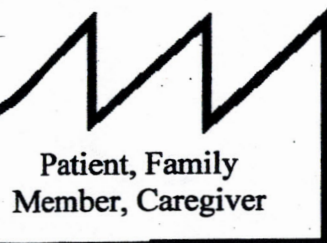


The Service



Customer Outcomes

1. access to information
2. increased knowledge
3. emotional peer support
4. identification of needed resources

Entry Point

On-Site Patient Navigators

Patient is seen in clinical setting by staff or volunteer navigator who may be a survivor and likely to reflect racial/cultural background of patient.

- Navigator provides hope, emotional support, and a link to ACS & additional resources. VA, 10-20 minutes
- Navigator completes fax or clinician's portal referral. VA, 10-20 minutes

Lead Time = 10-30 minutes

Staff Resources = ACS Navigator (from Grant), PFS Coordinator

Other Resources = Volunteer Survivor, Student Intern

Competencies = must do 21 hour training by program director

Performance Metrics = Regional/Division Scorecard, Business Objects Reports

Systematic Referral

Health care provider from regional community completes referral via fax, telephone call or clinician's portal.

- Health Care provider acknowledges patient's cancer journey and multiplicity of needs. VA, 10-30 minutes
- Health Care provider completes referral via fax, clinician's portal or phone call. VA, 5-10 minutes

Lead Time = 10-50 minutes

Staff Resources = None

Other Resources = Health Care Provider

Competencies = Clinician Portal Training, knowledge of ACS programs

Performance Metrics = Regional/Division Scorecard, Business Objects Reports

NCIC

Nat'l Call Center

Patient, Family Member or Caregiver make direct call via 800#

- Highly trained staff provides information and makes initial assessment of need. VA, 15 minutes

Lead Time = 15 minutes

Staff Resources = Cancer Information Specialists, Nurse Specialists, Health Insurance Team, Clinical Trial Team

Other Resources = The Connection, Siebel, ATT Language Line

Competencies = ACS Training

Performance Metrics = Regional/Division Scorecard, Business Objects Reports

Regional Office

Patient, Family Member or Caregiver make direct call to local office or Patient, Family Member or Caregiver walks in to Regional Office.

- Staff provides information and makes initial assessment of need. VA, 15-30 minutes

Lead Time = 30 minutes

Staff Resources = PFS Director, PFS Manager, PFS Coordinator

Other Resources = PFS Volunteers

Competencies = Training and competency inconsistent across division.

Performance Metrics = Regional/Division Scorecard, Business Objects Reports

Go to:

Input & Initial Fulfillment

Input & Initial Fulfillment

NCIC

- Consistent and accurate data entry. NVA-Necessary, 5 minutes
- Every patient mailed an informational package through automated process using outside vendor. VA, 5 minutes
- If needed, service request created and routed for further assessment and fulfillment. NVA-Necessary, 5 minutes

Lead Time = 15 minutes

Staff Resources = Cancer Information Specialists, Nurse Specialists, Health Insurance Team, Clinical Trial Team

Other Resources = Vendor for Mailing

Competencies = ACS Training

Performance Metrics = Regional/Division Scorecard, Bus. Objects Reports.

Cost of Mailing = unknown

E. Syracuse Data Entry (from FAX referral)

- Consistent and accurate data entry. NVA-Necessary
- Every patient mailed an informational package through a manual process. VA, 9 minutes
- If needed, service request created and routed for further assessment and fulfillment. NVA-Necessary, 5 minutes

Lead Time = 9 minutes

Staff Resources = ACS Data Entry staff

Other Resources = Volunteers

Competencies = well versed in Siebel

Performance Metrics = PACT, Regional/Division Scorecard, Business Objects Reports.

Cost of Mailing = \$1.50 - \$3.00

Regional Office

- Data entry inconsistent. NVA - Necessary, 10-20 minutes
- Individualized information or Personal Health Manager Kit mailed or given directly. VA, 15 minutes

Lead Time = 20-30 minutes

Staff Resources = PFS Director, PFS Manager, PFS Coordinator

Other Resources = PFS Volunteers

Competencies = ACS Training, staff experience level inconsistent

Performance Metrics = PACT, Regional/Division Scorecard, Business Objects Reports

Cost of Mailed Materials = PHM folder - \$4.00, material approx. \$2.00-\$4.60, Fed Ex - \$3.50, US Mail \$1.50-\$5.00

Close Service Request
(If one was created)
Do Program Delivery
Activity
NVA - Necessary
Lead Time = 5 minutes

Go to:

Call Back
Initiative

Does patient have
additional needs at
this time?

