

FRAAME SOLUTIONS CASE STUDY

CANCER SOCIETY CANTERBURY/WEST COAST DIVISION

The Cancer Society of New Zealand is a non-profit organisation committed to minimising the impact of cancer in our communities. The Canterbury West Coast Division, just one of six regional divisions throughout the country.

Their main focus is to provide much needed support, advocacy and health promotion for people with cancer in the Canterbury and West Coast regions. "We bridge the gap between the services cancer patients are entitled to through the public health system, and the extra help they need to get them through this difficult time", says Liz Horn, Manager of Support Services.

Cancer information and community liaison staff are supported by some of the Cancer Society's 650 volunteers to provide services which include:

- Up to date cancer information booklets
- Referrals to community and support groups

- Home and hospital volunteer visits
- Oncology driving and transportation services
- Oncology centre refreshment services
- Home support financial services
- Community health promotion

In continuing to offer a high level of service to their clients the Cancer Society's administrative aim is to track all client information and their access to services.



"A common misconception is that the Cancer Society is a government funded organisation. In reality all the money we receive is from bequests, donations and fundraising activities."

Liz Horn, Manager, Support Services, Cancer Society

THE ISSUES

With a myriad of services and the added difficulty of physical distance, the Cancer Society saw a number of issues they wanted to improve within the organisation. They needed a system which could help them to maintain better client records, documents and resources relating to their clients

One of the biggest areas for improvement was the need to standardise client records and make them easily accessible to all staff. "We had three different data systems keeping a record of client files and many were held with individual staff members", says Liz Horn

With staff situated in North, South and Mid Canterbury along with the West Coast, the sharing of client records between staff meant having to send hard copies of patient files which was often time consuming and slow.

An added complexity for the Cancer Society was that many of their clients would travel from one place to another for medical treatment. They still needed the support and services offered by the Society but needed to deal with a different staff member. "We relied on e-mail when asking staff to visit a client if they had to come to Christchurch. It worked, but we saw definite room for improvement" says Liz Horn

THE ISSUES AT A GLANCE

- Disparate client record systems
- Difficulty in the sharing of client records between regional offices
- Communication between staff in regional areas

THE SOLUTION

In choosing the right solution the team at the Cancer Society wanted a product which was not only flexible but could also meet the complex needs of their organisation.

The result was the FileVision solution offered and supported by Fraame Solutions.

"We liked that FileVision was not a purely medical based

system and was flexible enough to handle the complexities and needs of our organisation", says Liz Horn.

"While we selected FileVision to manage our client records the added benefit of pulling our resource records together meant the system not only met our immediate needs but would also help us to streamline other areas of the organisation", says Liz Horn.

THE BENEFITS

With the system installed and being used by the staff at the Cancer Society they now have a better audit process, a clearer indication of a client's relationship with the organisation, how many staff are supporting each of their clients and all of the interactions they have with them.

"We can see what patients have had access to what services. Ultimately this means we can provide more equity of services across the division", says Liz Horn

Staff can now also share notes between the different areas in a far more efficient manner, and the rural offices can now view when their clients are receiving what specialist treatment at Christchurch Hospital "There is no longer a need to mail hard copy files from one office to the next, we can check our client record through the FileVision system", says Liz Horn

THE FUTURE

The team at the Cancer Society see one big challenge for the future, a challenge which is a good one to have. "We want to take full advantage of everything FileVision has to offer. We are not using all of this yet, and we want to ensure that we do", says Liz Horn.

THE CANCER SOCIETY

www.cancersouth.org.nz

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THE BENEFITS AT A GLANCE

- Quicker access to client information
- Improvement in sharing of client information between regional offices
- Instant online access to resources
- More equality of services across clients

"We know we will continue to see more benefits as time goes by and we learn to streamline our processes even more", says Liz Horn.



The Society is positive about moving forward with FileVision and the staff at Fraame Solutions. They will continue to develop and make use of the system, working closely with the team at Fraame to rollout its full functionality

FRAAME SOLUTIONS LIMITED

www.fraame.com

Fraame Solutions is a leading business solutions provider. Launched in 2004, Fraame has offices in Melbourne, Sydney and Christchurch, and offers its customers business consulting services through to the full implementation of information technology solutions. Fraame is a Development Solutions Partner of the Hewlett Packard Corporation.

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