

Collaborating to Improve Oncology Patient Experience: An Interdisciplinary Chemotherapy Education Class for Patients in Qatar

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Chemotherapy Class For Patients



Improving the Oncology Patient Journey: A Multidisciplinary Chemotherapy Class:

An interdisciplinary team from the National Center for Cancer Care and Research (NCCCR) has improved the journey of patients undergoing chemotherapy treatment (chemo) by developing a chemotherapy education class to prepare patients prior to their treatment day.

The chemotherapy education class was developed through an evidence-based research and market analysis conducted at NCCCR. The study shows that since patients have been able to meet their healthcare team prior to the start of their chemotherapy, they have become more confident, showing an increased level of trust in their healthcare team

Introduction:

NCCCR is the only healthcare facility to provide chemotherapy treatment for adult cancer patients in the State of Qatar. Prior to Fall 2016, patients were attending their first chemotherapy treatment without any standard education. Although, all the patients' queries were answered in their first consultation day about their treatment, it has been noticed that patients were anxious and having many concerns about management plan and basic information about chemotherapy. In 2011, Qatar cancer strategy highlight the cancer patient education before their treatment. A chemotherapy education class can help patients and caregivers be more prepared for the treatment and the side-effects associated. Research reports providing patients with the information they want in a timely manner can reduce anxiety and stress (Schofield et al., 2003; Voigtmann et al., 2010). It was evident that patients attending NCCCR would benefit from a pre-chemotherapy education class facilitated by a clinical interprofessional team that provides patients and caregivers with information regarding chemotherapy, the side-effects, when and who to ask for help, nutritional information, physical activity during treatment, and psychosocial support services available.

Aim:

The aim of this quality improvement project was to better prepare patients for their upcoming chemotherapy treatment. The initial goal was to develop, deliver, and evaluate a chemotherapy education class for patients and their caregivers. The class would prepare patients about treatment day and provide a consistent message about the general effects of chemotherapy and the processes associated (ie what is required pre-treatment, what can our patients expect on the day of their treatment).

The Process of Developing Chemotherapy Education Class

Identified the gaps:

- Assess the current practice.
- Patients coming Anxious & unprepared for treatment.
- Patient unable to set the expectations
- Marketing survey was conducted to find out the patients' perceptions of having a group class prior to their first chemotherapy treatment
- 127 patients were surveyed and reported the need for education Class.
- Evidenced based researches were reviewed.

Marketing survey Graphs:

Since information needs of patients prior to chemotherapy treatment in Qatar were not studied before, the project team conducted a market survey. The market survey distributed between August 28 and October 24, 2016 at the DCU for patients that were receiving chemotherapy. The aim the market survey was to find out the patients' perceptions of having a group class prior to their first chemotherapy treatment, whether receiving information prior to treatment would have been helpful to them, and if so what information they would have liked to receive. (Fig.1)