No

Yes

Go to:

Assessment &
Fulfillment

Assessment & Fulfillment

Patient Service Center

Culturally Diverse Service Center

- Respond to all service requests within 24 hrs. VA
- Verify initial information and update Siebel. VA, 2 minutes
- Provide information through Connection and other approved resources. VA, 5 mins.
- If needed, make referral to signature program or external resource. VA, 1 min.
- Create consistent & accurate SR Activities & Close. NVA – Necessary, 2 mins.

Lead Time = 6-10 minutes

Staff Resources = PSC Specialists

Other Resources = Cyracom

Competencies = varied

Performance Metrics = PACT,

Regional/Division Scorecard, Bus. Obj. Rpts.

Regional Office

- Respond to all service requests as quickly as possible. VA (Escalation notices sent if over 72 hours.)
- Verify initial information and update Siebel. VA, 5-10 minutes
- Offer brief counseling. VA, 10-45 minutes
- Communicate with health care provider. VA, 5-10 minutes
- Provide information through The Connection and other approved resources. VA, 10-20 minutes
- If needed, make referral to signature program or external resource. VA, 15 minutes
- Create SR Activities and Close, inconsistent. NVA – Necessary, 5-10 mins.

Lead Time = 30-50 minutes

Staff Resources = PFS Directors, Mgrs., and Coordinators, other ACS staff familiar with PFS resources.

Other Resources = PFS Volunteers

Competencies = ACS Training, staff experience level inconsistent

Performance Metrics = PACT,

Regional/Division Scorecard, Bus. Obj. Rpts.

Refer to Signature Program

- Reach to Recovery
- Road to Recovery
- Look Good, Feel Better
- Man to Man
- I Can Cope
- Others?

Provides information and further support and assistance. VA, 5-15 minutes

Lead Time = 5-15 minutes

Staff Resources = PFS/PSC Staff

Other Resources = volunteers

Competencies = ACS training

Performance Metrics = Regional/Division

Scorecard, Business Objects Reports

Provide Information

- Unbiased, science-based information from The Connection documents or other ACS materials. VA, 10-20 minutes

Lead Time = 10-20 minutes

Staff Resources = PFS/PSC Staff

Other Resources = volunteers

Competencies = ACS Training

Performance Metrics = Regional/Division

Scorecard, Business Objects Reports

What is patient's need?

Refer to External Program or Service

- If necessary refer to external programs. VA, Uncertain, may be evaluated during Call Back Initiative. 10-20 minutes

Lead Time = 10-20 minutes

Staff Resources = PFS/PSC Staff

Other Resources = None

Competencies = knowledge of community resources

Performance Metrics = none

Unmet Need

- Offer Acknowledgement of struggle and listen VA minimal, 10 minutes
- Indicate on SR need was unmet so it may be tracked for future benefit based on information collected. NVA-Necessary, 5 minutes

Lead Time = 15 minutes

Staff Resources = PFS/PSC Staff

Other Resources = None

Competencies = ACS Training

Performance Metrics = Regional/Division Scorecard, Business Objects Reports

Call Back Initiative

Patient Service Center

Culturally Diverse Service Center

- Calls consistently done 3 weeks after initial contact.
- Verify receipt of ACS informational package. VA, 1 minute
- Review informational package, signature program referral, or external referral. VA, 4 minutes
- Assess need for more information. VA, 2 minutes
- Offer emotional support. VA, 5 minutes
- Refer to additional resources as needed. VA, 2 minutes
- Siebel Data Entry. NVA-Necessary, 2 minutes

Lead Time = 5-15 minutes

Staff Resources = PSC Specialists

Other Resources = Cyracom

Competencies = varied

Performance Metrics = Regional/Division Scorecard,
Business Objects Reports

Regional Office

- Calls done in inconsistent timeframe after initial ACS contact.
- Verify receipt of ACS informational package. VA, 1 minute
- Review informational package, signature program referral, or external referral. VA, 5 minutes
- Assess need for more information. VA, 5 minutes
- Offer emotional support. VA, 5-10 minutes
- Refer to additional resources as needed. VA, 2 minutes
- Siebel Data Entry. NVA-Necessary, 5-10 minutes

Lead Time = 10-30 minutes

Staff Resources = PFS Staff

Other Resources = volunteers

Competencies = CBI Training

Performance Metrics = Regional/Division Scorecard,
Business Objects Reports

