/sasquatch/

Team Meeting

January 24, 2013

Team Meeting - January 24th

Attendance: All Members

Topics Covered:

- we went over customer meeting and recorded answers to the basic questions that we wanted answered in the first client meeting
- we then reviewed the questions that we wanted to ask during the second client meeting, removing those that were already answered today
- finally, we assigned group members specific parts of the SRS and a timeline for completion
    - 2. The Overall Description
        - Thea (general)
        - Michelle (user characteristics)
        - Jing (general)
    - 3. Specific Requirements
        - Vlad (general)
        - Hanna (functions)
        - Oliver (general)

    - Have "draft quality" information for all sections by Monday, January 28th
        - sub-teams can co-ordinate on this.
    - General review & notes at team meeting on Monday, January 28th 5 - 6
    - Revised quality with notes for team meeting on Thursday, January 31st
    - In-depth review at team meeting on Thursday, January 31st 12:30 - 2:00
    - Final edits over the weekend of February 2nd and 3rd.

You can see the various questions covered below.

Project Description

Provincial Drug Information at the BC Cancer Agency (BCCA) is mandated to provide oncology drug treatment expertise and support to health care professionals, patients, family members and other individuals across the province of British Columbia. In reality, drug information requests are received across Canada and world-wide. The goal is to provide timely, concise and comprehensive response to drug information requests received through the Drug Information telephone line or via email. In addition, oncology drug information specialists collaborate with the Cancer Drug Manual (CDM) team and various BCCA Tumour Groups to optimize the CDM monographs, chemotherapy protocols and patient drug information handouts. They are also involved in a number of clinical and practice-based research projects that impact the safety and effectiveness of cancer patient care.

Currently, Provincial Drug Information utilizes a Microsoft Access database as a repository of drug information requests and responses. This database serves as an information bank to address future drug information requests. Additional information (i.e. requester demographics, tumour site, nature of the request, etc.) are collected for administrative and research purposes. The database presently contains only basic fields to enter such data, and provides a suboptimal and inefficient process for data retrieval for informational or research purposes. For example, the current search strategy involves searching for words either within the “keyword” field or in all existing fields. This is similar to using the “CTRL Find” function in a Word document, and does not allow for more sophisticated, advanced search options. The process is time-consuming, retrieves many irrelevant results, and is not conducive to day-to-day or research-related activities.

Provincial Drug Information would like to create a comprehensive, user- friendly and web-based Drug Information database, with the capability for advanced search functions. This will allow proper archiving of drug information requests, facilitate efficient data retrieval, and provide the potential option for shared access to restricted users outside of Provincial Drug Information.

Basic Questions

<u>Functionality</u>

How will this tool be used to address future drug information requests?

What are the main reasons for thinking the search is suboptimal/inefficient?

- Currently have to write a query, need a “Google” search
- Only returns record #s, need to see snapshot of info

Does this tool store drug information, or only requests and responses?

- Doesn’t store drug information, stores responses with references to drug information (in URL, file, or free text)

How is the information given and responses stored? Are there generic options for response?

- Information is given over the phone/through email in no particular format. Currently stored as free text.
- Responses are stored in a free text field that a template is copy and pasted into.

What do you want to search through? (Requests, responses?)

- Requests/responses are combined as a ticket, tickets should be searchable.
  What are the different ways you want to search by in advanced search?
    - Want to search by keywords/phrases

  What fields do you usually search through?
    - Search through entire ticket, not fields
    - NICE TO HAVE: search by a specific field

<u>User Related</u>

Who are the users? What are the specific tasks each users would perform?

- 4 types of users: viewers, users, reporters, admin
    - VIEWERS
        - Can view tickets
        - Can view reports?
    - USERS
        - Can view, create, modify tickets
        - Can view reports?
    - REPORTER GENERATORS
        - Can view tickets?
        - Can view, generate reports?
    - GOD
        - Can view tickets
        - Can view audit history
        - Generate reports??? Create tickets??

        - Add/remove users

What are the day-to-day tasks? What are less frequent tasks? What are research-based activities and how often do they occur?

