



Developing an interdisciplinary programme to improve integrated care and quality of life of cancer patients

Doris Schopper, Centre Pluridisciplinaire d'Oncologie – CHUV, Switzerland

Presentation at the 3rd International Cancer Control Congress, Cernobbio, Italy

The setting in Switzerland

- Cancer is 1st cause of premature years of life lost : every 2nd man and every 3rd woman will develop a cancer in their lifetime
- NCCP goal: "To ensure patient-centred high-quality treatment and care"
- More than 30% of patients hospitalized in University hospital in Lausanne (CHUV) have a diagnosis of cancer
 - ⇒ **The CHUV decided to launch a programme to improve supportive care of cancer patients**

Development of the programme

«Improve quality of life of cancer patients»

Central question:

- How to improve quality of life of cancer patients treated at the CHUV?

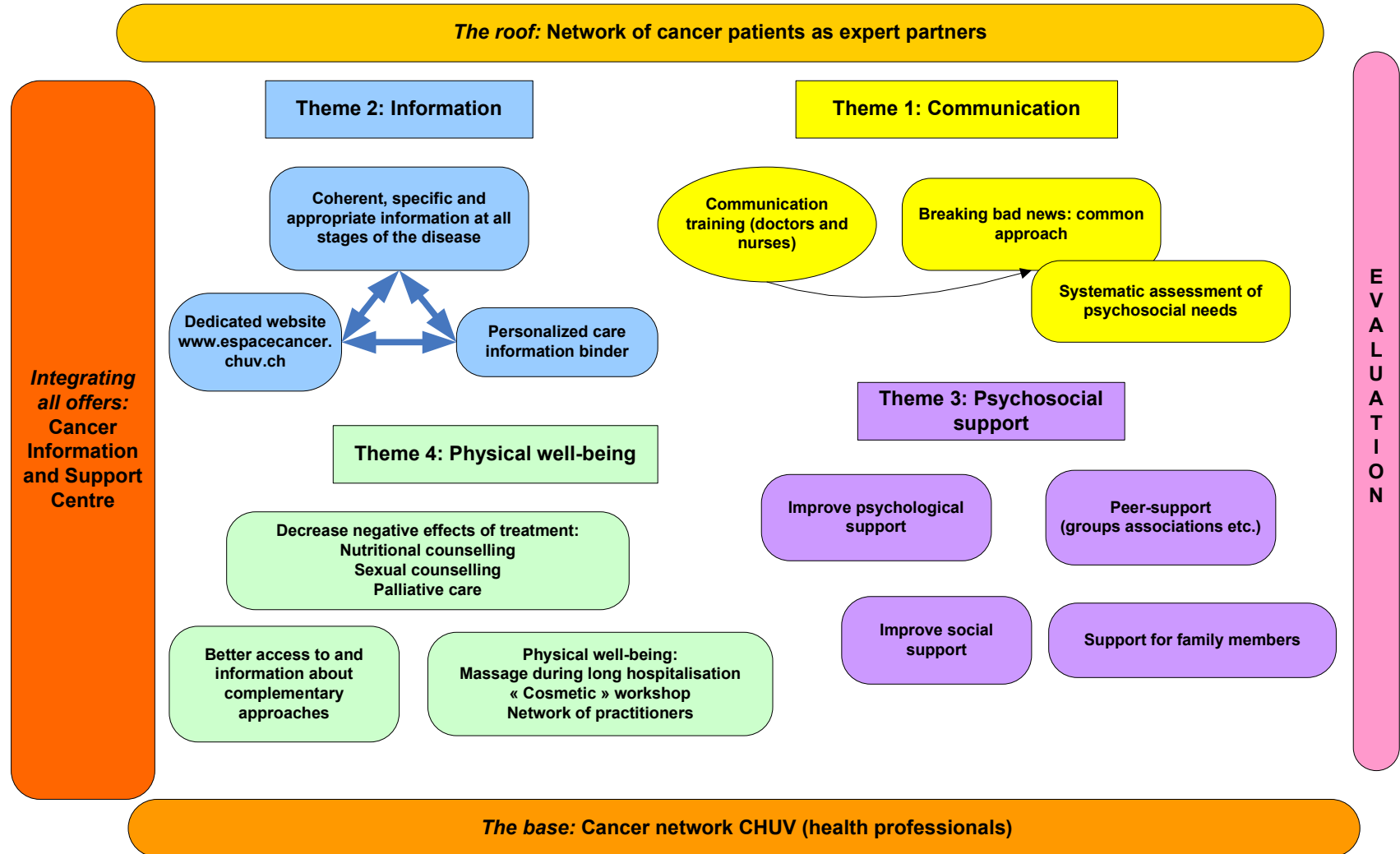
Large consultative process in 2006

- ~100 professionals interviewed at CHUV (doctors, nurses, social workers, psychologists, aumôniers...)
- Four working groups with patients (n=38) to elicit needs
- Mixed groups patients-health professionals to define interventions

Four main themes

- Improving communication with the patient particularly when breaking bad news
- Ensuring coherent and appropriate information at all stages of the disease
- Expanding psychosocial support
- Enhancing physical well-being during and after treatment

Changing health care practice and offering new services



Where are we now?

