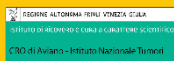


GOOD EXAMPLE ON PATIENT-CENTRED CANCER CARE

INTENT CE1047 project





Name of your Institute:	CRO - Aviano
Address:	Via Franco Gallini, 2 - 33081 Aviano (PN) - Italy
Title of the good example:	Patient Education and Empowerment Group and the establishment of a Patient Library
Start date of the implementation:	2015
End date of the implementation:	Still running
Dimension according to the INTENT Patient-Centred Cancer Care Model	1. Patient centred culture
Keywords:	Patient education Patient Empowerment Multidisciplinary
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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

Empower patients in the management of their clinical pathway

Improve the quality of patient-staff communication

Improve the adherence to treatments

Create a bridge among research, care and patients

Improve well-being of staff and patients

Scope of the good example

The main benefits for patients are the increased knowledge on issues related to oncological diseases, well-being (diagnosis, treatments, quality of life, prevention, research, etc.), as well as time dedicated to deepen the knowledge on topics and stimulate debates between staff and patients.

Patient centered culture addresses issues concerning information and communication between patients and staff. Actors who are involved include CRO staff members and several patient associations. Those staff members involved have a very heterogeneous background including many job profiles, along with volunteers who have different types of backgrounds as well.

This program is part of the continuous education program and provides education credits (ECM), volunteer associations are motivated because the projects of the PEE group overlap with the volunteer association ones.

The expectation surrounding the good practice was to create a multidisciplinary team and spread Patient Education Culture. The Patient Library staff was needed as a resource because they are devoted to coordinating the group while the Scientific Directorate provides a budget to the PEE group.

The biggest impact of the good example can be observed through the exchange of knowledge between staff and volunteers and more activities offered to dedicated patients.

Description of the implementation

- Create an informal group of staff members devoted to Patient Centered Culture
- Approve an official document by the General Director to state the existence of the group and dedicate a budget according to Cancer Patient Education Network (CPEN)
- Organize at least a biannual meeting among all members
- Set yearly goals and monitor the goals achieved

Key success factors and barriers

Key Success Factors

- Multidisciplinary team
- Dedicated budget



- Highly motivated promoters

Barriers

- Large group implies more difficulties in management

Lessons learned

- Do not take anything for granted during the patient's care process;
- Put yourself in the patient's shoes (closeness and greater empathy);
- Patients need to feel more involved in their own care pathway.