

# Are You Ready for This? Patient Preparedness for Cancer Treatment

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## BACKGROUND

Facing cancer treatment can be an overwhelming experience for oncology patients. Those receiving treatment at UCDH Comprehensive Cancer Center (UCDH CCC) are invited to attend a formal class in a classroom setting prior to starting chemotherapy or biotherapy. The class is taught by oncology certified nurses at the Cancer Center. Additionally, one-on-one teaching is provided in the clinic prior to treatment for patients not attending class as well as at the chairside during first treatment.

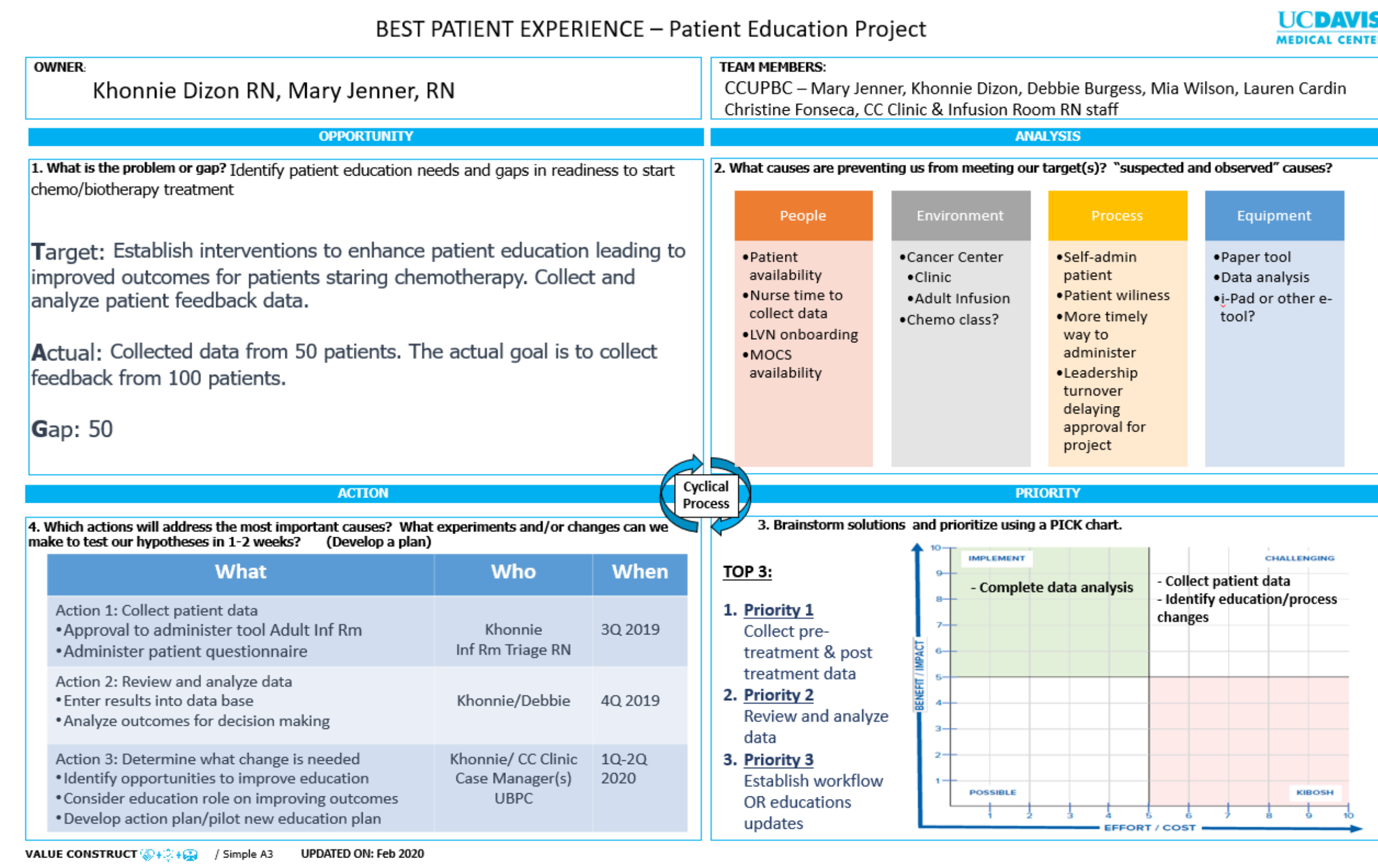
## PURPOSE

The purpose of this project is to assess patient preparedness for treatment and obtain feedback from patients at the onset of therapy and mid-to-late course to identify gaps in education.

## DESIGN & METHOD

- Followed A3 problem solving method for conducting QI project.
- Stakeholders included patients, Adult Infusion Room, Cancer Center Clinic.
- Developed a PROM tool to assess patient readiness, satisfaction and learning needs at the Cancer Center.
- Obtained feedback from Cancer Center Clinic Case Manager workgroup prior to data collection.
- Questionnaires were disseminated in two cohorts. One group included patients prior to starting therapy and the second group included patients mid-to-late course.
- Data collected from 101 patients and summarized using Excel.

