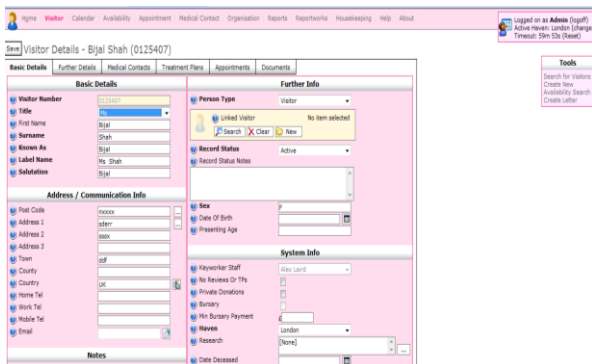# Case Study: Breast Cancer Haven & Bravo

Overview

Breast Cancer Haven (BCH) is a national registered charity providing complementary therapies, information and advice to people affected by breast cancer. BCH have helped over 7,000 people affected by Breast Cancer in their centres around the UK. They have also provided over 94,000 appointments, a large percentage of which have been booked using Bravo, an online information system designed with Infoworks.

BCH provide a unique model of care and Bravo was designed to reflect this.

This case study gives a snapshot of Bravo; it tells the story of how it has provides an easy booking system so staff can carry out their work without the burden of cumbersome technology.

What it does

The core of BRAVO:
- Booking system for appointments for visitors
- Assignment of resources for various therapies
- Handles HR functions for making pay claims by therapists
- Record keeping for visitor treatment plans and other important information
- Report generation for administrative tasks and statistical gathering.

The system is organised to reflect BCH's unique model:
- All information is filtered by Haven ie the physical centre the user is located in.
- Security profiles are assigned so that users see only information that is valid to their role.
- On-the-fly searches ensure staff are able to provide correct information to prospective visitors.
- Business rules drive the system for booking appointments, treatment plans and therapists.

What it's like

Bravo is pink! And it's a browser-based application which means it is run through your web browser. This has enabled BCH to provide access to Bravo from each of its Havens (centres) and has removed the need for a large costly IT infrastructure required for systems which are located on local pc's.

Simon Lanyon, BCH Operations Director says, "Bravo is a user-friendly, resilient and reliable integrated system catering for all current and future Havens. It can be adapted as and when we need, as it is our system."

"The navigation between different aspects of the information relating to a Visitor and the ability to make or cancel appointments is straightforward and efficient."

Its appearance – isn't overcomplicated and the therapies are colour coded to make it easier for the user to determine what Therapy is available or being provided for a specific day.
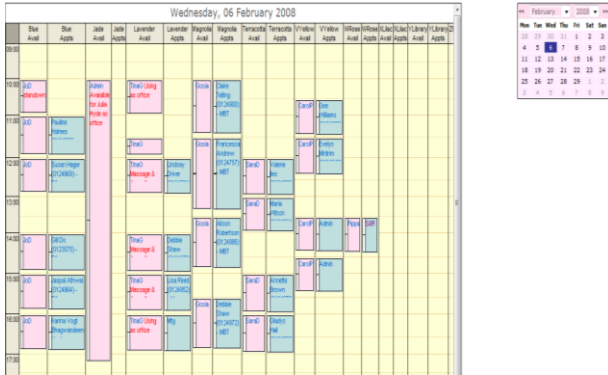

The system has many sections, all of which have the same look and feel – making the user experience a familiar one.

Business rules – BCH has sophisticated rules and processes for individual therapies and full treatment plans. Each of these specific rules has been built into the Bravo system and these help to ensure a high quality service delivery for Haven Visitors.
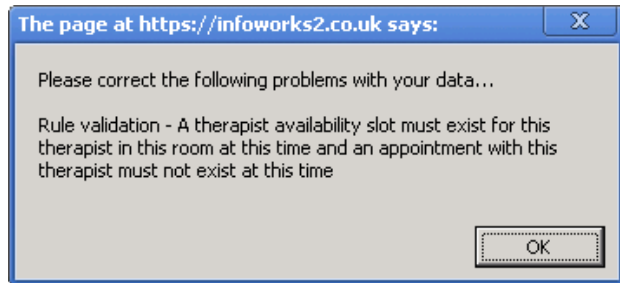
"Infoworks made a real effort to understand the fundamentals of what we do and then translated this understanding into the development of a fantastic system," says Simon Lanyon, BCH Operations Director.
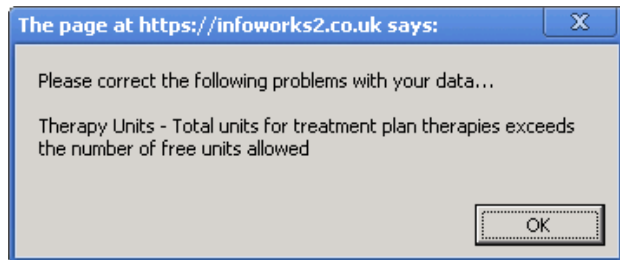

What it is

Bravo is a bespoke suite of software written just for the BCH.

The old system was "unwieldy, lacked integrity and required at least two 'databases' to be updated when changes were necessary," says Simon Lanyon.

