

Patient-centred care



Patients with lung cancer and their carer(s) are the focus of best practice lung cancer care

Essential elements

- ▶ All patients with lung cancer and their carer(s) should be provided with evidence-based information relevant to their clinical and supportive care needs, to support timely shared decision-making.
- ▶ Delivery of optimal lung cancer care considers patient circumstances, beliefs, preferences and supportive care needs.

What are the benefits of a patient-centred approach to lung cancer care?

For patients	For services	For the system
<ul style="list-style-type: none">▶ Improved knowledge and recall about information relevant to a patient's care▶ Decreased anxiety and depression▶ Improved satisfaction▶ Improved symptom control and symptom management▶ Improved participation in consultations▶ Improved care of psychosocial needs	<ul style="list-style-type: none">▶ Improved communication between the patient and the service provider▶ Improved documentation and communication of patient's preferences and psychosocial issues▶ More discussion focused on patient outcomes▶ Increased referrals to psychosocial care▶ Enhanced and better-targeted information-sharing for regional patients, especially concerning their clinical and supportive care needs	<ul style="list-style-type: none">▶ Enhanced partnerships between metropolitan and regional centres▶ Improvements in the way care is coordinated for patients, including across care settings

“ Patient-centred care is about recognising and acknowledging the unique needs of each patient and supporting them throughout their diagnosis, treatment and care. It means asking people about their fears and expectations and answering their questions honestly. It means empowering people to make informed decisions that are right for them. And it means treating people with respect. Importantly, for people with lung cancer, this means providing care without judgement.

Lillian Leigh, Lung cancer patient

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What can help support the delivery of patient-centred lung cancer care?

Strategies to use	Tools and resources that may help
Patient information and education	
<ul style="list-style-type: none"> ▶ Provide patients and carers with education and information resources about lung cancer care and treatment, including resources developed with consumer input. ▶ Use different formats when presenting information (e.g. written, audio, visual, electronic interactive). 	<p>Information about lung cancer What's your cough telling you? (brochure) What's your cough telling you? (video) Cancer Australia Understanding Lung Cancer Cancer Council Australia Better Living with Lung Cancer - A Patient Guide Lung Foundation Australia</p>
Patient navigation methods	
<ul style="list-style-type: none"> ▶ Use nurse-led navigation approaches, or lay people trained as patient navigators, to assist lung cancer patients navigate their treatment pathway. 	<p>Navigation: A Guide to Implementing Best Practices in Person-Centred Care Canadian Cancer Journey Portfolio</p>
Patient-Reported Outcome Measures (PROMs) and Patient-Reported Experience Measures (PREMs)	
<ul style="list-style-type: none"> ▶ Use PROMs and PREMs routinely to measure symptoms, identify what outcomes are important to patients, and help services evaluate patient and carer satisfaction about the care they have received. 	<p>EORTC QLQ-C30 European Organisation for Research and Treatment of Cancer Quality of Life Questionnaire - C30 Electronic Self-Report Assessment for Cancer (ESRA-C) Dana Faber Cancer Centre Supportive Needs Screening Tool Peter MacCallum Cancer Centre</p>
Processes, systems, structures and standard operating procedures	
<ul style="list-style-type: none"> ▶ Use a multidisciplinary team (MDT) meeting patient summary report template to support the identification of patient needs and concerns, and to integrate this type of information into multidisciplinary treatment planning and care. ▶ Implement clear, routinely used referral processes for supportive care services (including when referrals may be triggered) to ensure patients' unique psychosocial needs are considered. ▶ Facilitate shared decision-making between clinicians and patients to allow patient values and preferences to be considered when discussing treatment and care options. ▶ Provide communication skills training for health professionals to help staff establish a rapport with patients and carers, and have more effective conversations about patients' health, treatment and prognosis. 	<p>Question Prompt Lists Decision aids</p>

To see text with accompanying references, please refer to the full version of *Delivering best practice lung cancer care: A summary for health professionals*.

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