



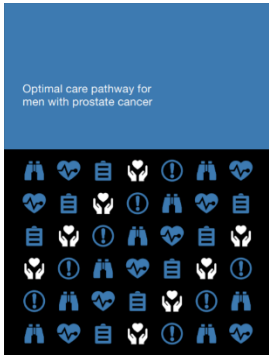
Grampians Integrated
Cancer Service (GICS)

Using patient experience to inform and validate service improvement

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Background

- Measures and metrics were guided and determined via the implementation of the Optimal Care Pathways for Prostate & Lung Cancer.
- Sought to gain patient perceptions of what happened, timing & frequency.
- Focus on preferences for care rather than degree of satisfaction.



Context

Prospectively – Prostate Cancer

Aims:

- To explore possible gaps between organisational perception and the quality of the patient experience.
- To inform improvement activities and the utilisation of resources.

Retrospectively – Lung Cancer

Aims:

- Review- did intervention brought about the required change?
- Identifying further opportunities for enhancement / improvement to the patient experience.

Outcomes

Prostate Cancer - 19 patient interviews

Thematic analysis:

- Information provided was tailored to individual patient needs with ample opportunities to ask questions.
- Supportive Care Services discussed were offered but not always received.
- Support & /or information was incomplete at times.
- Patients were not always clear where and how to receive further support and information.

Improvement activities identified

- Development of patient resources (face to face education session and paper based).
- Formalisation and documentation of referral pathways for supportive care services.

Outcomes

Lung Cancer – 10 patient interviews

Thematic analysis:

- Care Coordination and continuity of care was evident.
- Care was person centered, respectful & responsive to individual needs, preferences and values.
- The delivery of care was multidisciplinary, collaborative and timely.

Improvement activities identified:

- Continuation of the Rapid Access Lung Lesion Clinic and Lung Care Coordinator initiatives.
- Continued development of a local communication / service protocol for clinical trial patients.
- Establish transition / handover processes to relevant supports post completion of the diagnostic phase.