



Case Study

Cancer Program Improvements with Ciox Partnership

The client, a cancer center that is part of a large urban health system, collaborates with thousands of patients each year to treat their cancer using the latest technology and state-of-the-art techniques. Opened in 2003, the cancer center’s purpose is to reduce the number of lives lost to cancer in their state through prevention and screening, treatment, research, and education. Recognizing that research is the key to improving all phases of cancer services, the cancer center focuses on research to improve patient outcomes, as well as basic scientific, clinical, and population-based studies.



Challenges

In 2016, the client faced challenges with their cancer registry and needed a partner to help in solving the issues and improve their registry. Their partnership with Ciox began in early 2017. Initially, there were obstacles to overcome such as registry backlog, necessary updates to registry procedures, required remote integration with the cancer center’s multiple tumor conference meetings, and collaborative development of mutually agreeable reporting, meeting and communication expectations.

About the Client

- Home to the one of the largest public hospitals in the US
- In 2017 the cancer center was awarded a prestigious grant and became part of a national alliance to advance patient centered cancer care
- Earned the Quality Oncology Practice Initiative (QOPI) Certification which is awarded to outpatient hematology/ oncology practices that meet the highest, national standards for delivering quality cancer care

Solutions

The early months were challenging for both sides as it took time and effort to identify the right personnel fit and to establish successful communication and trust. However, once these important pieces were in place, the relationship flourished and together the client and Ciox have achieved multiple goals, including:

- Implementation of new automated case finding process to improve overall case capture and workflow efficiency
- Clean-up of registry backlog and eventual transition to concurrent case abstraction allowing administration and physicians to review data in real time
- Achievement of the state's Central Registry completeness award
- A prestigious grant award making the cancer center a part of a national alliance to advance patient centered cancer care
- Successful re-accreditation by the American College of Surgeons Commission on Cancer (CoC) and the National Accreditation Program for Breast Centers (NAPBC)
- Achievement of the Quality Oncology Practice Initiative (QOPI) Certification.

Results

The Ciox cancer registry manager and team have become trusted partners of the client's cancer program team, providing valuable data and expertise to help them to achieve their mission. "The work you do is invaluable, and we are so glad to have you on our team" said the client, the Vice President of the cancer center's oncology service line. "Thank you for helping us continue to move our mission forward. We could not do it without you." By partnering with Ciox, providing solutions around people, processes and technology, the health system was able to overcome the challenges faced by their cancer registry and successfully achieve the cancer center's mission of providing patient-focused services that emphasize access, customer service, cultural competence, and the highest level of ethics and fiscal responsibility.



To learn more, contact us at
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