

Cancer Society

Canterbury/West Coast Division

Fraame Healthcare Case Study

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. The Society bridges 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 a difficult time.

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 booklet
- 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

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

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.

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.

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.

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 Health solution offered and supported by Fraame Healthcare.

FileVision Health is not a purely medical based system and is flexible enough to handle the complexities and needs of the Society.

FileVision Health not only manages client records it has the added benefit of pulling resource records together, which means the system not only met an immediate need but would also help to streamline other areas of the organisation.

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.

Staff can see what patients have had access to what services. Ultimately this means the Society can provide more equity of services across the division.

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.

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 client

The Future

The team at the Cancer Society see one big challenge for the future, a challenge which is a good one to have taking full advantage of everything FileVision Health has to offer.

The Cancer Society

The Canterbury West Coast Division of the Cancer Society is a non-profit organisation committed to minimising the impact of cancer in our community through support, advocacy health promotion and research. They are one of six regional divisions throughout New Zealand.

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