

Additional File 1: Measurement Plan

Name of measure	Concept being measured and why it's important to look at this	Operational definition	Data collection	Data Display type
<p>Time charted, as detailed on 'ChemoCare', between patients scheduled appointment time for SC Trastuzumab and discharge time at MDBU, between 24.1.2019 and 26.4.2019.</p> <p>Time charted, as detailed on 'ChemoCare', between patients scheduled appointment time for SC Trastuzumab and discharge time at HBC, between 26.4.2019 and 26.7.2019.</p> <p>(Outcome measure)</p>	<p>As it was suggested by clinical staff that patients are waiting 'a long time' for administration of SC Trastuzumab in MDBU, the purpose of the data capture from 24.1.2019 26.4.2019 is to show the documented time frame that patients waited for this treatment, as a baseline. The allocated time for SC Trastuzumab is 15 minutes, so patients waiting longer than this time (from their scheduled appointment to discharge) would be considered to be delayed. The goal of this was to clarify the average waiting time, to demonstrate the need to explore improvement of waiting times.</p> <p>The data capture, 26.4.2019- 26.7.2019, identical in methodology to the baseline measure, will also show a detailed time frame that patients wait for this treatment, but in HBC. The allocated time for SC Trastuzumab remains 15 minutes, so patients waiting longer than this time would be considered to be delayed. The goal of this is to clarify the average waiting time, to show if there is a reduction in waiting times over 3 months from relocating the service to the HBC.</p>	<p>This measure is the amount of time (as documented on ChemoCare) between time of scheduled appointment in MDBU and time of patient discharge, for each treatment episode for all patients scheduled for SC Trastuzumab as a stand-alone treatment episode in MDBU, between 26.1.2019 and 26.4.2019, and for each treatment episode for all patients scheduled for SC Trastuzumab in HBC, between 26.4.2019 and 26.7.2019.</p>	<p>The author to retrospectively collect the data from the ChemoCare digital system. This consists of:</p> <ol style="list-style-type: none"> 1. pulling data from ChemoCare for all treatment episodes of people having SC Trastuzumab (apart from IV SACT) in MDBU between 24.1.2019 and 26.4.2019 and in HBC, between 26.4.2019 and 26.7.2019 2. Using ChemoCare recordings to pull data from this sample showing their scheduled appointment time, time of arrival in and discharge time. 3. Collating this data on an excel spreadsheet then anonymising patient information for conversion to a chart. Patient identifiable information to then be deleted. 	<p>l chart</p>

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<p>Qualitative patient feedback on relocation of service from MDBU to HBC for receiving SC Trastuzumab, through open feedback forms.</p> <p>(balancing measure)</p>	<p>The purpose of this measure is to gather themes of feedback from patients regarding their experience of the SC Trastuzumab service in HBC, to ascertain any balancing measures and inform further PDSA cycles.</p> <p>There were some concerns that the change of location may upset some patients, particularly patients with secondary breast cancer who may not have ever been seen in the HBC. Therefore we decided to gather feedback from patients regarding their experience of the change of SC Trastuzumab from the MDBU to the HBC, in order to keep the focus of the change on the patient experience and identify any balancing measures.</p> <p>An open feedback form (Appendix 5) was offered to patients for the first month following SC Trastuzumab being delivered in the HBC for this purpose, with the aim of over 80% of the patient feedback comments being positive.</p>	<p>This measure will take the form of a feedback sheet, on NHS Highland Headed paper, with the following wording: '<i>Please leave your comments on having your Herceptin treatment at the breast unit today</i>'. This will be offered to all patients in the first 12 weeks of the service being offered in the HBC. All patients will be encouraged by the clinic nurses to place their completed forms into a designated feedback box outside the clinic room.</p> <p>The completed forms to be counted by the author and emergent themes grouped and described, along with the number of comments aligning to this theme. The number of positive and negative comments will be grouped, and converted to a percentage.</p>	<p>The author to collect the data from the designated feedback box in HBC on 26. 7. 2019.</p> <ol style="list-style-type: none"> 1. The completed patient feedback sheets to be counted. 2. Emergent themes grouped and described. 3. The number of comments aligning to each theme to be counted. 4. Percentage of positive and negative comments to be calculated. 	Table