Being completely browser based has had a number of key advantages:
- Most people are familiar with using a web browser, so essentially training costs are vastly reduced.
- The system can be used from anywhere there is an internet connection
- Configuration and deployment is limited only to the web server, so management is much easier
- You can get connected to your data anytime. So the accessibility to your data is 24×7

Technically, this is a Microsoft solution based on ASP.NET, VB.NET, IIS, SQL Server, Windows Server.
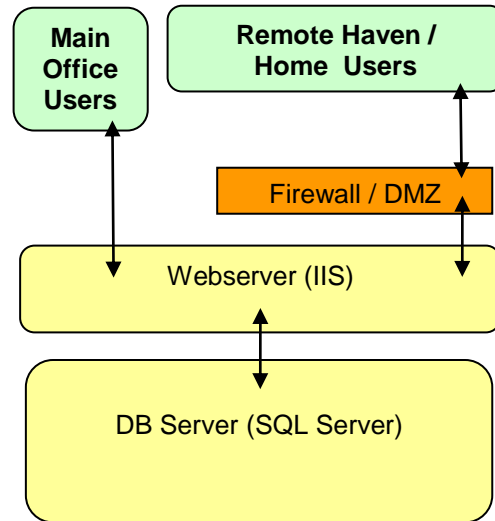
The story of the project

The system was firstly built *on paper* in late 2006 using Infoworks' PaperBuilding techniques. We then created an HTML mockup of the system in January 2007.

At the end of the PaperBuild exercise we presented a structured walk through of the PaperBuild/the HTML mock-up to the wider stakeholder group. This highlighted any errors, incompleteness and misunderstanding, and gave us the certainty to chart the course for the actual system development.

We then built the foundations using **software generation** techniques rather than doing it by hand. It's the reason we're able to build large, sophisticated systems at reasonable cost and with a high degree of reliability. As Simon Lanyon puts it, "Having experienced bespoke software projects in the past I must say I am pleasantly surprised at just how reliable and robust Bravo is – it just works year in, year out."

The full phase one system went through several rounds of testing before going live in May 2007.

Since then the system has grown and changed as BCH has grown and changed: "Bravo is like a living organism, it has to adapt and develop as its environment changes. The team at Infoworks provides the support needed to help us continue to grow and nurture our bespoke system so that we can continue to evolve in changing circumstances," says Simon Lanyon, BCH Operations Director.

How the team operates

The team is as follows:

BCH project manager – who reports to management, interfaces with users and Infoworks. The project manager is the Operations Director, it's his job to make sure everything is running smoothly from the running of services, finance to overseeing the information systems.

Infoworks project manager – who reports to BCH management and interfaces with Infoworks developers and quality assurance team.

Infoworks development staff – one main technical developer leads on a project. They have a team behind them to support them as and when they need.

All Infoworks development is tracked through Infoworks' web based project management system called iSafe.
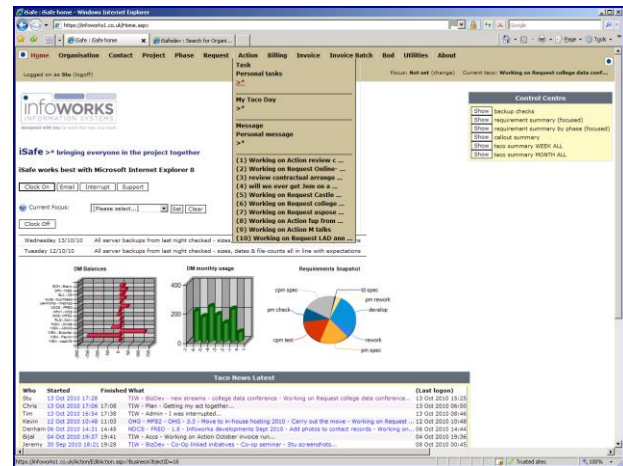
All major development phases go through several stages of analysis and modelling before development commences.
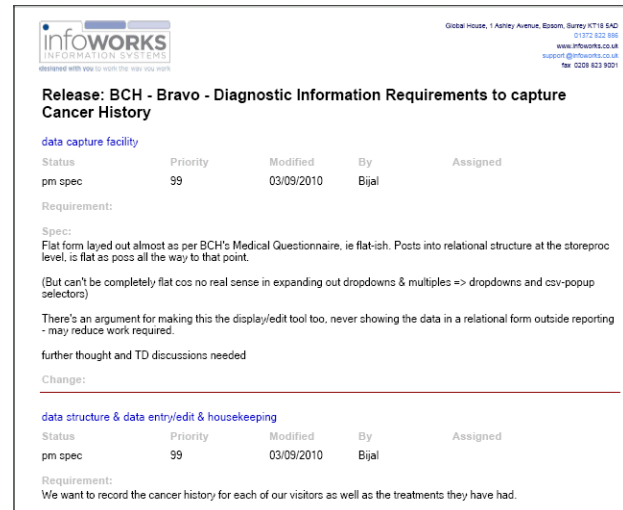
All individual development tasks go through a prescribed workflow in which team members are responsible for doing and documenting their individual jobs.

The operation of the team isn't perfect, but it consistently works very effectively and very efficiently – this is a partnership set to last.