Strategy Analytics
Case Tracker

Software Engineering	Business Intelligence
Operations Research	Data Science

Memorial Sloan Kettering Cancer Center
1884

The **Patient Access Service** (PAS) at Memorial Sloan Kettering is a call center staffed by 50+ Care Advisors and nurses responsible for connecting patients with cancer to the appropriate oncologist. They handle over 60,000 calls per year. PAS's work includes not only the logistics of scheduling appointments and collecting medical records, but also providing information and support to patients and caregivers who have just learned that they or a loved one has been diagnosed with cancer.

At any given point in time, a PAS Care Advisor is responsible for coordinating the appointments of 15-30 patients at various stages in the process. All of the crucial information about each patient lives inside the MSK scheduling system, but it primarily displays only a single patient at a time. Care Advisors each had their own individual methods for tracking their patient cases, from pen-and-paper to Excel spreadsheets.

The **Strategy Analytics** team created a **Case Tracker** tool that collects data about patients from the scheduling system, transforms it into meaningful information at several levels of detail, and displays it in a single **intuitive interface** for Care Advisors. Now they can track their entire list of patient cases, looking at an overview to quickly scan for key actions, and then filtering to a single patient to review the details of their history.

The process of creating the tracking tool also allowed Strategy Analytics and Patient Access leadership to formalize the process of moving a patient from their initial phone call to an appointment, including insurance approval, record retrieval, and clinician review. The tracking tool encodes this process into the day-to-day workflow of Care Advisors, thus also enabling us to **collect new data** about our operation and identify opportunities for improvement.