## A3 PROBLEM SOLVING



## PROM Tools Pre or Mid Treatment

**Pre-Treatment Questionnaire – Chemotherapy OR Biotherapy**

The purpose of this questionnaire is to gather information about your understanding of education provided to you as a new patient starting treatment. It will be used to help us improve your care throughout treatment and help guide education provided to future patients.

Optional Information:  
Gender: F / M   Cancer Diagnosis: \_\_\_\_\_   Cycle: 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 11 / 12 / Other \_\_\_\_\_  
Distance (mi) traveled to UCD: \_\_\_\_\_   Primary Language: \_\_\_\_\_   Ethnicity: \_\_\_\_\_

**Supportive Needs – Check all that apply**

I have received printed materials on the chemotherapy and/or biotherapy medications I will be taking  
I have been advised about possible side effects of my cancer treatment  
I know my treatment goal (i.e. curative, remission, palliative, life prolonging)  
I know how to contact my doctor and nurse  
I have met my doctor's nurse (RN case manager), either in person or introduced over the phone  
I signed up for UCDH MyChart  
I received business cards for my care team

**Chemo/Biotherapy Education – Check all that apply**

I received an oncology treatment resource binder ("chemo binder")  
I read the information in the binder before starting treatment  
I was offered the option to attend the chemotherapy/biotherapy class  
I attended the chemotherapy/biotherapy class  
I did not attend the chemotherapy/biotherapy class

**What are barriers to attend the chemotherapy/biotherapy class – Check all that apply**

I did not know about the class  
I had a scheduling conflict  
It was too far away  
I have too many appointments  
No transportation  
Language barrier  
I have received enough information about treatment without it  
I have received chemotherapy and/or biotherapy in the past

**Resource Center:**  
I am aware that the UCDH Cancer Center has a Patient Resource Center  
I have visited the Patient Resource Center  
I have NOT visited the Patient Resource Center. If so, why?  
On a scale of 1 to 5 how well prepared do you feel to start treatment? (1 being strongly disagree and 5 being strongly agree)

**Additional comments you would like to share:**

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**Mid OR Post-Treatment Questionnaire**

The purpose of this questionnaire is to understand your personal experience with receiving treatment at UCDH Cancer Center. It will be used to help identify areas needed to guide education provided to future patients.

Please be completely honest with your answers.

Optional Information:  
Gender: Female / Male   Distance (mi) traveled to UCD: \_\_\_\_\_   Primary Language: \_\_\_\_\_  
Ethnicity: \_\_\_\_\_   Cancer Diagnosis: \_\_\_\_\_

**Patient Perspective/Experience**

How often did you receive a call from your doctor's nurse for followup? (circle one)  
Every Cycle   Monthly   Weekly   Occasionally   Other (please specify) \_\_\_\_\_

How often would you have liked to receive a call from your nurse for followup?  
Every Cycle   Monthly   Weekly   Occasionally   Other (please specify) \_\_\_\_\_

**Chemotherapy/ Biotherapy Immunotherapy Education Follow-up:**  
Did you use your treatment binder? (circle one)   Yes / No / Didn't receive one  
What did you find most useful about the treatment binder? \_\_\_\_\_  
What sections were the least helpful? \_\_\_\_\_  
Is there any information you wish you knew prior to starting treatment? \_\_\_\_\_

Would you have been interested in receiving chemotherapy/biotherapy education virtually instead of attending an in-person class (i.e. internet/ WebEx by email or video session)?   Yes / No  
Did you visit the Cancer Center Resource Room?   Yes / No  
If yes, what material did you find most helpful? \_\_\_\_\_  
Are there any materials or resources you wish we had available to you?   Yes / No  
If yes, suggestions: \_\_\_\_\_  
Did you independently seek additional educational resources (internet, support groups, etc)?   Yes / No  
If so, what types of resources did you use? \_\_\_\_\_

