

Quality Improvement Project / 2015



Improved Access to Breast Health RN

- ▶ **GOAL:** Redesign workflow, including enhancement of patient contact at critical transitions of care, to improve patient satisfaction and reduce stress.
- ▶ **STUDY:** Examine the effectiveness of the redesigned nurse workflow at `Ohana, Memorial's Mammography Center. The program included one hundred and fifty women with a diagnosis of breast cancer. The breast health nurse made contact, via phone or in person, at four specific care transitions. These transitions included diagnosis, post-surgery, initiation of treatment, and completion of treatment.
- ▶ **METHODS:** A phone survey to assess the effectiveness of these interventions was developed and 45 of the 150 women in the program were called at random and asked to participate. In addition, 20 patient complaints received at the breast imaging center were also reviewed to identify common themes or gaps in satisfaction with the program.
- ▶ **RESULTS:** The phone survey revealed an overall rating average of 9.4 out of 10. Responses indicated that interaction with the breast health nurse helped women better understand their diagnosis and reduced their overall stress. The data indicated that younger women were less satisfied with the service; this infers that multiple service delivery methods may be necessary to meet the needs of all patients.

A survey of the complaints received at the breast imaging center showed that a majority (75%) were from cancer survivors who had experienced a change in their service due to the new workflow. The complaints indicated that they had valued the reassurance they received during their one-on-one appointments with the nurse in the past and missed this interaction.

- ▶ **CONCLUSIONS:** The enhanced patient contact workflow was successful and should be continued for all women with a positive diagnosis of breast cancer. A monthly breast cancer survivorship group was formed in November of 2015 to address the needs of breast cancer survivors. The breast health nurse hosts the support group and brings in guest speakers to discuss topics of interest related to breast cancer survivorship.