

A Person-Centred Approach to Improving Systemic Treatment Patient Education



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Opportunity for improvement



Keeping it person-centred

Partnering with Patient and Family Advisors made the difference !



12 Advisors from Calgary, Edmonton and Medicine Hat

3 meetings with clear objectives to gather expert input on print material, in-person class teaching, and creation of the video series

Several email consultations on drafts

Results - an Alberta toolkit



Knowledge is power for so many of us and at a time when we as patients so often feel helpless, having access to good, relevant and current information available in various modalities can only help empower us as we begin our journeys and throughout.
~ Charlotte

My friend has found it (guide) very useful, she had her kids read it, so they had an understanding of the process as well. She appreciates the patient feedback and tips.
~ Terrie

I consult my guide often, it is easy to navigate and full of excellent, supportive information that really helps when you need it.
~ Tracy

Improvement objectives

IMPLEMENT a patient teaching experience that allows patients to partner in their treatment and management of its side effects.

CREATE a teaching toolkit, that:

- Provides evidenced-based learning opportunities
- Supports front line staff to teach
- Is based in adult learning principles
- Provides consistent key messages across the province

Methodology

CREATED a project charter, and a steering committee with a Patient Education Specialist, Expert Nurse, Lead for Patient Education, and Director of Professional Practice

CONDUCTED a literature review and environmental scan

USED broad based stakeholder engagement in task oriented working groups and a patient and family advisor working group

The Experts in Receiving Treatment told us:



Thank you to all of our working group members and especially our Patient and Family Advisors!

Charlotte	Jay	Linda	Rebecca
Doug	Karen	Marlene	Shannon
Gerry	Karly	Mary-Beth	Terrie
Gwen	Kiley	Neil	Tracy

We learned!

We will:

- **continue to partner** with patient and family advisors at every opportunity
- **continue to evaluate** the effectiveness of the new toolkit
- need to **support staff** in using the new toolkit
- **incorporate rigorous change management** in future projects

All the learnings are already being applied to the creation of a CancerControl Alberta Radiation Treatment Patient Teaching toolkit.