



**ATLANTIC  
LEARNING  
EXCHANGE**

HEALTH QUALITY  
& PATIENT SAFETY

# Teleoncology: Ensuring Safety and Enhanced Patient Care Experience into Primary Care Delivery.

Darlene DeCoursey RN BScN  
Regional Clinical Telehealth  
Advisor  
Horizon Health Network



ATLANTIC  
LEARNING  
EXCHANGE  
HEALTH QUALITY  
& PATIENT SAFETY

# Rationale for the project

- When: Teleoncology was first initiated in 2007 at one site; 2015 all Oncology sites use this technology
- Who: NB cancer patients and their families, and Oncology Specialist (Medical and Radiation).
- Why: To eliminate the geography between our Specialists and their patients. NB has a concentration of Oncology specialists in its southern region of NB



ATLANTIC  
LEARNING  
EXCHANGE  
HEALTH QUALITY  
& PATIENT SAFETY

# The Goal of the Project or Strategy

- The goal is to allow patients receiving their specialized cancer treatment and follow-up exams in their local hospitals while interacting with oncology specialists in another part of the province.



ATLANTIC  
LEARNING  
EXCHANGE  
HEALTH QUALITY  
& PATIENT SAFETY

# Measures

- Initial baseline measure included three Horizon hospitals that reached out to 2-3 remote sites.
- One example of improvement:
  - Saint John Regional Hospital now reaches out to 20 remote sites.
    - 2015 had 146 visits
    - 2016 increase to 470



ATLANTIC  
LEARNING  
EXCHANGE  
HEALTH QUALITY  
& PATIENT SAFETY

# Measures

- 100% of patients receiving chemotherapy in outlying areas no longer travel for the mandated appointments; eliminating up to 12 trips during their prescribed treatment duration.
- Also, urgent symptom management issues can be addressed in a timely fashion.
- Patients are thrilled with no travel and no waiting room time



ATLANTIC  
LEARNING  
EXCHANGE  
HEALTH QUALITY  
& PATIENT SAFETY

# Tips & Tools for Others

- Let clinical needs drive the technology
- Don't change the process – insert technology into the everyday process
- Expectations must be managed once a new service delivery is offered so that adequate resources can be provided to support it



ATLANTIC  
LEARNING  
EXCHANGE  
HEALTH QUALITY  
& PATIENT SAFETY

# Contact Information

Name: Darlene DeCourcey RN, BScN

Organization: Horizon Health Network

Email: [Darlene.Decourcey@HorizonNB.ca](mailto:Darlene.Decourcey@HorizonNB.ca)

Phone Number: (506)648-6499