

Patient and Service Mapping for Cancer Tumour Groups Fact Sheet

Making a difference for cancer patients through better cancer services every step of the way.

The Midland Cancer Network is one of four regional cancer networks set up to ensure services are co-ordinated across the cancer control continuum. The Midland Cancer Network is established for Bay of Plenty, Lakes and Waikato DHBs with an open invitation to Tairāwhiti and Taranaki DHBs. The network will work with DHBs and also the wider cancer control community within the Midland region to achieve the goals of reducing the incidence and impact of cancer and reducing inequalities with respect to cancer.

The Midland Cancer Network has identified two major work streams, service and patient mapping and reducing inequalities, as a way of working across the cancer continuum to achieve the goals of the New Zealand cancer control strategy.

This fact sheet provides an overview of the patient and service mapping work stream.

What are Patient and Service Mapping?

After the development of symptoms suggestive of cancer a patient is referred to an increasingly complex array of health services related to diagnosis, assessment, treatment of different types, rehabilitation and support and possibly palliative care. Cancer care is delivered in a variety of settings, involves a range of providers and service provision is sometimes uneven and fragmented.

In the context of cancer, patient and service mapping are comprehensive approaches which are used to:

- capture and understand the patient's whole current journey
- establish what, how and where services are delivered and who provides the services
- identify key issues for the patient and the service providers across the continuum
- identify gaps in service delivery
- measure system performance
- identify opportunities for service improvements
- enable the development of strategic plans for the improvement of cancer services

Patient Mapping involves:

- mapping the patient journey and parallel processes
- identifying variations in clinical practices and processes
- collating staff perspectives on issues and constraints
- obtaining consumer perspectives and experience along the continuum
- auditing of waiting times across key stages of the journey
- inequalities sub analysis
- comparison of journey times with national and international standards and benchmarks
- analysis of cancer statistics
- assessment against the patient management frameworks which set out the requirements for optimal care
- assessment against the NHS high impact changes
- discussion of patient mapping findings in workshops with key stakeholders
- develop recommended improvements

Service Mapping involves:

- Determining the range of cancer services provided by DHBs and other health service providers
- Determining the level of activity which is undertaken (e.g. general or specialist)

- Identifying who delivers the cancer services i.e. health care providers who are involved in the management of patients
- Identifying how the activity is delivered
- Identifying existing interactions and relationships and flows

Some of the components of the patient and service mapping work programmes have been developed from process mapping methodology utilised by the Cancer Services Collaborative Improvement Partnership a National Health Service programme (as it was then known) and Guidelines for Service Mapping developed for Integrated Cancer Services, the equivalent of New Zealand regional cancer networks, in Victoria, Australia. The patient and service mapping approaches will evolve and be adapted to incorporate elements of Lean Thinking¹ and Experience Based Design².

Efforts are concentrated on a defined tumour group at one time.

Links with other Cancer Control Work

The patient and service mapping work programme links with national and regional strategies including New Zealand Cancer Control Strategy and its Action Plan, the Non-surgical Cancer Treatment Service Plan for the Midland Region and its Implementation plan and DHBs' cancer control action plans. The programme also links with nationally-led projects on guidance for access and referral to cancer services and planning and delivery of supportive care, regional cancer network projects on patient management frameworks, multidisciplinary care and reducing inequalities and the Midland Cancer Network work programme and its service and site specific work groups.

Principles underpinning patient and service mapping

The patient and service mapping work is based on the following guiding principles adopted by the Midland Cancer Network:

- People-centred
- Reducing inequalities and addressing the needs of Māori
- Multidisciplinary care
- Safe and high quality care
- Integration
- Sustainability
- Evidence-based

Outcomes expected from patient and service mapping

The outputs of the patient and service mapping will be a report and action plan for each of the major tumour groups which will provide a framework for guiding regional and local activities and unifying efforts to reduce the impact of cancer in the Midland region. Activities will be identified to:

- Ensure earlier detection
- Ensure timely access to effective diagnosis
- Ensure delivery of consistent high quality cancer care
- Improve the patient experience along the cancer journey
- Improve outcomes for Māori and Pacific people
- Improve the performance of the cancer systems across the Midland region.

¹ A way of streamlining the patient journey and making it safer by eliminating waste and treating more patients with existing resources. Originally developed by Toyota and now applied to healthcare.

² NHS Institute for Innovation and Improvement.