



# GOOD EXAMPLE ON PATIENT-CENTRED CANCER CARE

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**INTENT CE1047 project**

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<b>Title of the good example:</b>	Ethics Chart
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<b>End date of the implementation:</b>	10.09.2020
<b>Dimension according to the INTENT Patient-Centred Cancer Care Model</b>	1. Patient centred culture
<b>Keywords:</b>	Values Patient Empowerment Operators Motivation Active listening to Sense of belonging
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## Objective of the good example

We live in a time of unceasing and rapid change. We have to face some big challenges: implementing the continuous and important results achieved by cancer research, providing the best available resources, looking at the current state of health-care together with prevention and finally, getting ready to taking care of the future generations.

Thus, we feel the need to recall those values that give meaning and direction to our action and allow us to keep strong the relationship between the Institute, the Patients and the Families/Caregivers but also with the network of local, institutional, integrating and supportive services.

## Scope of the good example

Why have we invested in an ethics code?

The answers are manifold:

- A world of rapid change
- Research progresses with experimentation
- Plurality of perspectives and subjectivity
- Availability of limited resources
- The IOV has passed from a local reality to an articulated Center
- Transparency
- Responsibility towards patients and the community
- To strengthen the therapeutic alliance
- Personalize and humanize the relationships between operators and users
- Improve the quality of the service
- Support to operators
- Inspire and standardize the behaviors of health workers as much as possible

## Description of the implementation

The Ethics chart is the output of a participative process in which many different operators were involved: doctors, nurses, psychologists, GPs, expert patient, ethics committee, technical operators.

We used the format of the MD Anderson Cancer Institute (Houston, Texas), as good example, because it is simple, able to give a clear message to patients and to motivate the operators.

But the text (11 principles) was the result of a long discussion, each phrase each word was analysed with the ethics committee, with several managers before the Board adopted it. We printed the posters that will be placed in the corridors of the IOV.

We have created the code in Italian and now we are translating it into English as well.



## Key success factors and barriers

### Success factors

- Ethics committee commitment
- Board commitment
- Lay language
- Holistic approach
- Methodological expertise
- Participative process: over 40 persons involved, both internal and external professionals, expert patients

### Barriers

- Bureaucracy
- Resistance from the particular perspectives

## Lessons learned

### Drafting Ethics chart generates:

- Sense of belonging
- Overcoming the difference between internal and external perspectives, to achieve a common vision