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Radiation Oncology operations and workflow efficiency

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The era of the “trial and error” or “one size fits all” approach to cancer care is gone. This translates to the operational aspects of a radiation oncology center as well. Clinical Operations, end-to-end, encompasses the way patients are engaged and how a treatment center functions. It includes all of the planning, directing, and evaluating of patient activities within the facility from the moment a patient calls to how they will move through medical visits and treatment complying with internal policies, protocols. It involves goals of boosting efficient and economic

performance in every department, while delivering highest quality patient services. Further, it includes working with senior leadership to drive strategy and implementation of ideas to meet annual and long-term goals. This presentation discusses best practice in developing and aligning process improvement within a center, from workflow analysis and project selection to key performance indicators that successful centers are adjusting to and evaluating.

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