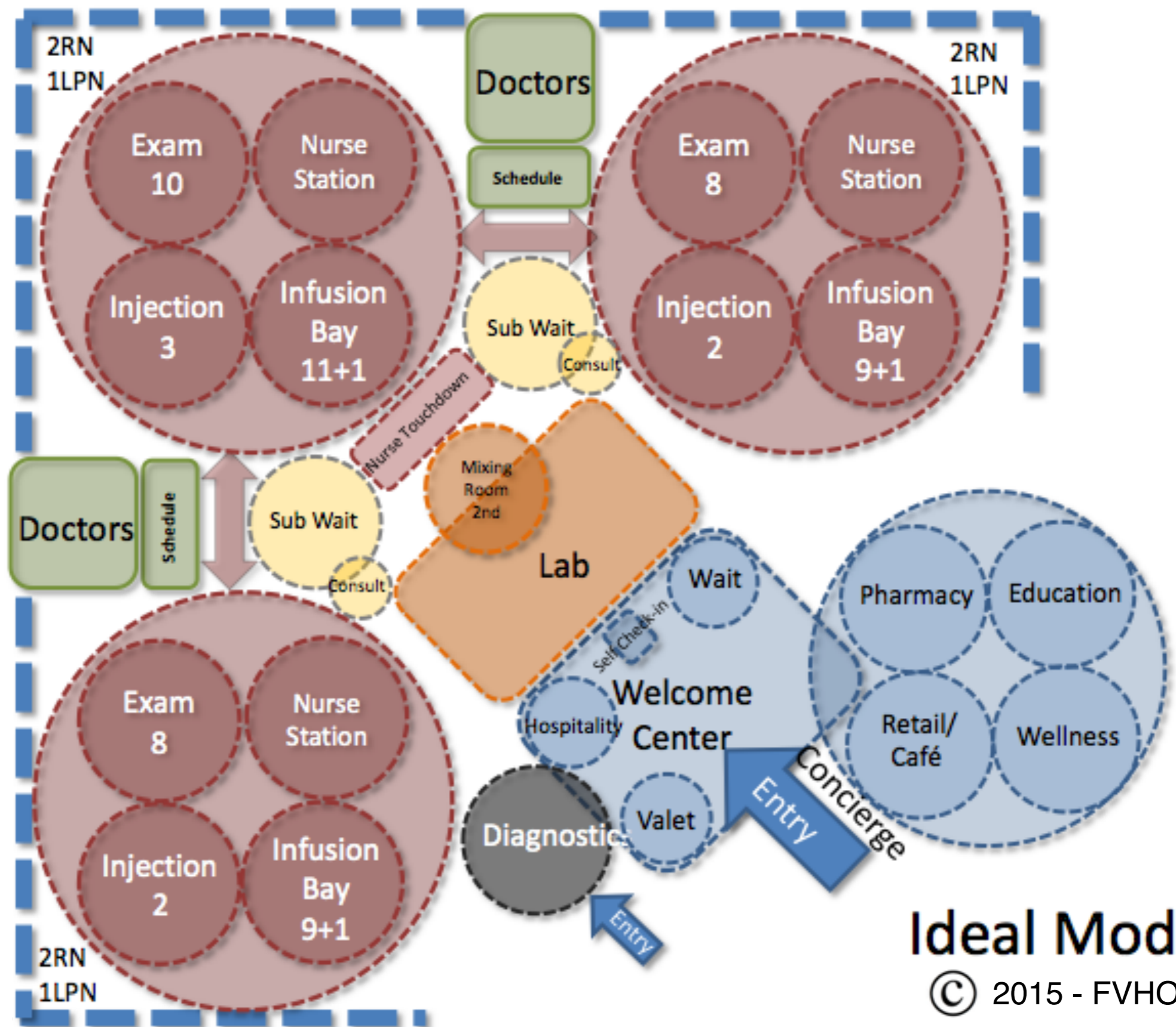



Measurement
05


Community Engagement
06

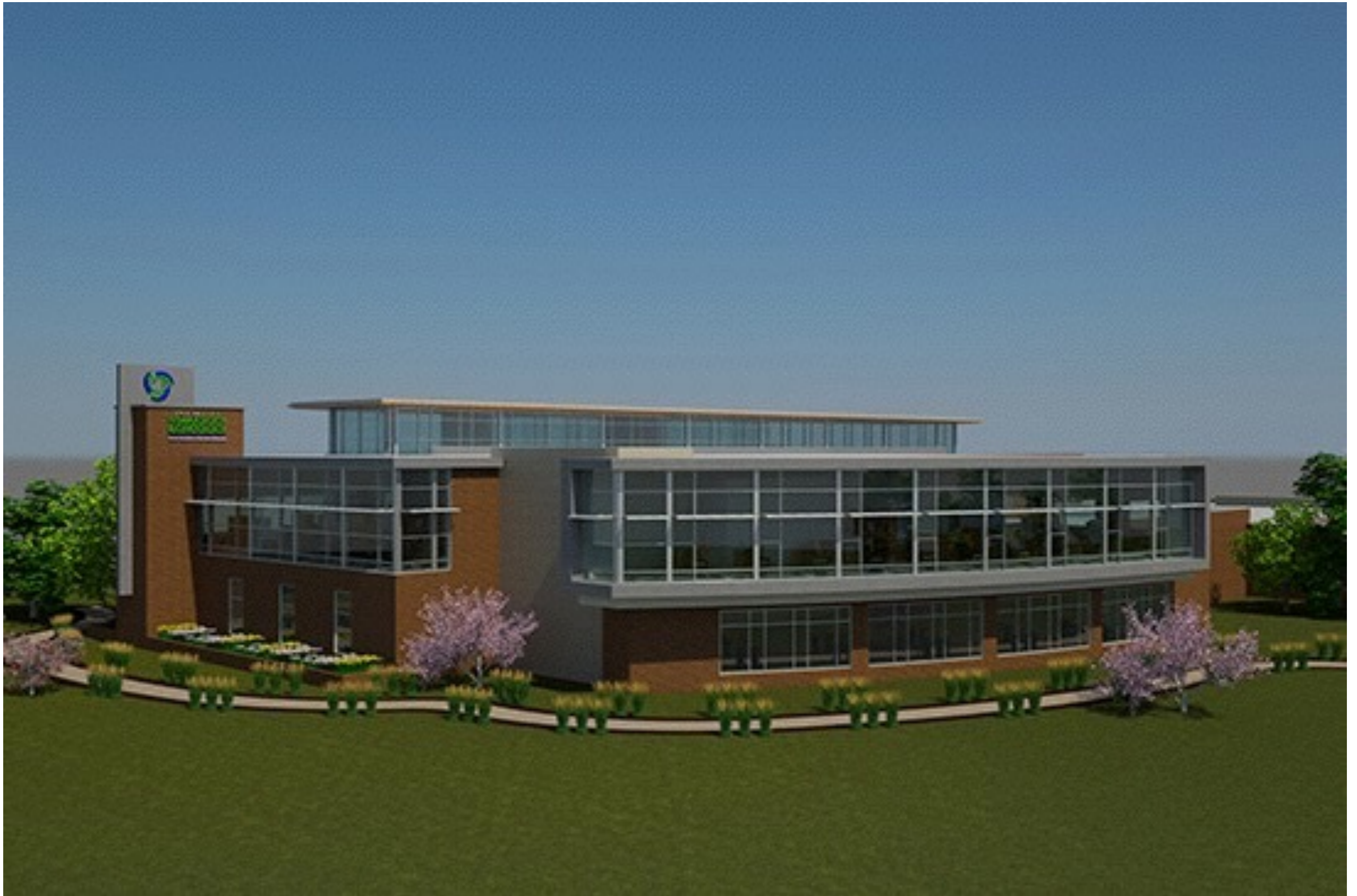
Continuous Improvement
07

\$
Financial Assistance
08



Ideal Model

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