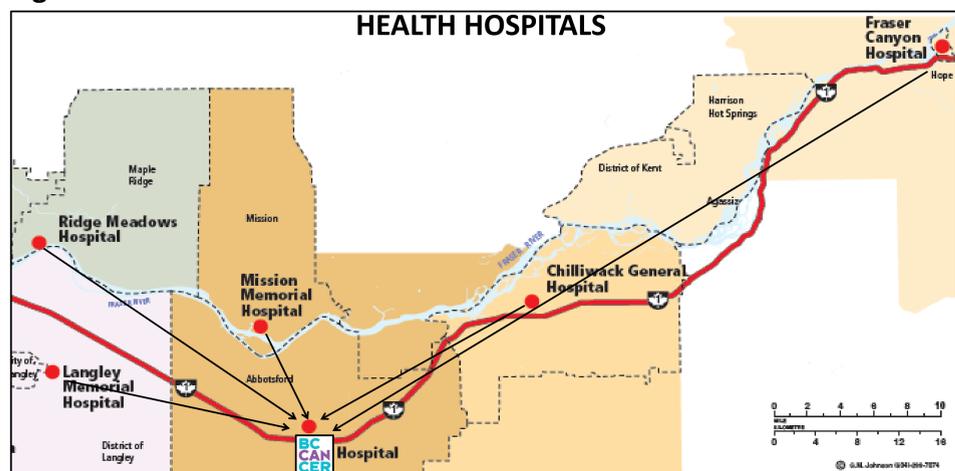


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Background

- BC Cancer's Abbotsford Centre, run by the Provincial Health Services Authority (PHSA), is based within the Abbotsford Regional Hospital (ARH) premises, and is the sole provider of Oncology services for 6 Fraser Health Authority (FHA) hospitals.
- BC Cancer Abbotsford is an Outpatient Clinic and there is a single referral-triage process, which is used for both out-patients and in-patients. In-patients are not consistently flagged/prioritized.
- Inpatients at FHA are transferred to Abbotsford for consultations, and often wait many days for an appointment, or for transport to be arranged, while occupying a FHA bed.
- Inpatients at ARH are often seen much sooner than patients referred from other catchment hospitals.
- Referral to consult wait-times for inpatients are currently not tracked or recorded by either FHA or PHSA.

Fig 1: ABBOTSFORD CANCER CENTRE CATCHMENT INCLUDES SIX FRASER HEALTH HOSPITALS



Changes Made

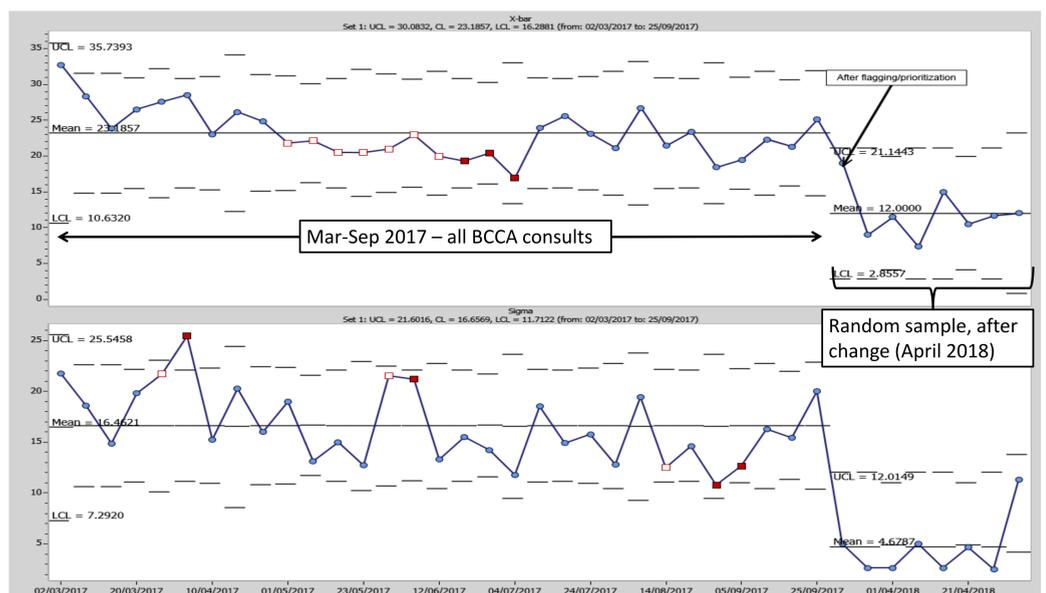
- Oncologist awareness of process issues
 - Discussed at Dept. meeting
 - Referral/ triage and delays - inpatients
- Leadership awareness
 - BC Cancer Leadership involved due to data sharing
 - BC Cancer Quality Council approves
- Flagging of inpatient referrals
 - Secretaries/clerks to flag inpatient referrals on triage to make triaging oncologists aware
- Prioritizing inpatient consults
 - Oncologists (ROs) to prioritize inpatient consults by moving in-lieu clinic slots
- Implementation of Data-sharing between FHA and BCCA to monitor inpatient referral to consult wait-times



