

EHMA 2024

Shaping and managing
innovative health ecosystems

How to map and improve colorectal cancer patients' journey? A healthcare innovation project using design thinking

Ana Rita Loureiro, CNS, MSc, Unidade Local de Saúde de Coimbra

5 – 7 June 2024 – Bucharest, Romania

Politehnica University of Bucharest, Bucharest, Romania

#EHMA2024

Context

- **What's our aim?**

To map and improve colorectal cancer patients' journey undergoing surgery.

Methods

How do we make it possible?

An innovation project in 4 steps.



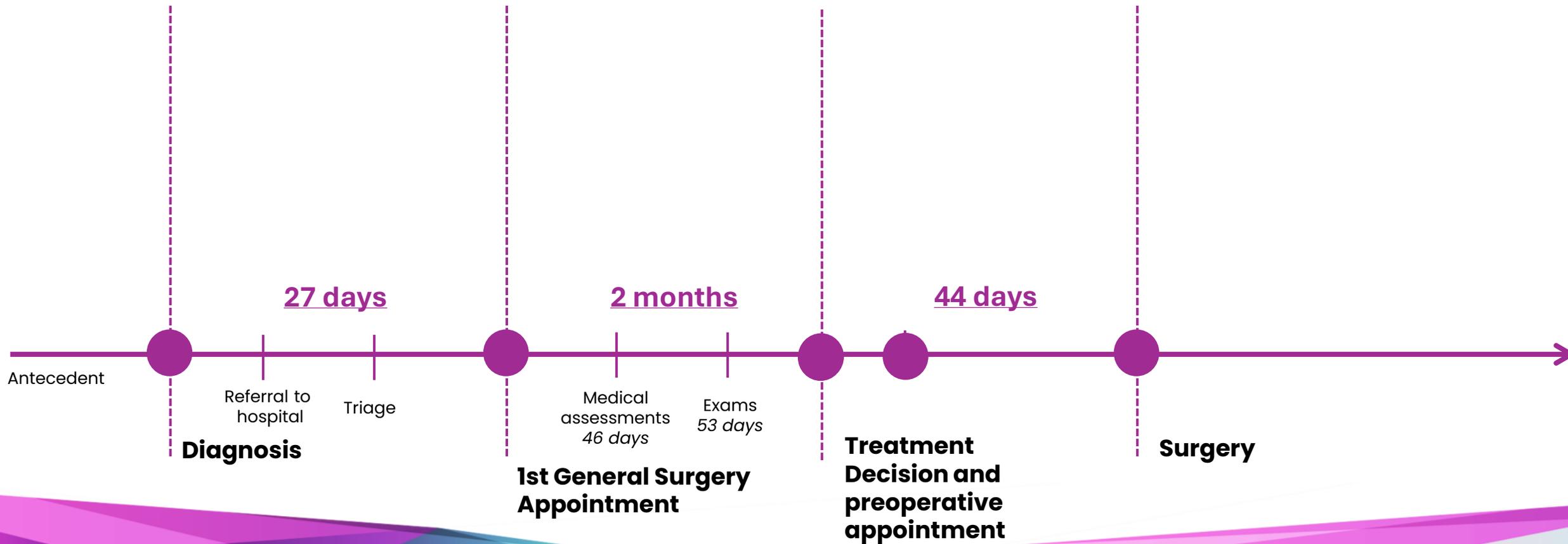
Methods

To get everyone on board:

- **Interviews** were conducted with healthcare professionals, patients and families involved in the care journey, for a full comprehensive picture.
- This project was endorsed by the Innovation Department of a Portuguese Tertiary Hospital, with the support of a management and innovation advisory team.

