

# Nebraska Cancer Specialists providing exceptional care and delivering value region-wide

## Background

Nebraska Cancer Specialists is a busy cancer center with 5 clinics across the region and a participant in the Oncology Care Model (OCM), Center for Medicare & Medicaid Innovation's value-based care program. In 2017 in order to improve their workflow and efficiency, they began evaluating software solutions to better manage and triage incoming patient needs. At that time their workflow was disjointed and lacked standardization. Nurse case managers each worked with specific physicians who each worked in their own, unique way. The patients used multiple numbers to contact the practice when they needed something - their case manager's direct line, the individual clinic location, a general phone tree - and many calls ended up in voicemail. The result was long waits for return calls, lengthy sessions of phone tag, difficult to understand voicemails, endless transcription of phone messages, and widespread uncertainty about delivery and resolution of patient calls. In addition to the impact on patient care, their valuable case managers were not able to work at the top of their license and provide navigation services to their patients because their days were consumed with an inefficient triage process.

## Project Goals

In an effort to streamline incoming patient issues, improve the efficiency of the care team, track incident resolution, and access data to comply with OCM requirements, they implemented Navigating Cancer's patient relationship management digital platform in early 2018. The result: a dramatic increase in case managers' capacity, a new level of flexibility to add value, a clearly prioritized triage workflow, and the ability to focus on patient care instead of administrative tasks.

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## About

Nebraska Cancer Specialists is the largest community oncology practice in the region. The practice is a member of the Quality Cancer Care Alliance and is participating in the Oncology Care Model, a value-based program that requires the delivery of high quality care and enhanced services to patients.

EMR: OncoEMR  
Providers: 26  
Implementation: 2018

## Q2 2020 Results:



# 2 hr 16 m

Average resolution of symptom-related issues



# 29%

Symptom issues resolved with a pathway



# 10.7%

Estimated reduction in urgent care utilization

## Results

Upon implementation, Nebraska Cancer Specialists moved to a centralized model so that all incoming calls came via one number and were tracked in a centralized platform. Now that operators and schedulers are not tied to specific locations, they can take more calls and quickly route them to the right place. This has resulted in a significant reduction in calls because the back and forth has been eliminated. The triage workboard can be viewed by the entire team and is updated in real time. Nurses can quickly provide symptom management and the resolution is documented and sent to the EHR to close the loop and ensure that no patient falls through the cracks.

Nurses were resistant at first to lose control of the incoming patient calls, but today they love the efficiency, transparency, and standardization that helps them focus on patient care. Annie Rudloff, BSN, OCN, Director of Clinical and Quality Programs, told us, "Our team really values having patient information surfaced to them in a very efficient way. If we tried to take the Navigating Cancer platform away today, we'd hear serious objections from our nursing team."

In 2019, NCS wanted to offer patients a better experience to engage in their care, access health information and personalized education, and stay in close contact with the care team. After evaluating the available solutions on the market, they implemented Navigating Cancer's patient portal and patient engagement tools. They consistently encourage patients to register and have a high rate of engagement.

This practice has proved to be a model in leveraging this comprehensive digital health platform to connect its care team, deliver exceptional care to its patients, and continuously improving their operation through analysis of the data captured by the platform for ongoing transformation.

NCS not only leverages Navigating Cancer's care management tools, it also consistently engages patients in their care via the portal, home care and personalized educational resources - so patients know what to expect, when to contact their care team, and stay on therapy for better outcomes.

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**— Annie Rudloff, BSN,  
OCN, Director of Clinical  
and Quality Programs**

## About Navigating Cancer

Navigating Cancer is the leading oncology Patient Relationship Management technology and solutions company focused on improving the patient experience, delivering more effective care management, and enabling oncology care innovation. With over 1,800 providers using the Navigating Care platform to care for over 1 million patients, it is the most broadly deployed oncology patient management solution in the US.

To learn more about how Navigating Cancer can help you, please visit [www.navigatingcancer.com](http://www.navigatingcancer.com) or contact us at **800.925.4456** or [inquiries@navigatingcancer.com](mailto:inquiries@navigatingcancer.com)