Navigating Cancer Care
Presented by:
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Conflict of Interest Disclosure
I have no conflict of interest to declare
Learning Objectives

- Barriers to provision of Patient Education
- Difficulties when providing for large geographical area and multiple languages
- Developing multi-modal approach

Geographical Area Served
The Ottawa Hospital Cancer Centre

• **General Campus**
  o Main site
  o East end and centre town

• **Irving Greenberg Family Cancer Centre (IGFCC)**
  o West end of town

Only sites for radiation therapy, clinic visits and Psychosocial Oncology

• **Multiple satellites for Chemotherapy**
  o Renfrew Victoria Hospital
  o Pembroke Regional Hospital
  o Winchester District Hospital
  o Hawkesbury District General Hospital

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Stakeholder Consultation

• 2010 Cancer Transformation
  • Consultation with patients, families & staff

• **Recommendations:**
  • Work on our TOH website
  • Provide clear, concise information in laymen’s terms
  • Improve access and clarity of information
    • Have a dedicated point person to relay information
  • Provide patients with information about:

  - **Coping**
  - **Navigating**
  - **Radiation**
  - **Health Care Team**
  - **Support Groups**
  - **Information**
  - **Cancer Journey**
  - **Education**
  - **Resources**
  - **Lodging**
  - **Childcare**

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Navigating Cancer Care

• Class revised
• Material brought to Patient Education Committee for feedback
  • Reviewed by Patient Advisory Committee
• Class offered every 2 weeks
• Video conference used
• Professionals at both sites
Class Outline

- Objectives
- Overview of Cancer Centre
- Your first appointment
- Cancer Treatments (Chemotherapy, Radiation Therapy, Hormone/Androgen Deprivation Therapy)
- Your Health Care Team
- Communicating with your Health Care Team
- Health Journal
- Where to call for medical questions/concerns
- Emotional Roller Coster
- Suggestions to help you cope (patient / friends/family members)
- Getting Ready to start treatment (Practical: transportation, parking, lodging, etc)
- Where to Get emotional/practical help
- Groups and Education Sessions / Information needs
- Community cancer Support
- Symptom Screening
- Being an active participant in your care
- Our commitment to you

Class Delivery

- Each new patient gets invited by PSOP Unit Coordinator
- Offered once a month at each campus
  - Offered every other Wed in English
  - Offered 2nd Friday of the month in French
  - Class runs for 1:30hr
  - Run by Social Workers at General Campus
  - Run by Dietitian and Physiotherapist at IGFCC
- Started offering the class via Telehealth to satellite clinics
Feedback

• High patient satisfaction, information received was appropriate, intervention helped participants to deal more effectively with problems and concerns
• The earlier the intervention – the better the benefits – “the first week of my visit to the Cancer Centre is the best time to come to this session”
• Introduced the “new normal”
• “Reassuring”; “puts my mind at ease”; “encouraging and comforting”
• “Helps me in coping with different issues”
• “Felt I was being coached about living as normal as possible during treatment”
• “Tour of where cancer treatments provided decreases anxiety”

Lessons Learned

• Video conferencing = challenging
• Telehealth: facilitator at both sites
• Importance of handouts
• Offered more than 1xmonth
• Meeting linguistic and cultural needs is essential
• Ambivalence over when is the best time to attend
• Needs to be multi-modal (paper, Webcast, in person, etc)
• ↑ needs for practical information = ↓ anxiety
• 1:1 problem solving after group session has ↑ benefits
• Early intervention is ↑ beneficial and worthwhile
• Effective tool for educating regarding ISAAC/ESAS
Thank You!