### Problem Statement

The process of obtaining and entering NSCLC biomarker test results (NGS lab) into the EHR is inefficient and may lead to delays in treatment

### Root Causes

- The current process is manual and trigged by an email that is sent from Foundation Medicine (or other vendor)
- The email trigger is only sent to one person
- Results are manually downloaded from the portal and then uploaded into the EHR
- Oncologists are not always notified in a timely fashion as soon as the results are available

### Measurement:

- Baseline: start by reviewing 10 patient charts where biomarker testing was performed
- Create a spreadsheet that includes the following dates:
  - [date1: final report from the NGS lab]
  - [date2: final report is scanned and uploaded into the EHR] – this also triggers a physician acknowledgement alert
  - [date3: medical oncology appointment where the treatment plan is discussed with the patient]
- Measure the time it takes from [date1: final report] to [date3: medical oncology appointment]
- Calculate the time interval: average time it takes from [date1] to [date3]
- Look for patterns or trends in the data; are there outliers?; what factors may impact these time intervals?
Discuss causes and effects:

Aim Statement (example):

- Over the next <xx> months, we will reduce the time it takes from [date1] to [date3] from <xx> days to <xx> days.

Potential Solutions

- Scheduled tasks: someone will check the lab portal on a regularly scheduled frequency; they will no longer depend on the email trigger
- Assign a team (rather than a single individual) to the task of checking the lab portal and downloading the results
- Explore the possibility of receiving the results as a digital fax where the report is entered directly into the EHR

This data collection sheet is a resource from the ACCC educational initiative, Fostering Excellence in Care and Outcomes in Patients with Stage III/IV NSCLC.