



CANCER TREATMENT SERVICES ARIZONA

Cancer Treatment Services Arizona is a freestanding medical oncology and radiology clinic in Casa Grande, Arizona, with affiliates in Florida and California. As it was getting ready to open its doors just two and half years ago, stakeholders recognized they had a unique opportunity to establish an electronic chart. (A fully paperless department is not yet an option, as they work frequently with retirees who winter in Arizona and whose out-of-state paper charts are sent to their center.) Despite the challenges they anticipated, they recognized the rewards would far exceed the challenges and ultimately would lead to better patient care.

“We knew implementing ARIA would require more than just buy-in from everyone; it would require the ability to see the big picture and have an open mind,” says Susan Vannoni, MS, RT, director of operations at Cancer Treatment Services Arizona’s Casa Grande site.

Making the most of the system required that everyone who used it had typing skills—or a willingness to learn. Those who did not, including a senior physician, learned how to type. Once a voice recognition system was purchased, they also invested time “training” their voice recognition software to increase efficiency and productivity.

These steps were needed to “ensure accessibility of the real-time data we need in the day-to-day operations of the clinic,” says Vannoni. “Using outdated methods, where a physician dictates and then utilizes a transcriptionist, is not efficient and is not using the system optimally. Our physicians now enter data using voice recognition software, then type in needed edits on-screen.”

Physicians can make changes in real-time, ensuring accuracy and accountability.

ARIA also supports Cancer Treatment Services Arizona in other ways. For example:

- *Accessing data via a single log in.* Cancer Treatment Services Arizona is the only center in Casa Grande using ARIA that offers both radiation and medical oncology services, and therefore they frequently need to access records from both areas to treat a patient. Vannoni says they appreciate that they can scan in one place and all the data from either side can be seen. “You don’t need to log out and back in to access notes on the other side,” she says. “This sounds like a small thing, but it is not.”
- *Realizing that the more they use the system, the more they learn.* Clinicians have learned, for example, that it is easier to track patient data if you enter the primary diagnosis first. Vannoni explains: “If you have, for example, a breast cancer patient, you’ll only use one primary diagnosis code. However, if the patient has symptoms of nausea and is being treated with chemotherapy, that diagnosis code may be entered as well, but it is critical that the primary diagnosis is entered first.”
- *Firmly believing that the system will continue to deliver.* As more radiation oversight is expected or if an audit were ever to occur, Vannoni firmly believes ARIA will help provide the data they need.

ARIA software ranked #1 in 2009 Top 20 Best in KLAS Awards: Software & Professional Services report

Varian’s ARIA® oncology information system was ranked number one and designated the category leader for the oncology market segment in the 2009 Top 20 Best in KLAS Awards: Software and Professional Services report.

KLAS is an independent research firm that specializes in monitoring and reporting on the performance of healthcare vendors. The *Top 20 Best in KLAS Awards* report is a high-level overview of performance ratings for vendors offering software, professional services, and medical equipment to the healthcare industry. Ratings are compiled from

evaluations received during the 12-month period prior to its publication from healthcare professionals in North America. Data is collected from healthcare providers. Each vendor product or service is categorized into a market segment so that like products can be compared and ranked against one another.

A “category leader” designation identifies top-rated vendor products in the *Top 20 Best in KLAS Awards* report for each market segment.

Varian was also ranked number one among oncology IT vendors in 2008 in an independent oncology report



released by KLAS in June of that year, having earned top scores in categories including ease of use and compatibility with third-party products, and tying with another vendor for the top score on quality of releases and updates.

KLAS’s mission is to improve healthcare technology delivery by independently measuring vendor performance for the benefit of healthcare provider partners, consultants, investors, and vendors. For more information, visit <http://www.KLASresearch.com>, send an e-mail message to marketing@KLASresearch.com, or call +1 800 920 4109 to speak with a KLAS representative.