

SMICS MULTIDISCIPLINARY TEAM MEETING ROOM UPGRADE PROJECT

Executive Summary

Introduction

Efficient multidisciplinary team (MDT) meeting discussions and treatment planning rely on health professionals being able to access and review all relevant clinical information when formulating treatment recommendations. The determination of disease type and progression relies on access to diagnostic quality radiological images, nuclear medicine and histopathological results

Multidisciplinary cancer teams involved in SMICS MDT Pilot Project identified issues regarding the efficiency of multidisciplinary team meetings including:

- the inability of the entire team to view the written documentation of the MDT discussions and agreed treatment recommendations
- delays within the meeting related to limitations of existing Information and Communications Technology (ICT) in the meeting rooms
- access to relevant clinical information, particularly if the patients have been treated at another site or health service provider
- delays in formulating treatment plans and the need to re-discuss patient cases as critical information is not available
- the lack of the full range of clinical specialties at some campuses, and health professionals working across multiple sites
- barriers in the involvement of patient's usual GP in the treatment planning process
- the physical size and layout of some of the existing MDT meeting rooms limiting the number of health professionals able to participate

Project Objective

To create facilities that enable efficient and effective multidisciplinary team meetings through an upgrade of the Information and Communication Technology and audio visual systems. Efficiency and effectiveness gains will be realised through ease of access to diagnostic information, visibility of written treatment plans for all members, and remote participation capabilities. The upgraded venues will also enable the use of teleconferencing and the use of virtual meeting technology, and thereby facilitate MDT meeting linkages within and beyond southern Melbourne.

Project Scope

The project is limited to the upgrade of rooms at The Alfred Hospital, Frankston Hospital, Monash Medical Centre – Moorabbin and Monash Medical Centre – Clayton. Funds will be allocated to consultancy for design, relevant building works, ICT and AV equipment and configuration.

Methodology

Consultations were held at sites with relevant local stakeholders, including clinicians, IT, Infrastructure and an expert external consultation agency. Specifications were developed

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for each identified room. Request for proposals was called for from pre-identified providers. Stakeholders at site selected providers according to local needs. Funds were provided by SMICS in the form of a capital grant. Upgrades were coordinated in part by local staff, with input from SMICS staff where required. SMICS coordinated the training and user acceptance testing was coordinated by SMICS staff. Evaluation of the upgrade was undertaken by providing a questionnaire to clinical stakeholders.

Results

SMICS provided in excess of \$400 000 in the form of individual capital grants for the upgrade of the meeting venues within the public member health services:

- Alfred Health \$108 131
- Monash Health \$201 601
- Peninsula Health \$102 087

After initial discussions with local engineering departments, it was anticipated that the project would be able to be completed by the end of the 2011 calendar year. There were however significant delays in the implementation of the project and achievement of key milestones in each of the public member health services.

Nonetheless, four clinical meeting rooms were successfully upgraded to meet the functional requirements of cancer MDTs within the SMICS member health services. The venues upgraded and respective completion dates are as follows:

- Radiology Conference Room, The Alfred (July 2012)
- Department of Surgery Meeting Room, Frankston Hospital (August 2012)
- Pathology Conference Room, Monash Medical Centre Clayton (Oct 2012)
- Meeting Room, Monash Medical Centre Moorabbin (Feb 2013)

In addition to the public hospital meeting rooms, SMICS provided limited financial support and advice to Cabrini Brighton to develop the specification to enable a self-funded MDT Meeting Room, Cabrini Brighton campus of Cabrini Health, (Nov 2012)

MDT member feedback was sought via a hard copy survey. The majority of MDT members indicated that they were satisfied with regard to:

- improved access to internal and external diagnostic imaging investigations
- improved viewing of pathology and radiology images and
- improved oversight of the documentation of MDT recommendations for treatment (47% strongly agree)

MDT members however also indicated that they felt they were not provided with enough information regarding the project as it progressed or adequate opportunity to contribute to the design of the venues.

Discussion and Lessons Learned

Despite significant delays throughout the entire project, the original project goal of creating a facility that enables efficient and effective multidisciplinary team meetings through an

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upgrade of the Information and Communication Technology and audio-visual systems within SMICS member health service has been achieved.

During the initial planning phase of the project the main focus of the working parties was to identify the local functional requirements of the ICT/AV system. The majority of MDT members surveyed indicated high level satisfaction with the new system, and in particular the quality of projection of diagnostic imaging and pathology slides.

Key learnings related to issues which arose during the project are:

- *There is no one ideal configuration of meeting venue and furnishings as due to the variation in local preferences and the way in which meetings are chaired.*
- *Workplace design expertise may have avoided problems with the design of desks and general meeting room layout*
- *Local working parties effectively identified functional requirements, however were an unreliable method for broader consultation and communication*
- *Greater executive involvement within each local health service was required*

Next steps

- SMICS will continue to progress the establishment of further linkages with cancer clinicians and patients own GPs within and beyond the southern metropolitan region as part of its broader multidisciplinary care program of work.
- SMICS will continue to work closely with contracted AV provider and local ICT services to resolve the current audio issues
- SMICS will formally hand-over the upgraded meeting venues to the relevant local departments within each health service by 31 July 2013.

Recommendations

- SMICS recommends that the SMICS Management Committee close MDT Meeting Room Upgrade Project