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## Team name: Care Partner Team members: Isabelle Bichindaritz

## Summary

The ContactManagement project is part of the CarePartner project effort and aims at creating an electronic contact form and management system to replace the current phone answering service of the Long-Term Follow-Up (LTFU) unit at Fred Hutchinson Cancer Research Center (FHCRC). An electronic contact management system over the Internet would offer many benefits both for home care providers and LTFU staff. The Long-Term Follow-Up unit currently handles by phone and mail all inquiries from home care providers in need of diagnosis and treatment advice for patients transplanted at Fred Hutchinson Cancer Research Center. By contrast, the ContactManagement project will have the benefit of having all contact information entered in electronic format in a database. More data will be available for research investigations, such as medications and their dosage, not currently abstracted in the clinical research database. The ContactManagement system will also provide real-time access over the Internet by home care providers to a knowledge-based decision-support system, part of the CarePartner project effort. Home care providers will receive instant answers for their inquiries in more than 95% of the cases. Thus, the ContactManagement system will benefit the efficiency and quality of both care and research , for home care providers and FHCRC alike.

## Users

The client for this project is LTFU, and particularly Dr. Keith M. Sullivan, LTFU head. The system will be used by:

1. LTFU staff handling phone and mail inquiries with home care providers, currently 5 nurses and clinicians.
2. LTFU data coordinators, currently 3 research nurses who may generate statistics from the system.
3. Most users will be home care providers, up to 1,500 actively caring for a patient transplanted at FHCRC in Seattle.

Users may have any level of computer proficiency, and the user interface, as most Web-based interfaces should not require training.

## Project Scope

The scope of the project is to allow all contact information to be entered electronically, both by home care providers and LTFU clinicians. Home care providers will use the system to place a contact, view the answer to the contacts they have placed, and browse the history of contacts. LTFU staff will use the system to view contacts placed by home care providers, provide solutions to the contact inquiries, and generate statistics from the data gathered during contact management. In this first stage, the system will not link automatically to the decision-support system, but only LTFU staff will provide solutions to the clinical problems. Neither will it be linked with the electronic patient record.

## Persuasive argument

This project meets all the requirements for ISC 329 project. It is an Internet database application, the database will have at least five tables, and will involve retrieving, updating, and deleting information from the database.