

Software to Suit Your Unique Role in Healthcare.

Case Study | Bloomhill Cancer Care

August 2020

The Challenge

Prior to the adoption of Bp Allied, Bloomhill Cancer Care was reliant on a very outdated Practice Management System that lacked a lot of the convenience, functionality and tailored services they required in order to run their centre smoothly, especially given the diverse range of allied health disciplines that operate in their Practice.

The most pressing issue with their previous system was a lack of user permissions, and general unreliability when it came to data security. The system, as a whole, was slow, cumbersome, and lacked a lot of general functionality that Practices today would expect to be fairly standard.

While the original system did possess a repository for clinical notes, it was very barebones, and required attachments of additional notes or typed notifications to amend patient records. Staff would need to print off a list of appointments for each clinician, and notes would then be attached to that. It was the responsibility of a single staff member to handle the booking of appointments. Overall, there was a lot of manual work required for tasks that should ordinarily be handled automatically by one central Practice Management System.

When exploring options to improve their Practice management system, Bloomhill's first course of action was to investigate whether a version update would provide the functionality they required. However, it was determined that this would largely be a band-aid fix that would not solve any of the underlying shortcomings in the software's design.

The Practice

Bloomhill Cancer Care opened their doors in 1997 and is a nurse-led, community-based cancer care centre operating as a charity in Buderim, approximately one hour north of Brisbane, on Queensland's Sunshine Coast. Serving a community of around 1,200 patients, their Practice offers services such as psychology and counselling, exercise physiology, occupational therapy and a range of holistic and complementary therapies such as acupuncture, lymphoedema management, reflexology and oncology massage.

Trish Wilson is the Clinical Services Manager at Bloomhill and has a background as a nursing midwife and licensed counsellor. Her role involves overseeing the quality and activity of all clinical services provided at Bloomhill. She also manages the staff and consultants providing clinical services, and is involved in the planning of the Practice's current and future service offerings.

In addition, Trish is involved in recruiting, performance appraisals, management of the clinical and administrative staff, and updates to policies and procedures as required.

Bloomhill currently employs 21 staff on their clinical team, and approximately 47 support staff in the equivalent of 21 FTE roles.



Selecting and Rolling Out Bp Allied

Bloomhill considered a wide range of solutions to meet their requirements before ultimately deciding upon Bp Allied. They evaluated proposals from a multitude of vendors and also considered simply updating their existing system.

Operating a clinic like Bloomhill, that provides such a wide array of clinical support services, meant they require a Practice Management System that would be able to handle a wide variety of disciplines. It quickly became evident that even though there were numerous options available on the market, many were very light on customisation options, and there weren't any 'off-the-shelf' solutions that suited Bloomhill's requirements.

When asked what prompted Bloomhill to ultimately decide on Bp Allied as their Practice Management System of choice, Trish Wilson said it was primarily due to their first interaction with Bp Allied Account Specialist, Mel Dobell.

"She was incredibly knowledgeable, incredibly helpful and had a solutions-based way of thinking. The ability of Bp Allied to be customised and meet each of our specific requirements was the biggest reason as to why Bp Allied was our final decision."

As the final decision maker, Trish worked with a project manager and Best Practice Software staff to figure out exactly how the rollout would work. Deciding what data they needed Bp Allied to store, which specific functionality was required, and how they could transfer all of their existing data over to the new software.

"The rollout of Bp Allied met, and actually probably exceeded our expectations...I came in on the weekend to oversee the migration of data, but I really didn't need to be here at all. It all went really smoothly."

Since Bp Allied

Since onboarding Bp Allied a little under two years ago, Bloomhill has been thrilled with how it has helped them to streamline their operations and consolidate a range of functions into one product.

While Bloomhill is yet to undertake any formal audit of how Bp Allied has improved their Practice operations, they are certain that many of the features within the software have improved day-to-day operations for staff throughout the Practice. Bp Allied's robust and intuitive appointment calendar received special mention, as did the comprehensive permissions' system, allowing Bloomhill to assign varying levels of access to staff with differing roles, something that was completely lacking in their previous software.

The most significant improvement, however, was Bp Allied's ability to be customised to Bloomhill's specific needs.

"The customisation has been a huge benefit – what a psychologist needs is completely different to what an exercise physiologist needs. To have a dashboard that caters to what each discipline needs is incredibly beneficial."

Trish chuckled and mentioned that they've customised Bp Allied so specifically to their needs, that in some ways, it doesn't resemble the standard platform at all. This speaks to how versatile and flexible Bp Allied is, especially for multi-discipline practices. She goes on to say that the usability of Bp Allied rates very highly. Some were resistant to the change at first, however, since becoming more familiar with the platform, staff are discovering new features and functionality which continues to garner an ever-positive response.

Asked for her final thoughts on Bloomhill's transition to Bp Allied, Trish had this to say:

"We're really happy with our relationship with Best Practice Software. We've been given great service, we've been treated as valued customers and really appreciate that us being a charity was taken into consideration...we've had such a great experience with Bp Allied that we're immediately looking at Bp Premier for when we get our GP clinic up and running!"