



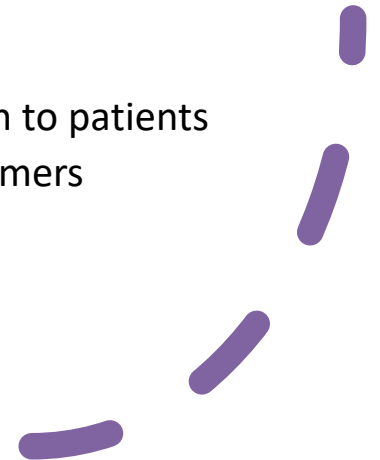
ONCOLOGY/HAEMATOLOGY HELPLINE TRIAGE TOOL				
TOXICITY	GRADE	GRADE	GRADE	GRADE
General Patient assessment Is the patient stable? Are there any red flags? Are there any contraindications to treatment? Are there any other conditions that may affect the patient's response? Are there any other conditions that may affect the patient's response?	Green	Yellow	Orange	Red
Neutropenia What is the patient's neutrophil count? Are there any signs of infection? Are there any other conditions that may affect the patient's response? Are there any other conditions that may affect the patient's response?	Green	Yellow	Orange	Red
Thrombocytopenia What is the patient's platelet count? Are there any signs of bleeding? Are there any other conditions that may affect the patient's response? Are there any other conditions that may affect the patient's response?	Green	Yellow	Orange	Red
Anemia What is the patient's hemoglobin level? Are there any signs of fatigue? Are there any other conditions that may affect the patient's response? Are there any other conditions that may affect the patient's response?	Green	Yellow	Orange	Red
Constipation What is the patient's bowel habit? Are there any signs of abdominal pain? Are there any other conditions that may affect the patient's response? Are there any other conditions that may affect the patient's response?	Green	Yellow	Orange	Red
Fatigue What is the patient's energy level? Are there any signs of weakness? Are there any other conditions that may affect the patient's response? Are there any other conditions that may affect the patient's response?	Green	Yellow	Orange	Red
Abdominal pain What is the patient's abdominal pain? Are there any signs of nausea? Are there any other conditions that may affect the patient's response? Are there any other conditions that may affect the patient's response?	Green	Yellow	Orange	Red
Diarrhea What is the patient's stool frequency? Are there any signs of dehydration? Are there any other conditions that may affect the patient's response? Are there any other conditions that may affect the patient's response?	Green	Yellow	Orange	Red
Headache What is the patient's headache? Are there any signs of dizziness? Are there any other conditions that may affect the patient's response? Are there any other conditions that may affect the patient's response?	Green	Yellow	Orange	Red
Shortness of breath What is the patient's respiratory rate? Are there any signs of chest pain? Are there any other conditions that may affect the patient's response? Are there any other conditions that may affect the patient's response?	Green	Yellow	Orange	Red
Weight loss What is the patient's weight? Are there any signs of malnutrition? Are there any other conditions that may affect the patient's response? Are there any other conditions that may affect the patient's response?	Green	Yellow	Orange	Red
Other What is the patient's overall health? Are there any other conditions that may affect the patient's response? Are there any other conditions that may affect the patient's response?	Green	Yellow	Orange	Red

Nurse-led oncology & haematology telephone triage service The Royal Hobart Hospital experience

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NP Cancer Services RHH

Identifying the problem

- A gap in providing consistent phone information to patients was identified
 - Time constraints, calls often rushed, basic information provided to patients
 - Nurses multi tasking
 - Variable nursing experience
 - Phone calls to multiple sites across the cancer service
- Working group formed
 - Aim
 - Improve patient outcomes
 - Provide consistent phone information to patients
 - Improve partnerships with our consumers
 - Foster development of cancer nurses