- All tasks are used on a regular basis, except for possibly report generation, which is detailed below.

What are typical requests?

- Can I use drug X with drug Y?
- How much of drug X can I give to patient Y with condition Z?
- Hollistic Medicine? What is that? METH?

Walk us through how you would use this system if you received a typical request?

- Fill in demographic, patient, request information
- Go find answer
- Fill in response
- Reply

What information do we want to gather on callers? (Not all required)

- Request #
- Data
- Patient ID
- Requester Type (Patient/Doctor)
- Caller Contact Info
- Geographic location
- Tumor Group (Dropdown)
- Question Type (Dropdown)
- Question
- Answer (built-in template)
- Timestamps for open and close
- State
- Special Notes
- Pharmacist (based on user that is logged in at the time)
- Keywords (0…*)
- Impact Scoring (Dropdown)
- References
- Linked Requests

How do the responses get back to the requestor?

- Phone or email (usually via the method the requestor used)
- Possibly added to medical chart.
  Method of reply: Always via Email, or dependant on method requested

Idea: Direct Email to customer button if always via email. ← based on answer I think this is a good idea

Who are the restricted users and what are the limits to their shared access?

Are there different levels of access? (read only vs read-write access?; limited read access?)

Should anyone/everyone be able to modify other people's inputs?

- As long as ticket is open, users should be able to modify other users' inputs.

Are all fields required? Do you have optional fields?

- Not all required, see above list.

<u>Technical</u>

Are there any limitations or constraints on the system?

- Project must be completed using ASP.net 3.5+
- Membership-Provider
- Hosted on Windows Server 2008
- Microsoft SQL
- C#
- Compatible with IE 7 and Chrome

What administrative information do you want stored with the requests?

(e.g. timestamps, user)

Who should be able to view this information?

- Audit history
- Timestamps for starting, closing
- Time invested into ticket

Advanced Questions

For the template used with drug information responses, do you want to always use the template or have it as an option to use? Is the template always used?
Is the response template what is emailed back to requesters?
What do the reports contain? How are they displayed to users? HOW DO REPORTS WORK?

- *Suggestion*: Reporters can create queries (which are saved), and then if they want to see a query with relevant data they select it and the report is generated. If they want others to also be able to see it they should save the generated report.
- Can we see a sample report?

What are research-based activities and how often do they occur?
When a request is closed, should it be locked in closed status? Should only admins be able to open a closed request?

Can we use the Microsoft Access database currently being used?

- Will receive sample data, but cannot use database due to privacy issues.

Can we receive sample data from the existing system?

- Yes, will be sent to us by Neil.
    - Alternately, can we see screenshots of the current system in use?
        - Screenshot of report + query

How tech-savvy are the users?

- Want a “Google-like” experience

Do you have a concept of request statuses?

Open Requests, Ongoing Requests that need followup

- Only 2 statuses: Open/Closed
    - Open means client has not been contacted yet.
        - Automatic close when client emailed?

SLA on responses?

- Do you want an email if you've created a request X amount of days ago that hasn't been closed?

Do open requests close automatically after a certain time?

Do you want a favorite/most common search functionality?
Do you want related drugs based on a request’s contents?
How will the existing data be migrated to the current system?

- We figure it out.
- Write an import tool, we can test it on sample data, but they’re responsible to import their old data.

Do any of your fields have additional input methods other than text?

- Dropdown with Allowed Values
- Typeahead for keywords

How long do you want to keep records for?

Do you want to export these records in any format?

- Individual Records exported as PDF or other format.

How long does it take to get a request right now?

If you query a drug, how long does it take to get a result?

How do you want search results to be presented?

Do you have Active Directory set up on-site?

Idea: Single Sign On through AD/LDAP or just use same credentials

Can we see your relational model (Girl, I wanna look under your hood ;))

Can we model in more information?

Are they dealt with chronologically or based on importance/urgency?

if multiple questions should they each have individual answer field/individual completion button?

Shoot for the moon, what would be above and beyond what you expect?