

GOOD EXAMPLE ON PATIENT-CENTRED CANCER CARE

for pilot sites of the INTENT project





Name of your Institute:	Institute of Oncology Ljubljana
Address:	Zaloška 2, 1000 Ljubljana, Slovenija
Title of the good example:	Call center for oncology patients and caregivers
Start date of the implementation:	13.3.2020
End date of the implementation:	In process
Dimension according to the INTENT Patient-Centred Cancer Care Model	3. Accessibility and continuity of care
Keywords:	call center communication accessibility management of critical situations
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Objective of the good example

With the establishment of the call center, we wanted to improve the communication with patients and their caregivers who have problems and questions related to their cancer treatment

Scope of the good example

Due to the COVID-19 pandemic, there was an increase in phone calls at the hospital, so we set up additional phone lines and mobilized additional staff. As the questions of the patients or their caregivers are very different, nurses, medical doctors and also medical students have been involved in the process.

Description of the implementation

During the COVID-19 epidemic, there was a need for better communication between the hospital staff and patients or their caregivers. We established a call center. At the center, calls have been taken by nurses working in the outpatient's clinics. They are very skilled in answering questions regarding outpatient's clinic organization and other questions related to the patient's care and treatment.

In addition to patients, the call center was also used by other medical staff and other hospitals and institutions.

Resources: computer and mobile phones.

An obstacle: the choice of a proper space for the call centre.

Motivation: quality and accessibility of a relevant information.

Key success factors and barriers

Success factors

- Key success factor was a very quick and skilled response of personnel.

Barriers

- The choice for a proper space for the call centre

Lessons learned

The main lessons learned from the implementation of a good example are: better access to information, management of critical situations, connectivity between doctors and other medical staff as well as connectivity between other hospitals and healthcare institutions