

## Healthcare Network Uses Online Meetings to Connect Providers

Australia's CanNET Victoria takes multidisciplinary team meetings online to improve cancer care for regional consumers.

### Summary

#### Customer Name:

NEMICS (North East Metropolitan Integrated Cancer Services)

#### Industry:

Healthcare, Government

#### Location:

Heidelberg, Victoria, Australia

#### Number of Employees:

12

#### Challenge:

- Increase knowledge-sharing among multidisciplinary cancer care teams
- Leverage existing video conferencing technology
- Share and view radiology and pathology images online

#### Solution:

- Web conferencing lets medical workers in rural areas participate in multidisciplinary team meetings
- Geographically dispersed clinicians are now able to share and view diagnostic images over the web
- Rich collaboration features allow CanNET Victoria staff to review and edit documents in real time

#### Results:

- Increased interaction among multidisciplinary cancer care teams in rural and metro areas
- Provided opportunity for regional cancer patients to have their case discussed in a multidisciplinary meeting with all recommended participants
- Improved CanNET Victoria document review and workflow

### Challenge

Developed by Cancer Australia, the Cancer Service Networks National Demonstration Program (CanNET) is charged with linking regional and metropolitan cancer services into comprehensive cancer networks so as to improve access to high-quality, clinically effective cancer services throughout Australia. A key goal of the program is to improve outcomes and reduce disparities in the care and treatment of those living in rural and regional areas.

Essential to achieving this goal is a multidisciplinary approach to cancer care in which an integrated team of medical, nursing, and allied health professionals considers all treatment options. In this approach, caregiver team members discuss the potential advantages and disadvantages of various treatment plans and weigh the preferences of the person affected by cancer. Team members then work together to develop the care plan that best meets patients' needs. Not surprisingly, the multidisciplinary team meetings (MDMs) that bring team members face to face to discuss patient care represent a critical component of this approach.

Attendance at MDMs for clinicians in regional areas is challenging on several counts: distance, time and access to appropriate specialists. WebEx has provided a solution to link regional clinicians to MDMs in metropolitan health services where the full complement of specialists is available.

CanNET Victoria sought to find a better way to facilitate its multidisciplinary approach to cancer care. CanNET Victoria thus began an initiative to identify and pilot technological solutions that would let medical practitioners in rural and regional areas access these metropolitan-area MDMs without leaving their home bases to do so, for cases they are unable to discuss in regional areas.

### Solution

Not long into its technology initiative, CanNET Victoria began evaluating web conferencing solutions as a means of achieving its goals. Since many of the facilities participating in CanNET Victoria had already invested in video conferencing, compatibility with existing video conferencing equipment was a key requirement for any web conferencing solution. The ability to view diagnostic images and collaborate in real time was also important. Explains McKenzie, "The technology we selected had to make it possible for clinicians in rural areas to present their patients' cases and show radiology and pathology images in a clear and audible way to colleagues in metropolitan-area MDMs."

Cisco WebEx™ technology met those needs and was compatible with CanNET Victoria's existing video conferencing technology. "We settled on WebEx technology because it helps us collaborate and offer integrated cancer services across a number of metropolitan areas and regional locations."

Today, CanNET Victoria is using WebEx® to conduct online conferences in which far-flung clinicians can join MDMs from their desktop computers without needing to travel. As a result, healthcare professionals from rural and regional areas are able to fully participate in multidisciplinary discussions about treatment and care and to view radiology and pathology images in real time.

The Cisco® WebEx software-as-a-service (SaaS) model means that IT departments at participating organisations have been able to focus on issues affecting local usage, adoption, and support while relying on WebEx to take care of everything else, including configuration, installation, and maintenance. CanNET Victoria has been able to add virtual attendees to in-person meetings with minimal disruption to proceedings and minimal training on the part of users and administrators.

**“We settled on WebEx technology because it helps us collaborate and offer integrated cancer services across a number of metropolitan areas and regional locations.”**

**— Margaret McKenzie, project manager, CanNET Victoria**

## **Results**

For CanNET Victoria, the benefits of deploying WebEx have been immediate and tangible. Not only are remote clinicians able to use the technology to present patient cases and share radiology and pathology images with multidisciplinary team members, but CanNET Victoria staff members are also beginning to see the advantages of using WebEx to collaborate and communicate internally. Says McKenzie, “Now that CanNET Victoria is extending its use of WebEx technology to things like virtual steering committee meetings, we’re finding the ability to review and change documents in real time to be a significant time-saver.” By enabling team members to see, discuss, and approve document changes within a single real-time session, WebEx technology has contributed to significant improvements in workflow and employee productivity.

CanNET Victoria also stands to save time and money by using WebEx to cut down on employee travel. “By employing WebEx for a range of meetings in regional and metropolitan areas, we can significantly decrease travel-associated expenses,” says McKenzie.

## Next Steps

CanNET Victoria knows that to establish a cancer service network that addresses the needs of even the most remote patients, it must establish a new way of working that crosses professional and organisational boundaries to link groups of health professionals across the cancer care spectrum. WebEx technology provides that link, and McKenzie is excited about the potential it presents for carrying out CanNET Victoria's mission. "We continue to investigate new ways of working with WebEx to improve collaboration and efficiency within our network," she says. "But the overarching goal remains the same: to integrate our services and ultimately improve cancer patient care."

## For More Information

To find out more about Cisco WebEx, go to <http://www.cisco.com/web/products/webex/index.html>.

## Product List

Cisco WebEx



**Americas Headquarters**  
Cisco Systems, Inc.  
San Jose, CA

**Asia Pacific Headquarters**  
Cisco Systems (USA) Pte. Ltd.  
Singapore

**Europe Headquarters**  
Cisco Systems International BV  
Amsterdam, The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

CCDE, CCENT, Cisco Eos, Cisco Lumin, Cisco Nexus, Cisco StadiumVision, Cisco TelePresence, the Cisco logo, DCE, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn and Cisco Store are service marks; and Access Registrar, Aironet, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, CCVP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, EtherFast, EtherSwitch, Event Center, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IQ Expertise, the IQ logo, IQ Net Readiness Scorecard, iQuick Study, IronPort, the IronPort logo, LightStream, Linksys, MediaTone, MeetingPlace, MeetingPlace Chime Sound, MGX, Networkers, Networking Academy, Network Registrar, PCNow, PIX, PowerPanels, ProConnect, ScriptShare, SenderBase, SMARTnet, Spectrum Expert, StackWise, The Fastest Way to Increase Your Internet Quotient, TransPath, WebEx, and the WebEx logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0807R)