

GOOD EXAMPLE ON PATIENT-CENTRED CANCER CARE

INTENT CE1047 project





Name of your Institute:	CRO - Aviano
Address:	Via Franco Gallini, 2 - 33081 Aviano (PN) - Italy
Title of the good example:	Meetings with patients and caregivers about oncological disease, research and well-being
Start date of the implementation:	2012
End date of the implementation:	Still running
Dimension according to the INTENT Patient-Centred Cancer Care Model	2. Information, communication, education
Keywords:	Patient education Patient Empowerment Patient library
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Further information:	http://www.cro.sanita.fvg.it/it/azienda_informa/news/news-dettaglio.html?page=2&name=0000_2020_60.html

Objective of the good example

To organize meetings targeted towards patients and caregivers dealing with oncological disease (diagnosis, treatments, quality of life, etc.), research and well-being (prevention, nutrition, etc.).

Scope of the good example

The main benefits for patients and caregivers are: increased time dedicated to deepen the knowledge and information on specific topics and the possibility to stimulate questions and debates with staff.

Actors who are involved include CRO and AAS5 “Friuli Occidentale” staff, including different disciplines.

The Patient Library staff was an essential resource because they are devoted to coordinate the meetings; whereas, the Scientific Directorate provides the budget to support this activity.

The biggest impact of the good example can be observed through the exchange of knowledge between staff and patients/caregivers and the increase in activities dedicated to them.

Description of the implementation

- Collect the needs of patients.
- Check the presence of the staff expert on the required topics.
- Draw up the program with the support staff.
- Draw up the calendar and brochures.
- Put brochures on the website, on social media and at CRO's strategic points.
- Schedule the roster of support staff in meetings.
- Preparatory meeting with speakers and support staff (control of slides and proposed material).
- During the meeting: feedback from patients.
- After the meeting: feedback analysis.

Key success factors and barriers

Key Success Factors

- Patient Education group support
- Dedicated budget
- Use of website and social media to sponsor the events

Barriers

- In the past years the meetings were held in the waiting room of the outpatient Department or in the hall on the 2nd floor. Due to Covid-19 situation, this year the meetings were held online, on the GoToMeeting platform.



Lessons learned

- In addition to the time used to explain the clinical pathways, more time and information should be given to patients and caregivers.
- Any information gaps in communication or content can be understood by listening patients' questions.