

## **Breast Health Centre (400 Tache) Patient Throughput Analysis - Phase 1**

**Executive Sponsor:** Jan Currie

**Project Sponsor:** Lisa Albensi

**Program/Dept:** Breast Health

**Project Manager:** Reid McMurchy

**Start Date:** March 2008

**Finish Date:** May 2008

The mandate of Breast Health Centre (BHC) is to provide rapid turnaround diagnosis and assessment to its clients, in order to attain the appropriate treatment in a timely manner. Review of available data reveals current performance on two key performance metrics as unsatisfactory.

Patient waits make them ineligible for clinical trials that may have provided significant treatment benefits. Long waits have also resulted in complaints to the Breast Health Centre, the Ministry of Health, and to CancerCare Manitoba's patient advocate office. The goal of the project is to identify the sources of delay in the existing process that prevent performance consistent with National clinical best practice targets. It is expected that an improvement project will be launched based on the findings.