

Breast Health Centre

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Program/Dept: Oncology

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At the Breast Health Centre (400 Tache), processing new client referrals and follow-up appointments for Diagnostic Imaging and Surgeon consults is done by various employees. Inconsistent methods and practices result in potential delays or errors, suboptimal or inappropriate use of employees' time and efforts, and challenges in appointment booking which can contribute to unpredictable output. The mandate of Breast Health Centre (BHC) is to provide rapid turnaround diagnosis and assessment to its clients. The goal of the project is to ensure new referral and follow-up appointments processing, including appointment preparation, will be done using standard practices/procedures, resulting in a consistent client experience, consistent utilization of resources, and an error-free and rapid process.