

## Advanced Immuno-Oncology (I-O) ChangeMakers

### Action Learning Projects to Improve Cancer Care

<b>Project Title</b>	<b>Refine the process from biomarker test ordering to reporting</b>
<b>Problem/Challenge</b>	We recognized that it was challenging to track the entire process from test ordering to reporting results.
<b>Aim/Goal</b>	Streamline how biomarker tests are ordered and how results are reported.
<b>Key Interventions</b>	In our lab, we began by developing a process map (current state) and exploring the ideal future state. We found key variations in how orders were received and in how results were reported. For example, orders may be sent via fax or may be phoned by the ordering provider. We would enter information in our laboratory information system and generate reports. Some biomarker test reports would be delivered via fax or might get scanned into the electronic chart. During our ChangeMakers group meetings, it was very helpful to hear how other pathologists were navigating similar challenges around biomarker test ordering and reporting. We developed some ideas to refine the process and drew a simple process map of our current state. Then, we explored what would be needed to reach the ideal future state.
<b>Summary of Results</b>	Our idealized streamlined process for test ordering to reporting looks like this: One designated person may request → another designated person retrieve tissue → enter consults → enter portal orders → draft reports. Assign clear roles and responsibilities for those involved in entering the order, retrieving results, entering additional information, etc. Examples of those people include the oncology nurse, nurse navigator, lab technicians, and lab clerical staff.
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