Finding a solution



Nurse-led oncology & haematology telephone triage service



Dedicated phone number



Monday – Friday 8.30am-4pm



Prompt cards for maintaining consistency in information provided to patient

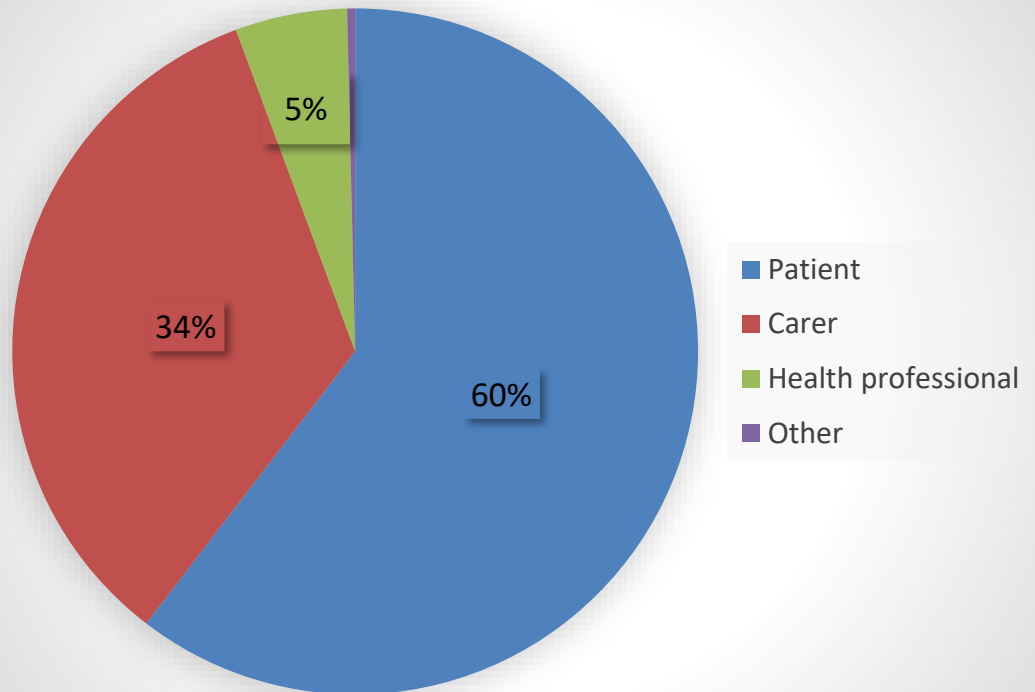


