Recognizing the potential for an Oncology Information System (OIS) to increase efficiency and care quality, officials at Quebec’s Centre de Santé et de Services Sociaux de Laval (CSSSL) in Canada, determined that both the radiation oncology and medical oncology departments at their new cancer facility, Centre Intégré de Cancérologie de Laval (CICL), would be united under a single OIS – MOSAIQ.

Comprehensive Cancer Center Standardizes Patient Case Management and Improves Quality of Care with MOSAIQ® Oncology Information Management System and MOSAIQ® IQ Scripts

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“When we initiated the new center project, our first objective was to define our vision for the cancer Center,” says Marie-Andrée Fortin, M.D., Chief Radiation Oncologist at CSSSL. “The goal was to facilitate cancer care delivery around the patient’s needs, provide exceptional care coordination and superior information access, patient safety and patient satisfaction. We concluded that to achieve those goals we would implement an OIS.”

Marie-Andrée Fortin, M.D.FRCPC
Head of Radiation Oncology, CSSSL

Dr. Fortin said, “With MOSAIQ workstations in multiple locations, the patient stays in the room, I will see the patient, and then I will just log off my session and go into another room where everyone is talking about the case. The patient’s chart is there and I just log in and I am still at the same place in my session. It’s very efficient and it gives us mobility.”

Diverse Data
CICL’s OIS is compatible with virtually any treatment system or planning system, as well as interfaces with CSSSL’s HIS, ADT and lab results systems ensuring all data is captured in the EMR and available quickly and easily.

MOSAIQ is also integrated with the hospital’s METRIQ® cancer registry, a system that has been in use at Cité de la Santé for a few years. “When there is a new referral to the cancer center, the registrar receives a quality checklist (QCL) and she will input

“We want the workflow to be around the patient, not around the physician or caregiver”

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the staging into MOSAIQ.” Dr. Fortin explains. “Then, when the clinician sees the patient, he can confirm that the staging is correct. In this way,

Instant Access to Information
An important advantage of MOSAIQ is the establishment of paperless radiation and medical oncology environments at CICL. However, for CICL and most other centers, the most critical OIS benefit is real-time data access. From a single screen, any authorized healthcare provider can call up a patient’s complete history to obtain an up-to-the-minute status of their case. At CICL, access is even more convenient with its “thin client” virtual desktop infrastructure, which sites 200 MOSAIQ client workstations throughout the facility, meaning that access to a patient’s EMR is never more than a few steps away.

It was important that the OIS adapted to our processes instead of us adapting to the software and MOSAIQ clearly demonstrated this.”

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“Background
Centre Intégré de Cancérologie Laval (CICL) is a new comprehensive cancer Center which opened in 2012 and is located next to Laval’s main hospital in Quebec, Canada.

CICL coordinates all aspects of the patient’s cancer therapy through MOSAIQ Oncology Information System (OIS).”
the registrar is not isolated, she has a workflow connection with the clinician, who sometimes will have more information and can confirm the staging.”

**Quality Checklists and IQ Scripts**
MOSAIQ helps orchestrate the workflow from referral onward at CICL. Once a fax request is scanned into MOSAIQ, a QCL is created, providing tasks for the cancer registrar and the nurse navigator to complete.

After initial patient contact and prioritization, the workflow continues with set processes for the physician, radiation oncologist or medical oncologist. Because all authorized healthcare providers can access the patient’s EMR, it is not a mystery about where patients are in their treatment journey.

“In addition, at CICL we can be even more precise and systematic in patient care through standardized care plans – which are integrated in MOSAIQ.”

Standardized care plans provide evidence-based guidelines for a given diagnosis, including recommended consultations (e.g., pharmacist, nutritionist, nurse), medical regimens, tests, RT planning and patient-specific quality control.

“Standardizing the management of the patient’s case helps us provide the same high quality to patients regardless of who they see – it’s not physician dependent,” Dr. Fortin says. “This reduces the chance of error.”

**MOSAIQ® IQ Scripts Enables Users to:**
- Match clinical workflows to suit center’s specific needs
- Use script-based protocols for automating common tasks, adding security warnings, user actions or prompts
- Define how much automation you want and when
- Customize workflow parameters and activities to maximize efficiency
- Control data collection, inputs and outputs for improved decision making
- Faster, simpler workflows enable more time with patients

“The extensive use of Quality checklists in MOSAIQ at CICL has enabled them to quickly adopt MOSAIQ IQ Scripts, scripts which enable automation and customization of workflows to suit the clinic’s needs. MOSAIQ IQ Scripts brings advanced automation and process improvement to deliver greater control, efficiency and customization across the entire oncology workflow, specific to your departments needs.

A highly flexible and customizable tool, MOSAIQ IQ Scripts executes user-defined clinical rules to improve the flow of patients and treatment data through the clinical treatment process.

“MOSAIQ IQ Scripts reinforces the standardized care plan by specifying a sequence of tasks that have to be done by different care managers. Once each task is completed, it is automatically pushed to the next caregiver in the sequence – the process is very efficient. And, since you know how long it takes to perform every task,
you can see where bottlenecks are and determine where you need to put more resources."

Implementation of MOSAIQ has brought a sense of predictability and order to the workflow, adds CICL Chief of Physics Fadi Hobeila. "For the physicist, the patient's EMR will have all the information necessary to plan for cases," he says. "In this way, MOSAIQ helps the physics team be more an integrated part of the clinical team," Hobeila continues. "We're not just doing machine and patient QA, we're always working in the patient record – and having ongoing, close contact with the dosimetrists, therapists and doctors.

**Patient-Centered OIS**

"The ability to communicate and access information in real time has streamlined CICL operations noticeably, mainly to the benefit of patients, Dr. Fortin reports. "Patient wait times are shorter," she says. "For example, patients were used to waiting for chemotherapy. Now, because the ordering of medication is done through the OIS, the nurse can consult the OIS anytime to see when the pharmacy has completed the preparation. They don't have to make a call or walk to the pharmacy to check."

There also is an added sensitivity to delays because the patients' entry into clinical departments is recorded in the OIS via barcode wrist bands.

"I've had experience in paper-based departments, with people bustling around carrying charts or hunting for misplaced charts," Dr. Fortin adds. "This environment is so peaceful and even seems cleaner without all that paper."

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