**Answer the following questions using a scale of 1-5 (1 being strongly disagree and 5 being strongly agree)**

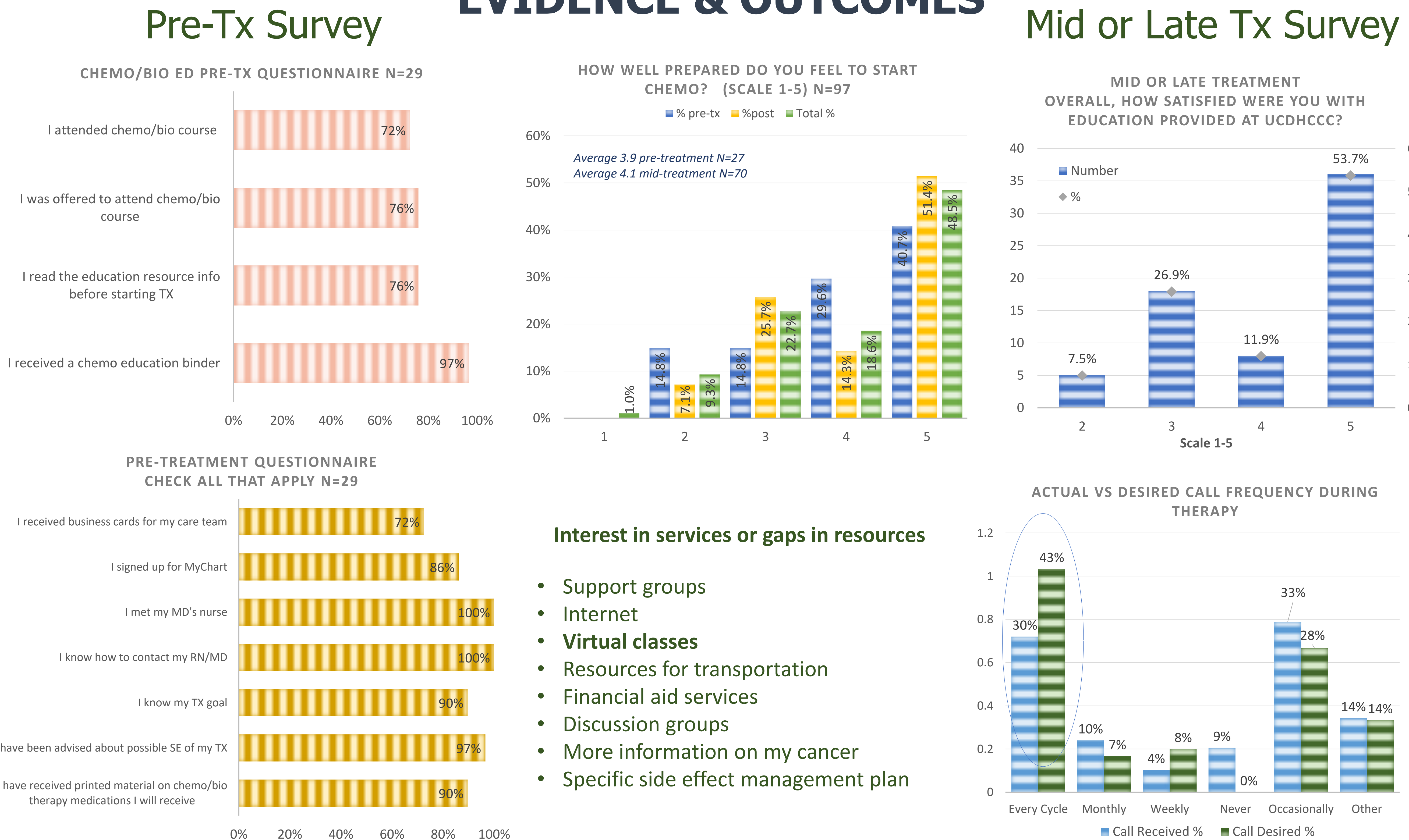
How well prepared do you feel you were to start chemotherapy and/or immunotherapy?   1   2   3   4   5  
Overall, how satisfied are you with the education provided at UCDH Cancer Center?   1   2   3   4   5  
Is there any information you would like to share with future patients? (Advice, encouragement, any tips or tricks that worked for symptoms)

## FINDINGS

The project identified factors that influence patient education needs. Limitations include difficulty in distributing paper questionnaires and the small sample size to make decisions for amending patient education.

- Pre-Treatment Cohort - 29**
- ✓ 76% were offered pre-treatment education class
- ✓ 40.7% felt well prepared to start treatment
- ✓ 20% visited the Cancer Center Resource Room
- Mid-late Treatment Cohort - 72**
- ✓ 65.3% used the education chemo binder, however 23.5% of patients did not receive one
- ✓ 53.7% felt very satisfied with education provided
- ✓ 43.1% of patients would like a call from RN each cycle vs 30% who received a call each cycle
- ✓ 36.6% would consider other formats for classes
- ✓ 25.4% visited the Cancer Center Resource Room during treatment

## EVIDENCE & OUTCOMES



## PLAN FOR CHANGE

In response to feedback expressing interest in web-based formats for education, the chemotherapy class is being offered as a virtual class via WebEx.

## CONCLUSION

Feedback collected using the PROM questionnaires from patients on a cancer therapy treatment plan provided valuable information needed to identify gaps, improve patient satisfaction, and modify education provided to promote readiness to start chemotherapy or biotherapy.

## NEXT STEPS

This work was important to determine patient education strategies or changes helpful to our patients. The council plans to explore or pilot changing the workflow to call patients after each treatment cycle for disease groups that felt this was important.

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