

Vocantas Customer Success Story – TOH Regional Thrombosis Unit

The Regional Thrombosis Unit at The Ottawa Hospital (TOH) has successfully deployed an Interactive Voice Response (IVR) solution by Vocantas. The TOH Regional Thrombosis Unit served over 13,000 patients across the Ottawa region in 2009/10. .

Thrombosis is the overall medical term for the formation of blood clots inside a blood vessel, which obstructs the flow of blood through the circulatory system. Two common diagnoses given in thrombosis patients - Deep Vein Thrombosis and Pulmonary Embolism - represent the third leading cause of cardiovascular mortality in Canada.

Treatment for Thrombosis patients includes routine, frequent blood tests at a local laboratory of the patient's choice. This allows clinic staff to monitor and appropriately adjust the patient's medication to ensure the patient's condition remains under control.

Customer ISSUE:

The Thrombosis Unit at TOH employs more than 25 staff members including research staff. The Unit is responsible for diagnosing and treating all thrombosis related conditions. Patients are seen at outpatient clinics at the Civic and General campuses of the Ottawa Hospital with satellite clinics in many of the major regional hospitals.

TOH Regional Thrombosis Unit has significantly reduced the number of patients admitted to hospital for Thrombosis related issues by using cutting edge clinical models and using e-health to manage large numbers of anticoagulation patients.

The Thrombosis Unit holds a database and software application that calculates dosing information for hundreds of patients taking blood thinning medication (Warfarin). All patients of the unit were previously notified via mail or via telephone of their updated medication dosing and appointment time for their next visit to the clinic. From a human resource standpoint this required a full time staff member in each clinic to carry this workload with a significant cost associated with this role. From a patient perspective this manual intervention created a relatively unreliable method of receiving dosing instructions.

Vocantas SOLUTION:

The Vocantas IVR dials approximately 50 patients a day from the database of more than 15000+ patients. It was vital to the TOH that the new Vocantas IVR system work seamlessly with the existing DAWN software application used by the Thrombosis Unit. The Unit's goal was to have no human interaction between the patients INR/blood test through to the dosing telephone call, unless results were outside the clinical limits. The Vocantas IVR solution has enabled the TOH Thrombosis Unit to reach that goal.



The IVR solution has simplified the Unit's overall processes, improved efficiencies within the individual clinics, improved overall patient care, reduced workload for existing staff and overall reduced the cost of delivering service to patients.

Management REPORTS:

The Regional Thrombosis Program Manager reports that "the whole process now requires less supervision with the Vocantas IVR solution in place. More importantly, it enables us to dose a greater number of patients without significantly expanding our staffing. As we are currently expanding our models of care across the region the Vocantas IVR solution is going to continue to help us in the future."

Users REPORT:

Users report that the system works well, without much interference, and requires virtually no maintenance on the part of clinic staff. The added accuracy of dosing and appointment scheduling benefits end user patients and improves the overall level of patient care.