

Project Profile

Industry
Medical

Customer
The US Oncology
Network

Location
Houston, TX

Situation

The US Oncology Network wanted to unite their physicians and clinicians around a common vision of improving patient outcomes and quality of life. The US Oncology Network realized that they needed standardized documentation to communicate shared best practices, evidence-based guidelines, and quality measurements.

Solution

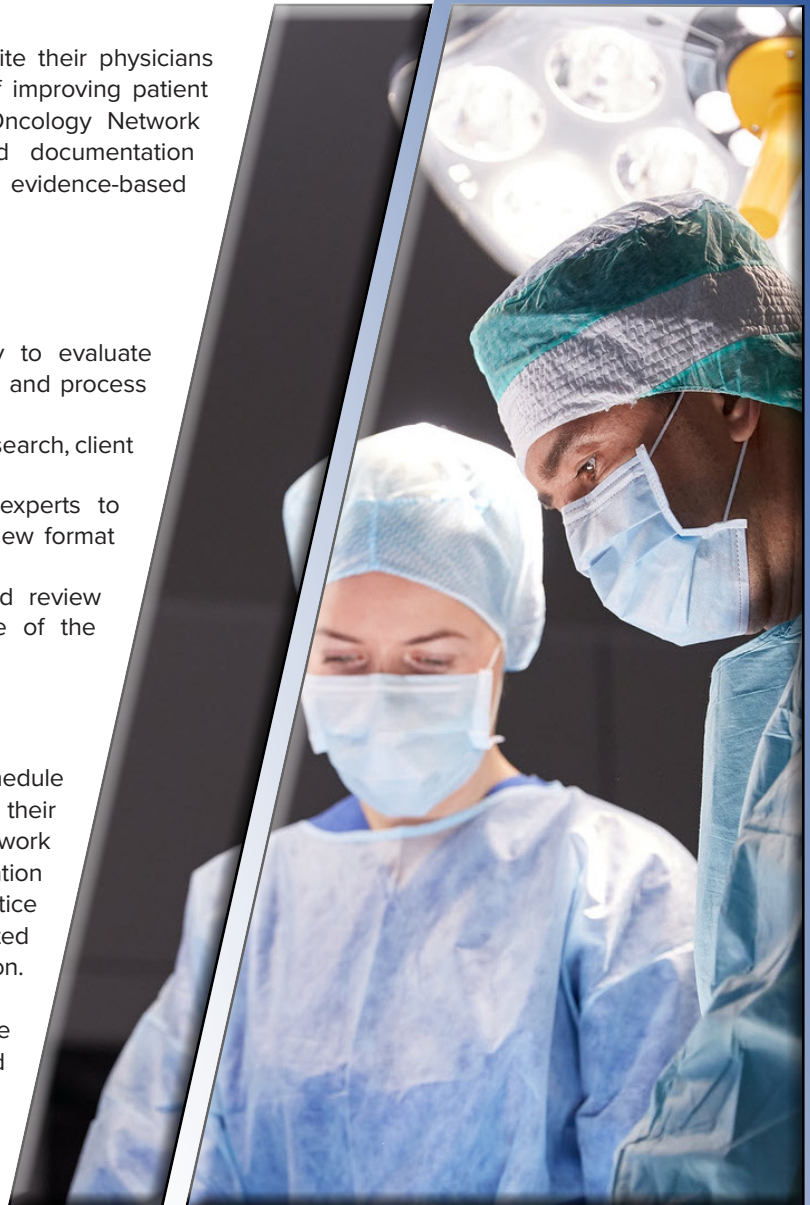
Shea's approach was to:

- Incorporate Six Sigma methodology to evaluate current best practices documentation and process flows.
- Create uniform templates based on research, client insight, and Shea's recommendations.
- Communicate with subject matter experts to increase efficiency and explain the new format for each type of document.
- Implement a structured tracking and review process that kept all parties aware of the project's status.

Key Outcomes

Shea delivered the needed materials on schedule and in multiple phases, building upon their previous work. First, The US Oncology Network put the Shea-standardized patient registration and lab optimization procedures into practice throughout their clinics. Later, Shea integrated best practices into the existing documentation.

Through these efforts to create comprehensive clinic operations and administrative practices, The US Oncology Network was able to reduce patient waiting times and create an integrated atmosphere between their clinics and physicians.



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