

POSTER ABSTRACT

Development and implementation of a Suite of Individualised Patient Information (SIPI) tools to empower and inform cancer patients

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Background: Patients need and want written information specific to their cancer diagnosis. There is evidence that giving comprehensible information increases overall satisfaction with the care given by healthcare professionals. The communication exchange between a patient and health professional at the time of diagnosis is a crucial first step in their cancer journey, yet its significance is often overlooked. Complex medical information is inconsistently provided to patients yet occurs at a time of significant stress, with limited time for detailed discussion and even less time for questions.

Aim: To develop a Suite of Individualised Patient Information (SIPI) Tools that will

- a) increase and improve timely communication between health professionals and patients, and
- b) increase health literacy and understanding of planned treatment improving active participation of patients in their treatment and care

Method: This mixed-methods project examined current practices and barriers to the provision of patient information at the time of cancer diagnosis. The sample included patient and clinician surveys, interviews and shadowing. The analysis showed inconsistency in delivering of diagnosis and information. This then informed a rapid approach co-design process of solution design for Lung and Colorectal cancers.

Results:

1. Patients are often dissatisfied with the amount and quality of information they receive at the time of diagnosis. Additionally, many patients are unable to participate to the extent that they wish in decisions about their care
2. The greater the amount of information presented, the lower the proportion correctly recalled (literature suggesting 40–80% of the medical information provided is immediately forgotten)
3. Patient recall of pertinent medical information correlates to improved adherence to recommended treatment plans
4. The tool provides a clear and consistent framework for patient engagement and is a cost-effective intervention complementing verbal consultation by clinicians
5. Time and end-user involvement (co-design) is required to produce acceptable and appropriate resources

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Conclusion: Provision of information, specific to the individual's cancer diagnosis is validated with patients reporting improved satisfaction with their hospital experience. The tool is a mechanism by which the patient can actively engage in treatment decision-making; strengthening patient-clinician communication.