

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 Committee
Start date of the implementation:	2017
End date of the implementation:	Lasting activity - no finish date
Dimension according to the INTENT Patient-Centred Cancer Care Model	1. Patient centred culture
Keywords:	Patient voice Help for patients Stakeholder communication link
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Further information:	https://www.mou.cz/pacientska-rada/t4887#chapter=1



Objective of the good example

The Patient Committee at the hospital provides materials and information to patients dealing with basic oncologic diagnoses. Contact people from the Committee are also available for the patients on a free-of-charge helpline.

The Patient Committee meets with the Institute's management at least twice a year in order to discuss patient views on care and potential issues.

This is the link between patients and hospital management.

Scope of the good example

The Patient Committee is composed from representatives of ambulatory and hospitalization departments of the hospital, patient organizations, patients and family members. It is coordinated by the Head of the Oncology Information Center of the hospital.

The main benefits of having a Patient's Committee is the additional support and assistance provided to patients, as well as communication of Committee members with the management of the hospital. During communication and meetings, management is informed on potential issues addressed by the patients. The patients from the Committee and patient representatives have the possibility to ask all their questions in one forum.

Committee members are informed by management about key matters concerning the hospital, both in the short and long term. For example, a plan to build a new building, or the results of a survey on the quality of services concluded at the hospital

Description of the implementation

The members of the Patient Committee are carefully selected to meet the best needs central to patient care

- Recruitment of new members is a form of agitation (banners, leaflets in dispensaries, websites, recommendations from attending physicians).
- Delegation of committee members from patient organizations (done by the patient organization).
- Employee representatives are a delegation by managers of the relevant departments (nursing care representatives, physicians, palliative care, geneticists, pharmacy staff, psychologists, social workers, volunteers, clinical trials, ombudsman, hospital management).
- Setting of meeting dates and agenda.
- Translation of relevant discussion into implementation (valid for all sides).

Key success factors and barriers

Success factors

- Readiness of all Committee members to cooperate
- The need for all parties to partake communication



- Ease of communication when all gather under one working frame

Barriers

- No specific barriers were encountered in the establishment of Patient's committee and all sides welcomed the initiative.
- It is important to have good coordination between all stakeholders, which is successfully achieved by the Committee coordinator - the Head of the Oncology Information Center.

Lessons learned

The establishment of the Committee has proven itself to be a very easy step to make, but the consequences are very important both for management and for the patients. The patients have a better opportunity to express their voice, thus contributing to the principle of patient centered care.