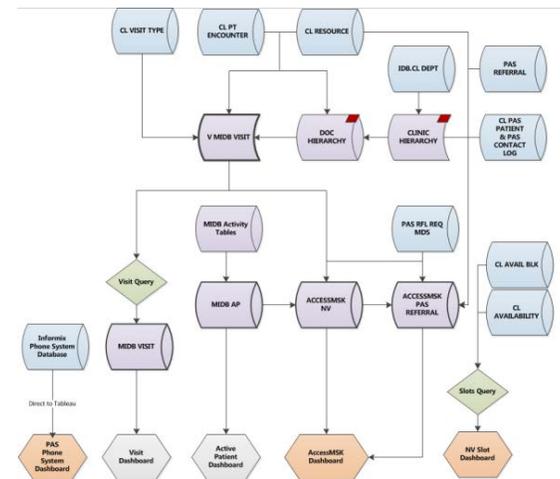


AccessMSK is a portfolio of initiatives designed to ensure that people with cancer have access to Memorial Sloan Kettering physicians in a timely fashion. The clinicians and administrators involved in these initiatives (which include the Departments of Patient Access, Medicine, Surgery, Radiation Oncology, and Ambulatory Care) had a **need for data** to identify potential areas of concern, brainstorm solutions, and track the impact of implementation.

These **critical metrics** (including the number of appointment slots each physician has available for new patients, how many new patients they see, and the wait time from when a patient first calls for an appointment) had been developed by various teams over the course of several years. As a consequence, definitions were not totally transparent, related data sometimes conflicted, and multiple sources existed for retrieving information.

The **Strategy Analytics** team decided to unify all metrics in a single location. This involved mining through existing queries and documentation, having detailed conversations with stakeholders (both the end-users of the processed data as well as stewards of the source data), rewriting queries, and creating a new data visualization dashboard.



The new **production data pipeline** is a set of queries that automatically populates tables in SQL Server, which serves as the source for **data visualizations** created in Tableau. An internal Mediawiki instance hosts detailed documentation of both business processes and query logic.



Clinicians and administrators are now able to retrieve all relevant metrics for their particular department in **one single location**, allowing them to more quickly synthesize information and take action to improve access for patients. The new query structure and automation increases data quality and saves maintenance time.

The Strategy Analytics team at Memorial Sloan Kettering Cancer Center empowers hospital leadership to make better decisions. Learn more about our work and find open positions at:

careers.mskcc.org/strategy