Results

- Data collection was impacted by the lack of a data-sharing agreement between FHA and PHSA, thus making it difficult to identify inpatients. This is now coming in place for ongoing data monitoring.
- Baseline data was available for all consults at BC Cancer Abbotsford, for a 6 month period, and in the chart below it is assumed to be similar for inpatients during that period.
- Data was collected manually for non-consecutive likely inpatient consults by random review for a one month period (April 2018) by the investigator.

Fig 3: REFERRAL TO CONSULT WAIT-TIMES (Days)



Aim

- To reduce the median time from Referral to Oncology Consultation for Fraser Health Authority (FHA) in-patients referred to the BC Cancer Abbotsford Center (BCCA/PHSA).
- Reduce median referral to consult wait time by 10% by 1st Sep 2018 and 30% by 1st Dec 2018

Objectives

- Will benefit patients by providing faster access to treatment, and reduce suffering
- reduce burden on the health system by reducing length of in-patient stays for patients
- reduce the costs of having beds occupied by patients waiting for oncology consultations.

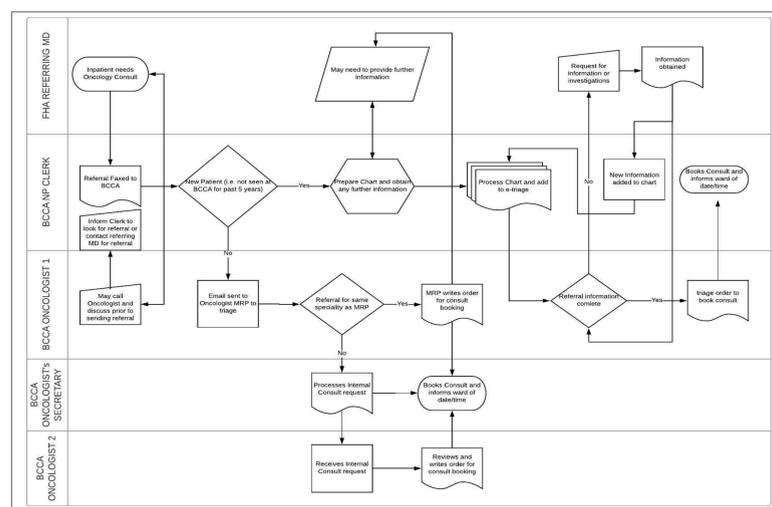


Fig 2: PROCESS MAP - INPATIENT REFERRAL TO BCCA (from FHA)

Lessons Learned

- Our health system exists in silos which QI can help integrate
- QI can be used to persuade health authorities to go where no health authority has gone before!!

Contact Information

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