Results

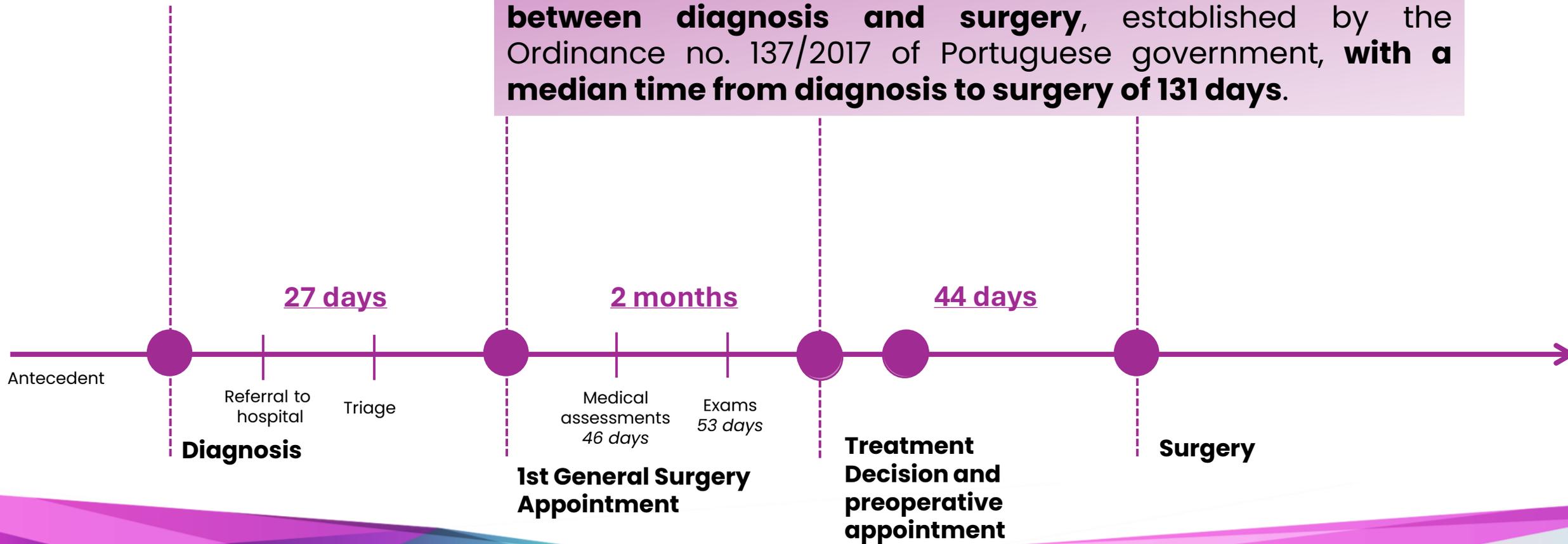
Step 1 - Diagnosis



Results

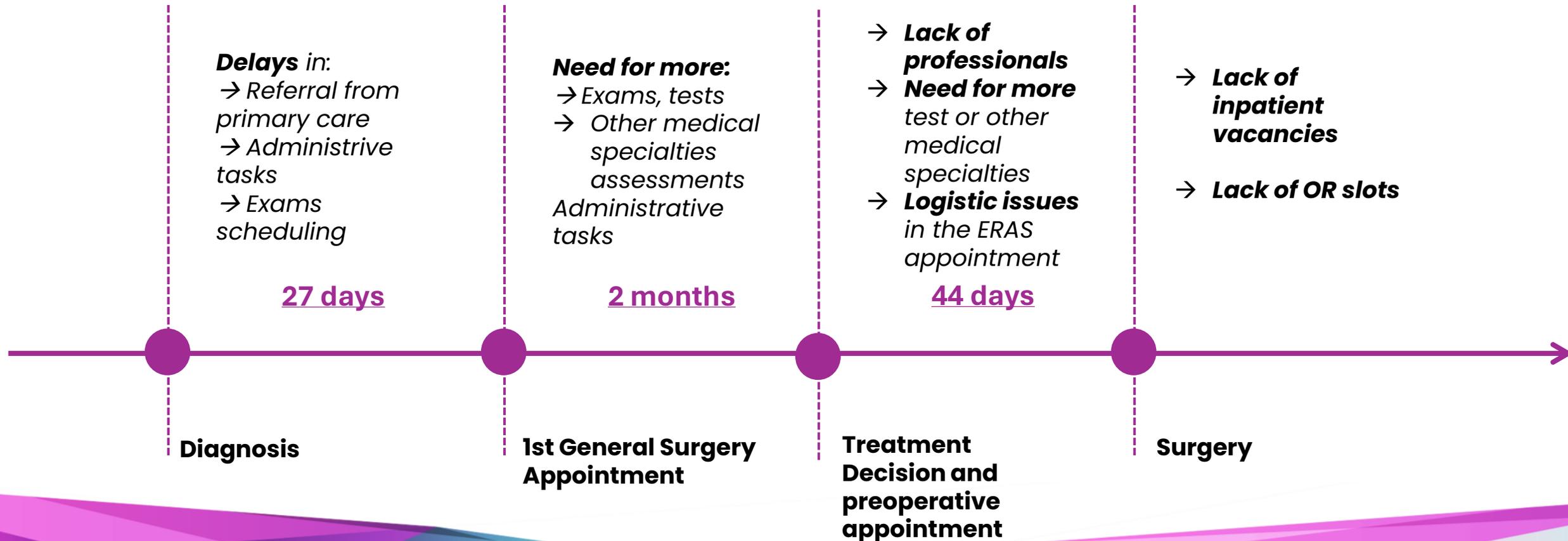
Step 1 - Diagnosis

57% of patients exceeded the maximum time of 90 days between diagnosis and surgery, established by the Ordinance no. 137/2017 of Portuguese government, with a median time from diagnosis to surgery of 131 days.



