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:	Oncology information point
Start date of the implementation:	2010
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 Drug information
Contact person:	For information: Scientific and Patient Library Tel. 0434 659467 people@cro.it
Further information:	http://www.ricerca-cro.sanita.fvg.it/it/servizi_al_cittadino/biblioteca_scientifica_pazienti/punto-informazione-oncologica-farmaci.html

Objective of the good example

To organize an oncological information point within the cancer center to provide quality information and increase the knowledge of patients, caregivers and others (citizens, staff, volunteers, students, etc.).

Scope of the good example

The main benefits for the patients are personalized information and knowledge on issues related to their own oncological disease, drugs and well-being (diagnosis, treatments, quality of life, prevention, research, etc.).

In this good example, 1 librarian and 1 pharmacist are involved who work in the Patient Library. This staff is an expert in drugs, booklets available at CRO, bibliographic and internet research.

The expectation was to provide information to fulfill patient needs.

The Patient Library staff is a necessary resource because they have specific formation; whereas, the Scientific Directorate provides finances to support this activity.

The biggest impact of the good example can be observed through an increased communication between patients and staff.

Description of the implementation

The service is divided into two parts, which can be simultaneous or deferred: the interview to request information (in the library, on the phone or, more rarely, via email) and the return of information material (when it's needed).

- o Request for information (interview).
- o Compilation of the online form in which useful information is given to elaborate an adequate answer to patients/caregivers or others.
- o Research for the most appropriate materials (booklets or internet).
- o Delivery of the materials: in some cases, the search for the requested information may take a few days, in this case the documentation is sent by e-mail or regular mail (it is possible to make an appointment).

Key success factors and barriers

Key Success Factors

- o Patient Education group support
- o Dedicated budget
- o Patient Library staff with specific formation
- o Booklets and resources available

Barriers

- o Difficulties related to the Covid-19 situation

Lessons learned

- o Patients, caregivers and others need to be more informed about their care pathway or about prevention, research, etc. to feel more comfortable and safe.
- o Feedback and requests can be useful to fill missing areas of information.