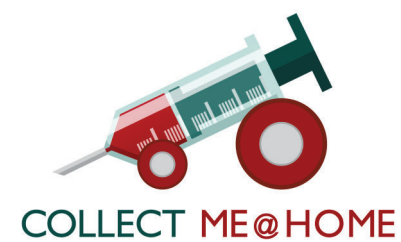


# Collect ME@Home



NSWHP & Nepean Cancer Care Centre working together to improve efficiency of the home collection service for our patients

## 2018

### Home Collection Service (HCS) and Cancer Care Centre (CCC)



What we were told

*"Your booking system is broken...your system puts the responsibility onto the patient and family to work."* **Carer**

*"I prefer to have my blood collected at home because I have no transport and I can't walk very well."* **Patient**

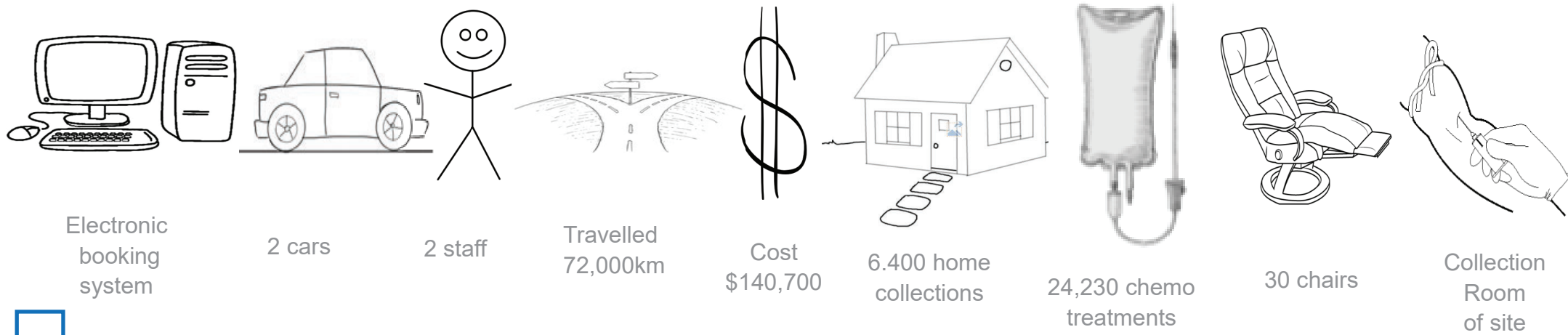
*80% of surveyed staff send patients to private pathology because they couldn't get a home collection and private collection rooms are closer to the patients house... 26% said they refer patients daily*

*Approx. once a month collectors phone or attend collections where the patient is deceased because they don't know*

The HCS only provides services to patients attending the Cancer Care Centre (CCC). There has been no changes to HCS's policy and procedures since starting in 2005. Currently, the HCS is functioning at full capacity and often struggles to meet the average 12 home collection referrals requested by CCC daily (Mon-Fri). In 2018 there was approx. 3,200 paper based home collection requests for home collection. CCC performed approx. 12,180 chemo treatments utilising 15 chemo chairs.

## 2021

### Home Collection Service (HCS) and Cancer Care Centre (CCC)



What we hope to be told

*"Your booking system is so easy to use. Being able to see in real time when the collector will arrive helps Mum a lot."* **Carer**

*"I prefer to have my blood collected at home because I have no transport and I can't walk very well, but if I'm out I will drop into the new collection room at Springwood."* **Patient**

*100% of surveyed staff never send patients to private pathology because they can always get a home collection*

*100% of attended patients are successfully collected*

Nepean Campus Redevelopment - costing \$576M  
Funding for redevelopment was allocated to NSW Health - NSW Health Pathology did not receive funds to meet increase demand on the home collection service. Funding needs to be sought from improved revenue.



#### Home Collection Team (L-R)

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