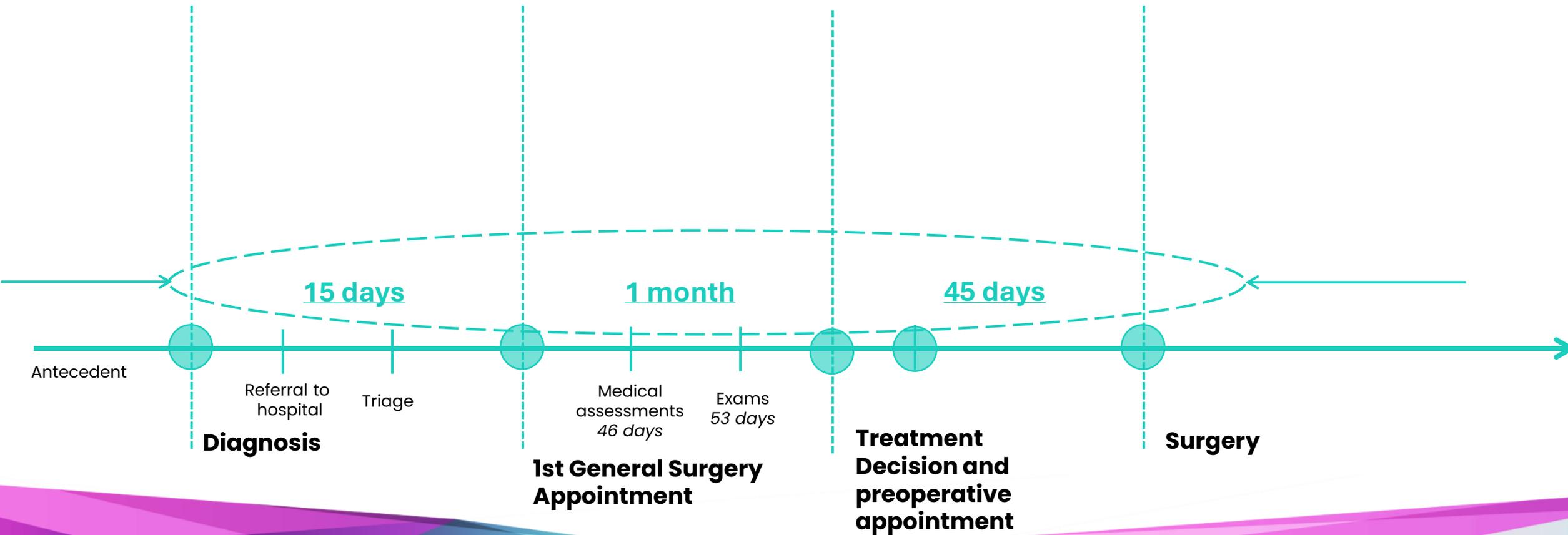
Results

Step 1 – Diagnosis



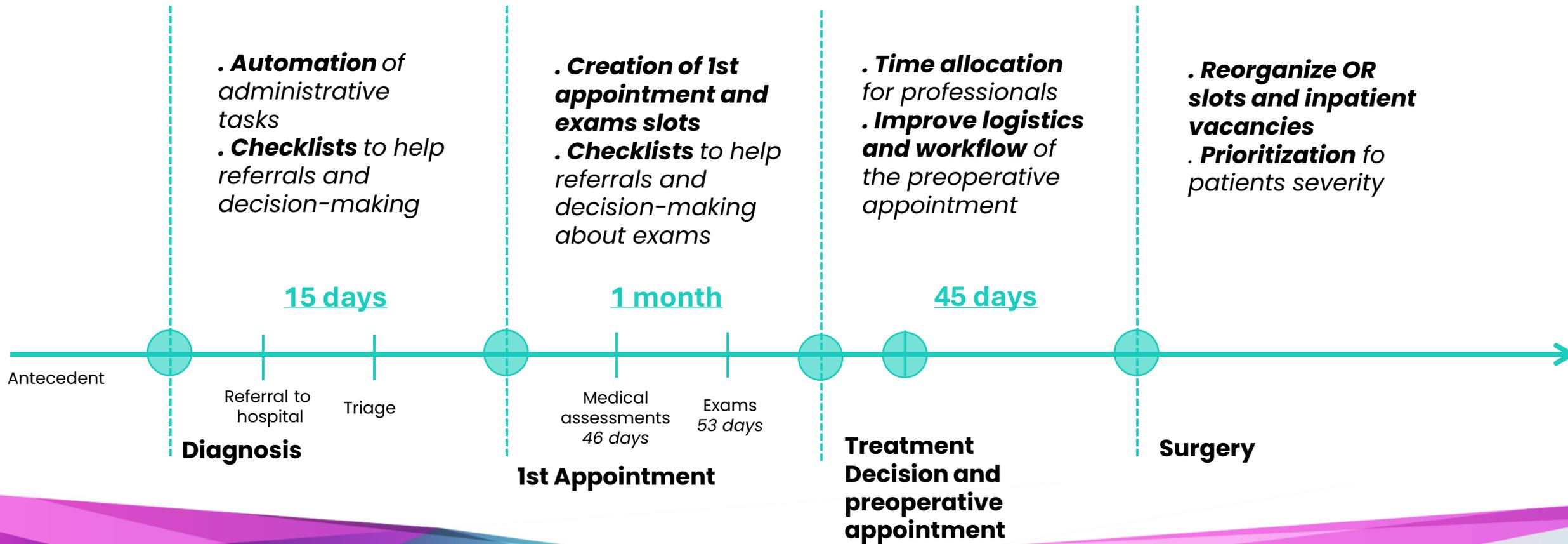
Results

Step 2 – A new journey for patients and professionals



Results

Step 2 – A new journey for patients and professionals



Results

Stepping into the patient's shoes was a completely different way of understanding their experience and some of the hidden bottlenecks for high quality and timely care.

A project was designed to target each specific missing link in order to improve the waiting time for colorectal cancer surgery.

The project is now being implemented to test novel approaches engaging patients, healthcare professional and managers, **to improve the patient journey and bring the waiting time under the 90 days.**

Next | Step 3 – Implementation



EHMA 2024

Shaping and managing
innovative health ecosystems



Thank you/Obrigada!

Ana Rita Loureiro, Unidade Local de Saúde de Coimbra
ritaloureiro@ulscoimbra.min-saude.pt

