



www.theloc.com

Leaders in Oncology Care is a specialist cancer treatment centre, which has devoted over a decade to delivering innovative cancer treatments and exceptional patient care. This case study focuses on our efforts to streamline the scheduling and reception processes and optimize communications with the on-site pharmacy.

SUCCESS METRICS



DESIGN ACTIVITIES

- Shadowing appointments
- Interviewing patients
- Patient Mapping
- Analogous research
- Rapid Prototyping in situ

INVESTMENT IN DESIGN



TEAM

- Partnered with Uscreates external design firm
www.uscreates.com

FINANCIAL IMPACT

The introduction of a system whereby treatment suite co-ordinators call patients the day before treatment to run through essential checks allowed the clinical team to make the drug in advance saving 45 mins per treatment. This direct timesavings for the patient is alongside an impressive savings of 1 shift per week for the nursing staff for an estimated value of £13,125 each week. These pre-checks also allow the pharmacy to pre-make Herceptin prescriptions before the appointments which is a significant time savings as well as reduced stress for the pharmacy staff.

OTHER IMPACT

We extended pre-making of to another seven drugs which brings additional time savings for the patient and efficiency savings for LOC.

WHAT'S NEXT

The LOC are exploring ways of working with the design firm Uscreates on an ongoing basis to ensure that they continue to deliver exceptional patient experience.

Read more about analogous research from Uscreates at:
<http://bit.ly/1JGQaaE>

Read more about the project at:
<http://bit.ly/1VERkLd>