



# > Navigating Cancer PRACTICE SPOTLIGHT



PIEDMONT  
CANCER INSTITUTE

PROVIDERS

21

LOCATIONS

4

EMR

OncoEMR

PATIENT ENGAGEMENT

96%

Growth in remote care participation in only three months

SYMPTOM REPORTING

86%

Number of patients enrolled who have logged a symptom using Health Tracker

IMPROVED PATIENT  
OUTCOMES

85%

Nearly 85% of incidences are resolved in less than three hours with Navigating Cancer

## Coordinated and Proactive Care Improves Patient Outcomes

### Background

Piedmont Cancer Institute is a patient-centered, comprehensive care practice with four locations throughout the metropolitan Atlanta area.

Prior to implementing Navigating Cancer solutions, Piedmont Cancer Institute struggled with coordinating care across its disparate locations and lacked the tools to cover duties in another office remotely. Additionally, managing an increased call volume while documenting telephone communications was an inefficient process and often a deprioritized request — they were getting the job done, but documentation didn't always show up in patient charts. A general lack of documented processes and procedures also caused challenges in onboarding and effectively ramping new staff members.

Piedmont Cancer Institute needed a solution that would enable its staff to work remotely, improve charting and provide better patient care by centralizing its triage and minimizing phone calls in direct patient care areas.

### Improving Care with Navigating Cancer

Piedmont Cancer Institute implemented Navigating Cancer's Triage and Health Tracker solutions during 2020, while managing care during the COVID pandemic. The web-based solution proved useful immediately to support a remote working environment, allowing the staff to cover multiple office locations without being physically present in an office.

## Coordinating and Prioritizing Care to Reduce Staff Burden

With Navigating Cancer, Piedmont Cancer Institute now has a single comprehensive view of processes and procedures. Piedmont Cancer Institute was able to standardize documentation by utilizing preset clinical pathways; this too assisted with onboarding new care team members. Pathways and Standing Orders features allow the staff to work at top of their license because patient care tasks can be appropriately assigned to the staff, based on role. There is less disruption for the provider because RNs can provide support without input.

Piedmont Cancer Institute also implemented a centralized telephone triage system to efficiently manage and respond to incoming calls and voicemails. Call routing ensures the right care team member is notified at the right time with the right information tied to the patient profile — including HomeCare instructions, which eliminates the need for repeat phone calls. The visibility into incoming calls and the ability to streamline communications helped the clinic align practice resources and staff for more efficient operations.

**“ Navigating Cancer definitely decreases the work for nurses. As a manager, I can jump in and help wherever it’s needed. I don’t have to physically be in the office to look at the work board and take a ticket off, or call or monitor, or see if anybody needs help. ”**

*~ Tanya DePastino, South Clinical Manager*

## Proactively Managing Symptoms to Improve Patient Outcomes

Once workflows and processes were optimized, Piedmont Cancer Institute implemented Health Tracker’s remote monitoring solution in November 2020 and saw swift and effective patient enrollment across all clinics within three months.

Highlights include:

- 96% growth in remote care participation in first 3 months.
- 86% of patients have reported a symptom via Health Tracker’s remote monitoring solution—eliminating the need for patients to call into the clinic or visit an ED for triage support.
- More than 4,366 incidents were resolved in less than three hours, representing nearly 85% of the total incident volume — showing the value of more coordinated and intelligent pathways.

Coordinated and intelligent triage workflows combined with remote monitoring has significantly decreased the need for patients to leave voicemails — further improving the patient experience.

**“ Now we’re catching some patients before they would have called and before they get really sick, which really helps to minimize some of their suffering. The transparency of documentation and easily seeing what’s coming in and going on has also been huge for us. ”**

*~ Stephanie Braatz, Chief Clinical Officer*