Multiple working group meetings to identifying and address issues

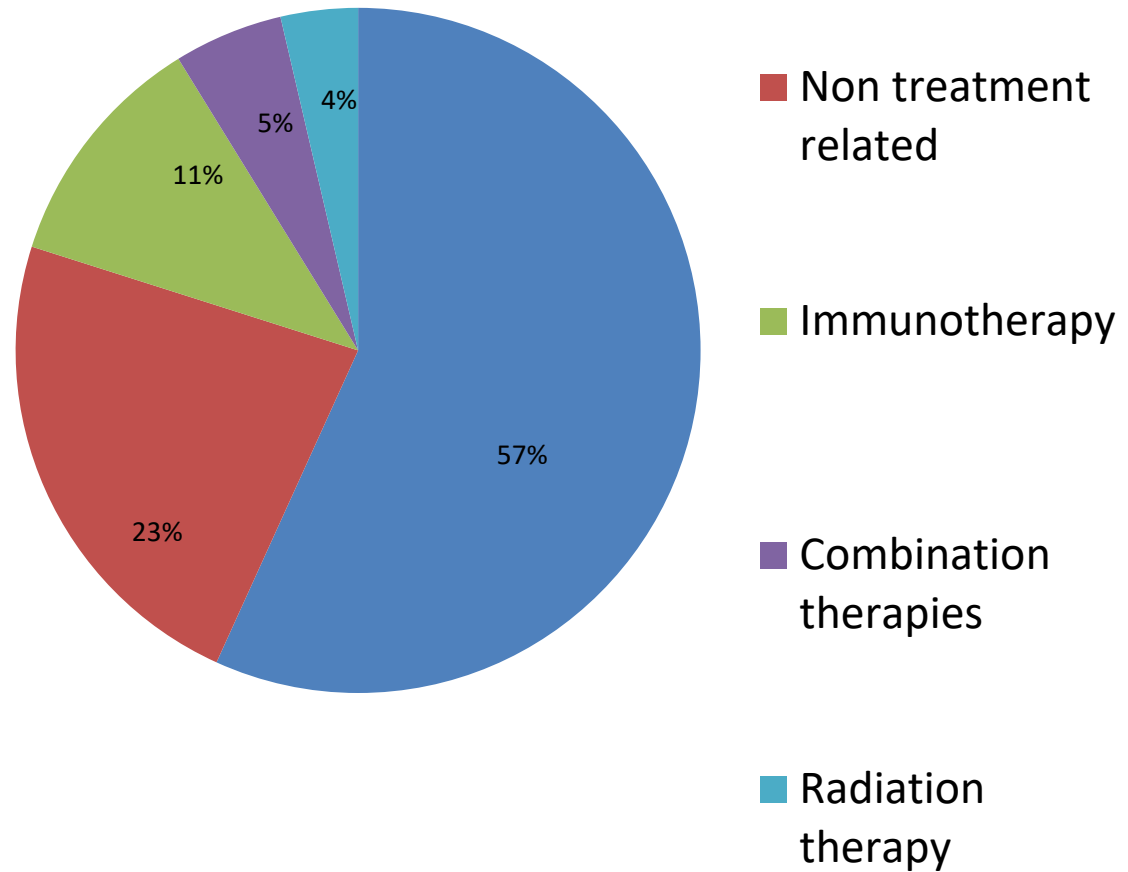


Questionnaire to capture data

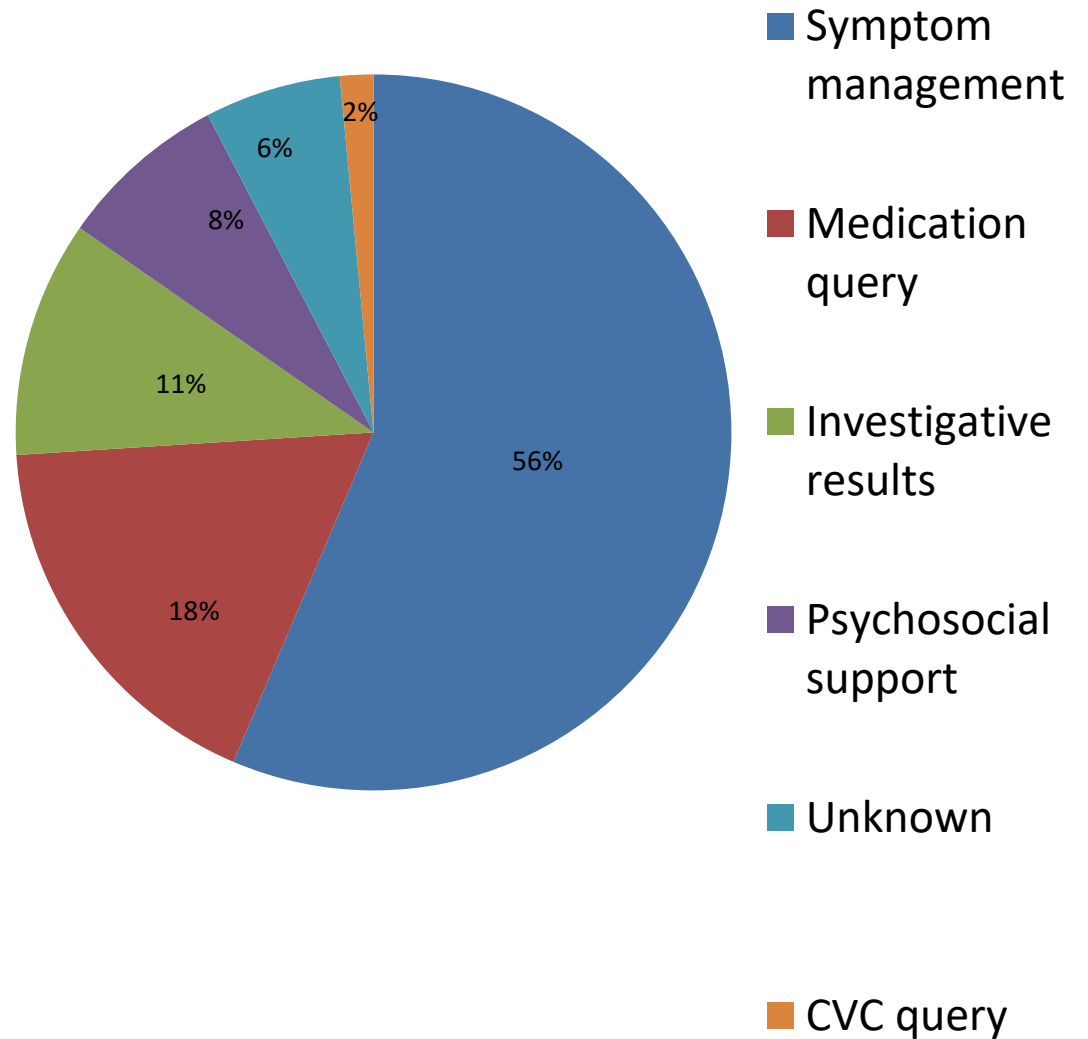
Triage inward
calls (1/7/2018
- 30/6/2019



