



GOOD EXAMPLE ON PATIENT-CENTRED CANCER CARE

INTENT CE1047 project





Name of your Institute:	Masaryk Memorial Cancer Institute
Address:	Žlutý Kopec 7, 656 53 Brno, Czech Republic
Title of the good example:	Patient information centre
Start date of the implementation:	Summer of 2020 (start of reorganization)
End date of the implementation:	End of 2020
Dimension according to the INTENT Patient-Centred Cancer Care Model	2. Information, communication, education
Keywords:	Information for patients Oncology information Useful information Support by information
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Further information:	https://www.mou.cz/onkologicke-informacni-centrum-oic/d97



Objective of the good example

The Centre has a special unit (Oncology Information Centre - OIC), where all useful information for patients is concentrated: brochures, leaflets, library of books, videos, etc.. It also provides a space, where patients and caregivers can calmly study this information.

The Oncology Information Centre provides advice in the field of oncology (related to prevention, diagnosis, treatment, genetics, psychological and social aspects, etc.) via discussion/conversation and printed publications, not only for the Centre's patients and their family members, but also to the general public.

Scope of the good example

The main benefit for the patients is the accessibility of information in the field of oncology, which is available immediately in the Centre. The actors involved are the OIC's own team of advisors, plus a nurse on duty who is also present in the OIC to answer any possible questions. The OIC has existed in the Centre for several years, and it was recently reorganized. The achievement of the good example is the better flow of information to patients.

Description of the implementation

- A space is needed for the OIC
- Hiring/finding staff members - in our Centre, we have 5 staff members working in shifts at the active part of the OIC. The rest of time, the staff assures availability of content and runs the OIC.
- Hiring a nurse to be available in the OIC.
- Purchase of materials

Key success factors and barriers

Key success factors

- Very good feedback from patients
- Less stress on medical staff from the patients regarding non-medical questions.

Barriers

- None

Lessons learned

We believe that such an information centre is important for patients and their family members.