// Australian Comprehensive Cancer Network Innovations Showcase

Using data to drive worldclass cancer care across Australia

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35 Dr Marie Burke OAM

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Chief Medical Officer

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Purpose: To design care experiences that achieve the best possible life outcomes.

~30k

GenesisCare Australia

in 3 Australians accessing radiation therapy receive it at GenesisCare

Growing footprint in medical oncology, theranostics, and personalised medicine

We deliver services in collaboration with government at 16 locations, including 8 regional centres



Using data to improve care across 50 locations in five states

| 1. "Horizon RO" | 2. Patient feedback | 3. Business intelligence | |
|---|--|--|--|
| Clinical standardisation to drive quality and outcomes | Patient-reported experience measures to improve the patient experience | Operational standardisation to drive efficient, affordable care | |
| | | | |

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Adherence to Clinical Practice Guidelines (CPGs) has been associated with increased survival⁽¹⁾

Case study: impact of radiotherapy guideline adherence on patient outcomes⁽²⁾

Retrospective review of Protocol compliance and patient outcomes in radiation oncology

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Within the head and neck clinical trial 25% of treatment plans for patients were not protocol compliant following a quality review

-2yr Overall survival

25%

non-compliant

There was a 20% difference in overall

survival between patients treated on a compliant RT treatment plan vs a non-compliant RT treatment plan

- 1. Ricci-Cabello et al. Adherence to breast cancer guidelines is associated with better survival outcomes: BMC Health Serv Res. 2020;20(1):920.
- 2. L Peters et al. Critical impact of radiotherapy protocol compliance and quality in the treatment of advanced head and neck cancer. Clin Oncol. 2010 Jun 20;28(18):2996-3001.



CPGs are a powerful tool... however, their implementation is very complex ⁽¹⁾

EMR lack efficient workflow for protocolised care





1. Rauh S et al. Challenge of implementing clinical practice guidelines. ESMO Open. 2018;3(5):e000385.

1. Horizon RO

In partnership with the Lumonus team, we developed a system designed to deliver world-class care by focusing on...

| Capturing, tracking and measuring | Tracking guideline adherence against evidence-based protocols Structured clinical data is is captured via AI powered workflows for patients and care teams. Enabling accurate reporting, clinical intelligence and research |
|--|---|
| Automation & AI facilitating quality medical practice | Intelligent automated workflows drives consistency across treatment journey Healthcare professionals can act based on clinician and patient reported outcome measurements in real-time (for e.g. Distress Thermometer) |
| Harmonising protocols | Global practice, doctor specific care pathways and clinical protocols are standardised Decision-making process is informed by evidence-based sourced from literature & research Automated peer review embedded in clinical workflow |

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Continuously enhancing care pathways with the goal to provide best in class outcomes and experience backed by data



Leveraging AI to reduce complexity of implementing CPGs



- Reports received from pathology + radiology providers via fax or email
- Staff scan + upload documents into the EMR
- Many records have incomplete diagnosis and intake data due to the manual effort of entering information from these reports



Less manual data input frees up clinical staff time

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- Staging + intake fields in Horizon are prepopulated
- Staff verify the extracted information before it gets used



Case study: Distress Thermometer



- Implementation of a systematic, digital clinician workflow for patient distress screening as a standard of care
- To enhance patient care experience through a multidisciplinary approach
- Measure, benchmark, track and improve outcomes for all

Using validated distress management tool:

- Internationally adopted screening measure to identify and address psychological distress in individuals with cancer
- Digital Distress Thermometer workflow utilises automation to facilitate timely follow up with patients who score highly

Distress screening and wellbeing plan workflow at 33 RO clinics demonstrated:

- 78% uptake of baseline screening and 53% at end of treatment
- Referrals only required for 3% of patients (based on documented data)
- 42% of patients saw a reduction in their distress (34% an increase and 24% no change)
- For patients with increased distress, 79% experienced a change in the distress category demonstrating distress evolved over their treatment course
- Enhanced patient satisfaction evidenced through feedback



experienceing in the past week including today. Scale: - /10 O No distress Continue

10

Extreme distress

Distress Thermometer

GenesisCare

Instructions

Please use the slider on the right

to select a number (0–10) that best describes how much

distress you have been

7,788 distress screens completed between March and October 2022

2. Patient Reported Experience

Measures have been captured and assessed for almost a decade, enabling us to transform the care experience

| Net Promoter Score | From: +70 NPS in 2014 To: +94 NPS in 2024 | |
|------------------------------|--|---|
| Fees and Billings | From: 83% customer satisfaction (CSAT) for billing explanation (2015) To: 97% CSAT for billing explanation (2024) | From: 77% CSAT value fomoney (2015) To: 86% CSAT with out-of-pocket price (2024) |
| Communcation about Delays | From: CSAT 78% 5 min average To: CSAT 96% 4 min average was | waiting time in 2019 aiting time in 2024 |



How have we used this data to improve care?

- Uncovered the need for our successful Voice of Consumer program
- To informed our <u>"Patient Principles</u>": physical environments, design of our centres, soft skills, patient information
- To create gold standard targets as part of a Patient Experience playbook that aims to deliver an exceptional patient experience, nationally



3. Business Intelligence Tools

have enabled us to track key performance metrics and inform lean processes to drive efficiency

Performance Metrics

- Performance metrics that monitor and track all parts of our operations, covering our patient journey, to drive efficiency and improve patient care.
- Ability to report the metrics at national, state, clinic, doctor level.
- Ability to track trends and compare current period vs past periods and targets.



Efficient delivery of high-quality cancer services helps us to offer rapid access to affordable care, with 1 in 2 GenesisCare patients bulk-billed or treated as part of a PPP-style arrangement. Fully automated Enterprise Data Warehouse providing up-to-date data & insights for our doctors and leaders





Thank you.