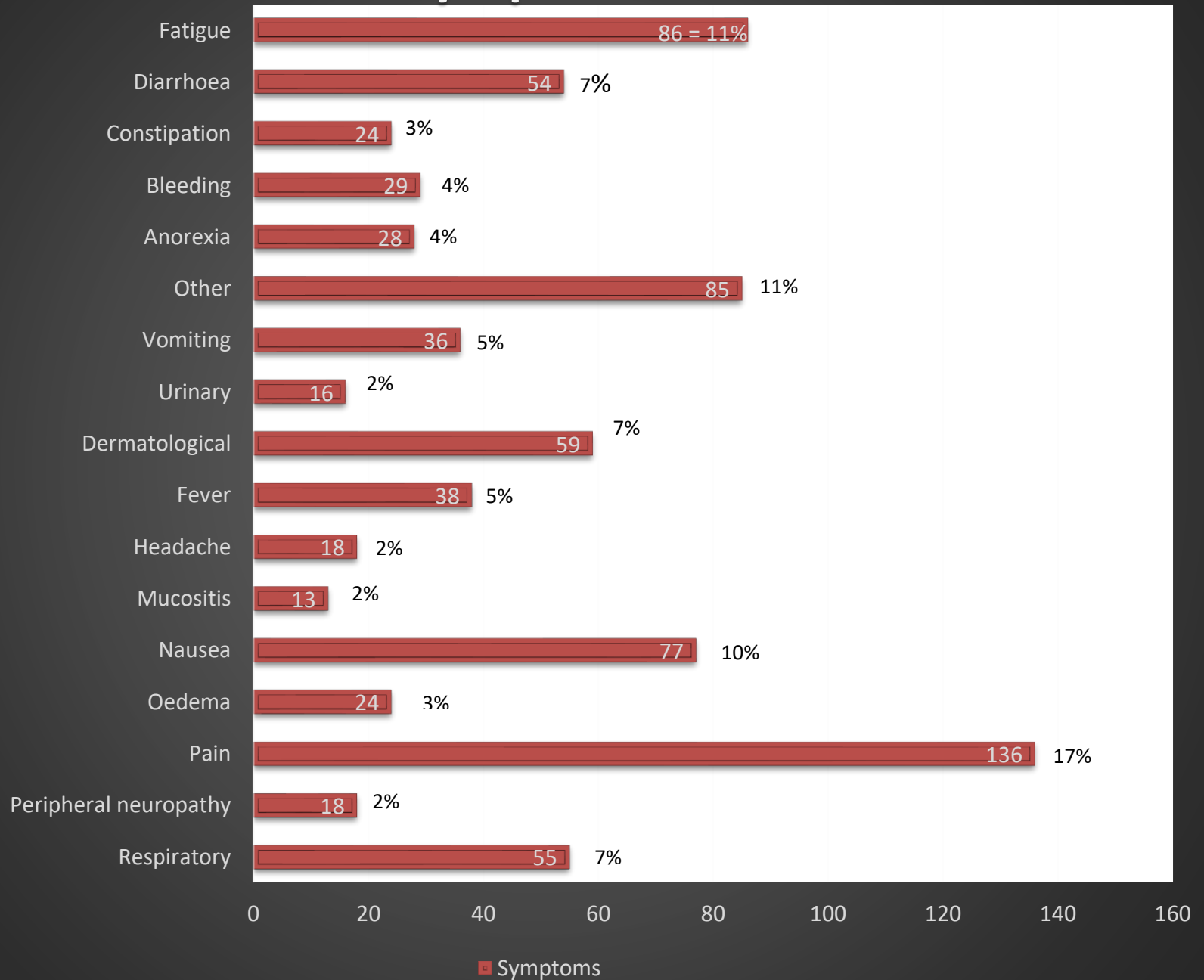
Treatment modality



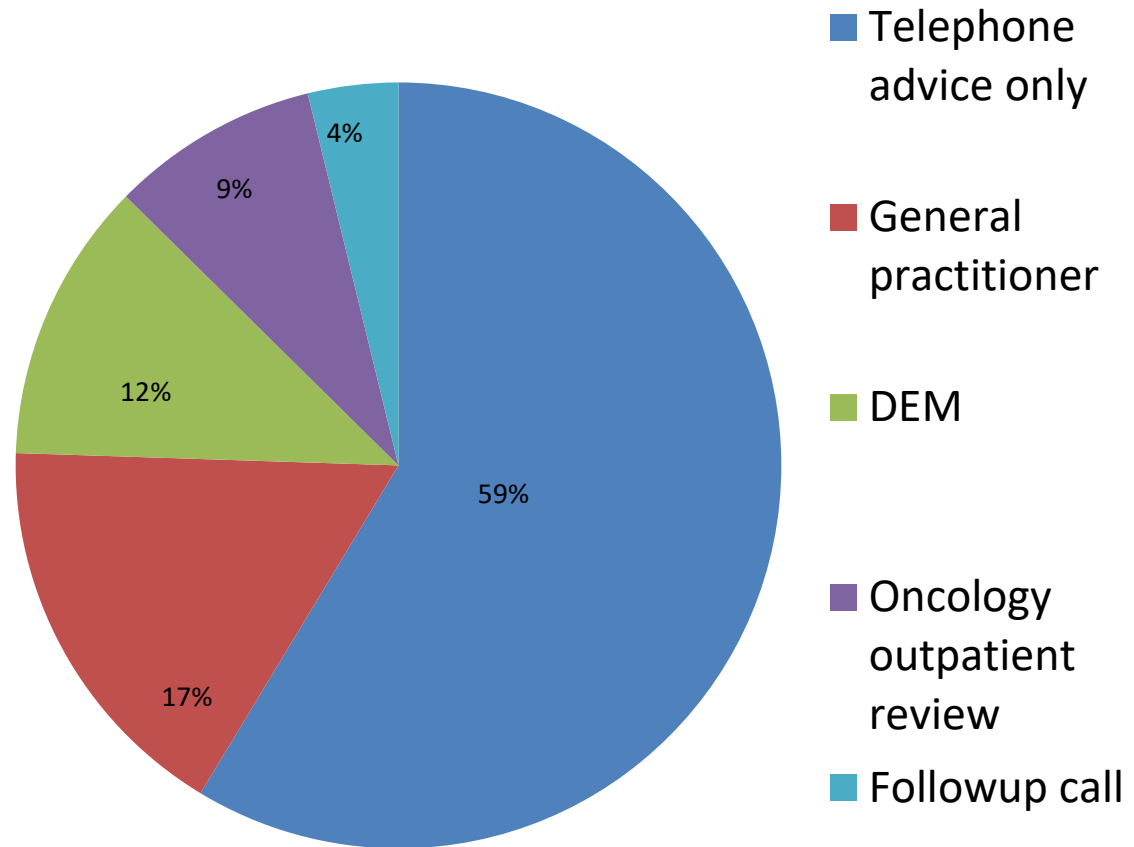
Purpose of phone call



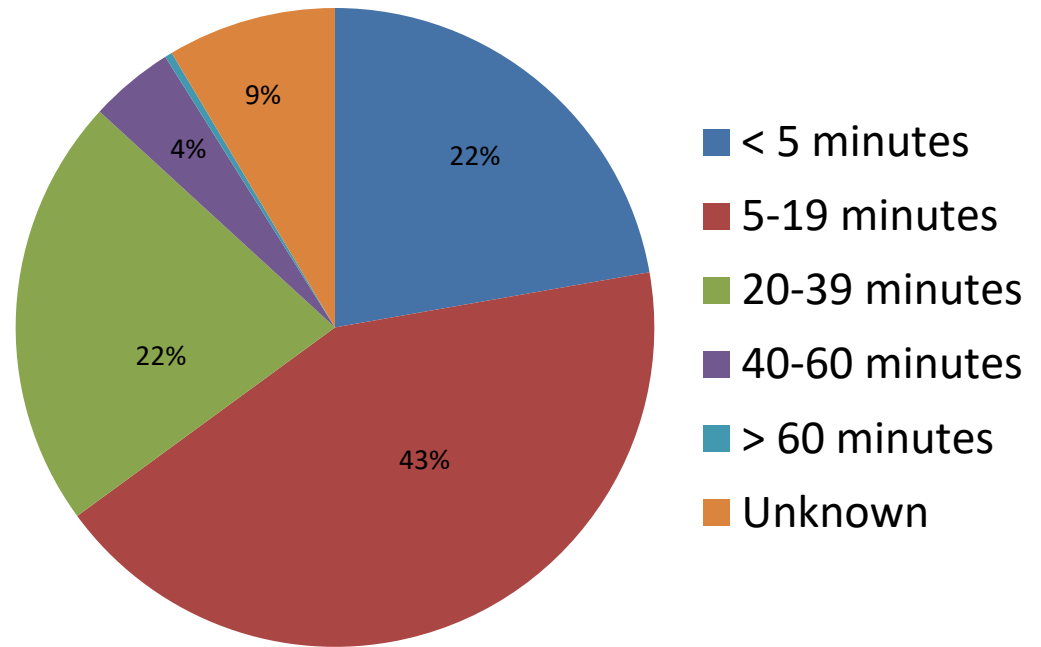
Symptoms



Outcome of call



Duration of call



Future directions



Identifying patient cohorts at highest risk,

- ie age, treatment, disease related?



Further engagement with primary care, develop formal correspondence letter to GP



Overall aim: reduce unplanned presentations to DEM/admissions



Data collection:
? Differential diagnosis (solid tumour, haem/non-malignant haem; add CNC data



Thank you