- Since mid-2007 various actions have been conceptualised and agreed upon by all stakeholders
- Patients continue to be associated as experts in the development of each intervention
- Pilot phase started in certain departments
- Hospital-wide implementation in 2010-11

Some developments...

- Website on cancer (no such site in CH, very few in French)
- Method to assess psychosocial needs more systematically (Distress thermometer adapted, used by nurses)
- Standard personal care binder being tested with professionals and patients
- Information on complementary approaches integrated into training and available on inter/intranet
- Nutritional counselling / dedicated psychological support

Lessons learned

- **Patient involvement** is crucial
 - to legitimate the need for improved and new services
 - to ensure the appropriateness of services developed
 - to gain political support
- **Rigorous methodology** is essential to build consensus
 - state-of-the-art and/or review of similar experiences
 - exploration of current practices within hospital
 - stakeholder meetings to discuss conclusions
 - Pilot phase allows adaptation
- **High level commitment** needed early on
 - Board and GD of hospital, cantonal health minister

... and Challenges ahead

Many services and departments need to be involved

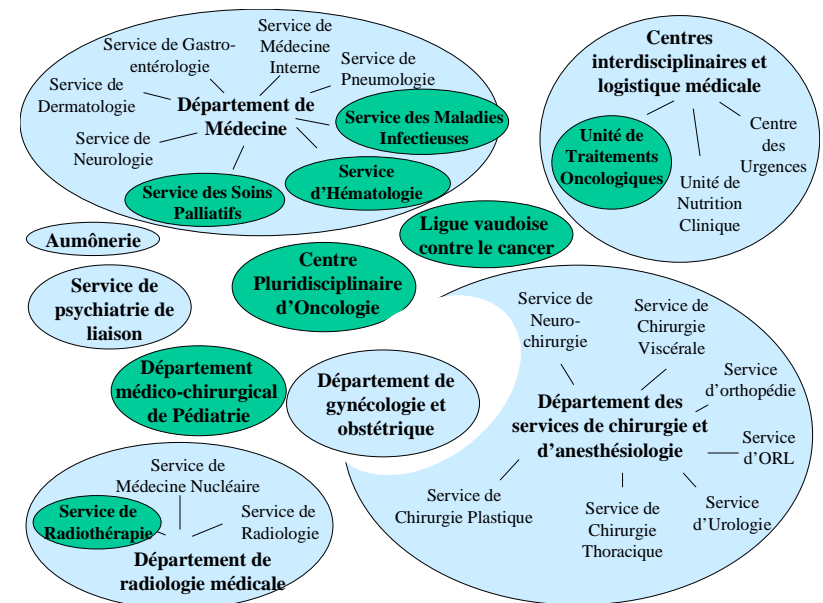
Funding only ensured until end 2011

Hospital financing under stress ⇒ only new ambulatory services can be reimbursed

Knowledge transfer essential to ensure sustainability (training!)

Replicability in other health care settings?

The Cancer Galaxy



Thank You!

www.espacecancer.chuv.ch

The screenshot shows the top section of the website. On the left, there is a red banner with the text "Espace Cancer" and the CHUV logo. Below this is a navigation menu with several items: "Qui sommes nous?", "Vivre avec un Cancer" (highlighted in red), "Etre patient au CHUV", "Les types de cancer", and "Envie de vous impliquer?". To the right of the navigation menu is a search bar with the text "rechercher dans le site" and a magnifying glass icon. At the bottom of the page, there is a breadcrumb trail: "Page d'accueil < Vivre avec le Cancer < La radiothérapie < Rougeurs et brûlures". On the far right, there are three small icons: a star, a group of people, and a document.

Espace Cancer

CHUV

rechercher dans le site

Qui sommes nous? **Vivre avec un Cancer** Etre patient au CHUV Les types de cancer Envie de vous impliquer?

Vivre avec un Cancer

Page d'accueil < Vivre avec le Cancer < La radiothérapie < Rougeurs et brûlures