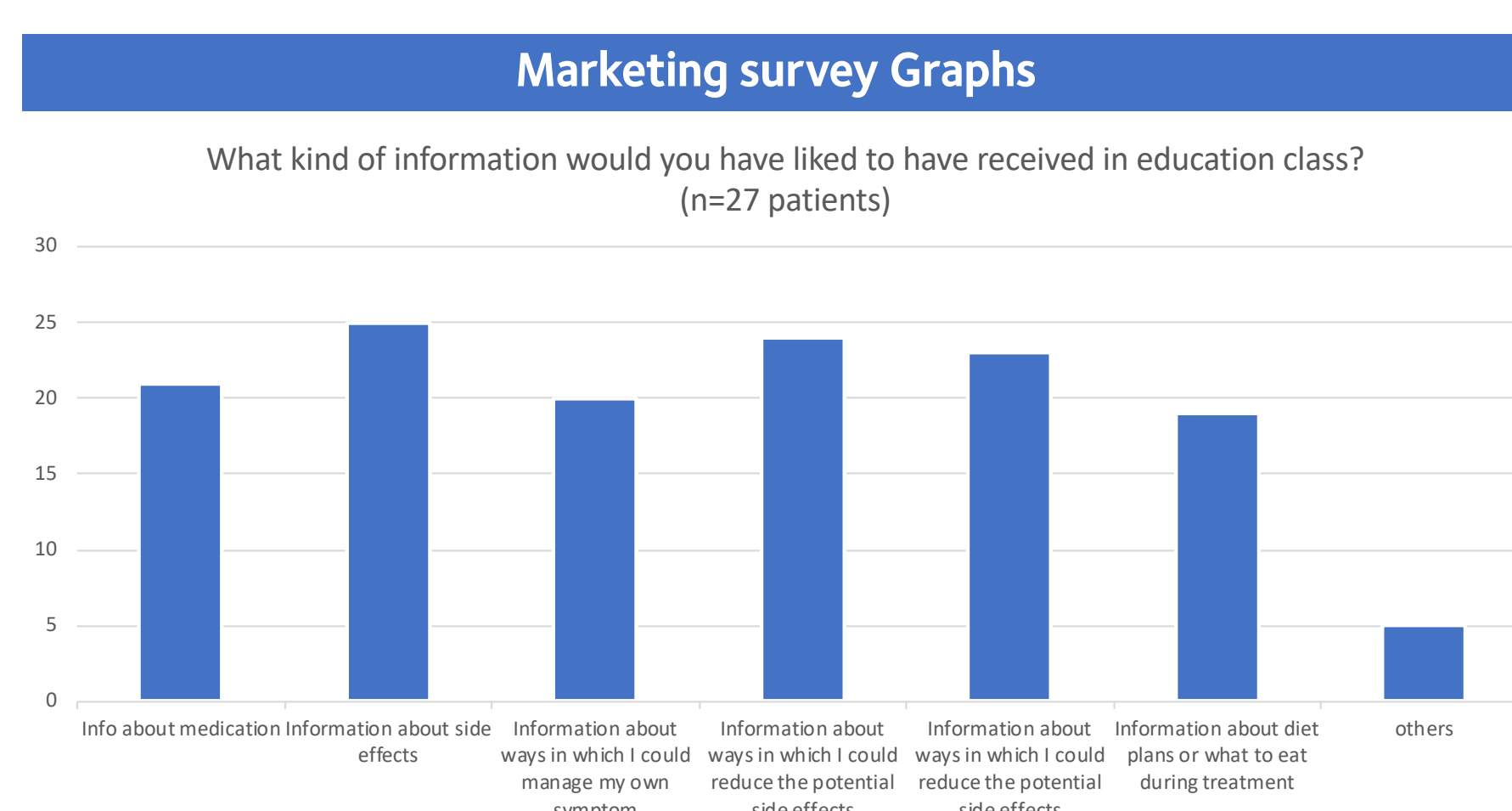


Fig. 1 Marketing Survey Graphs

Preparation for the education class:

- Analysis the data.
- A logic model was developed for this project (Fig.2)
- Comprehensive chemo education program was developed based on patients' needs.
- The content of the class was reviewed by multidisciplinary team.
- Venue was selected.
- The post education evaluation was developed.
- Class marketing (rollup, handouts, etc.)
- Chemo education video in Arabic/English was developing in collaboration with AlRayyan Qatar TV (Fig.3)

NCCCR Chemotherapy Education Class Logic Model

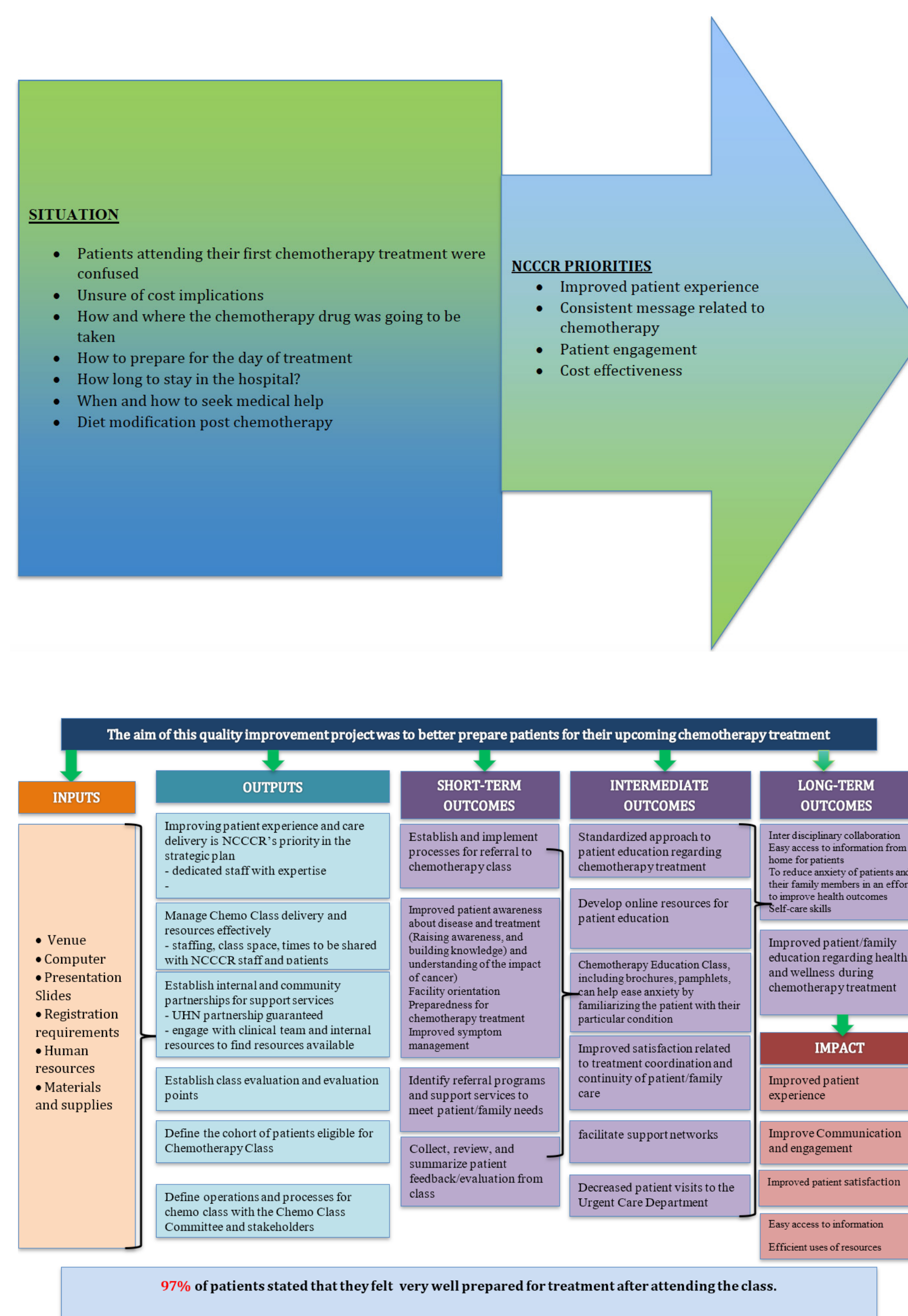


Fig. 2 NCCCR Chemotherapy Education Class Logic Model

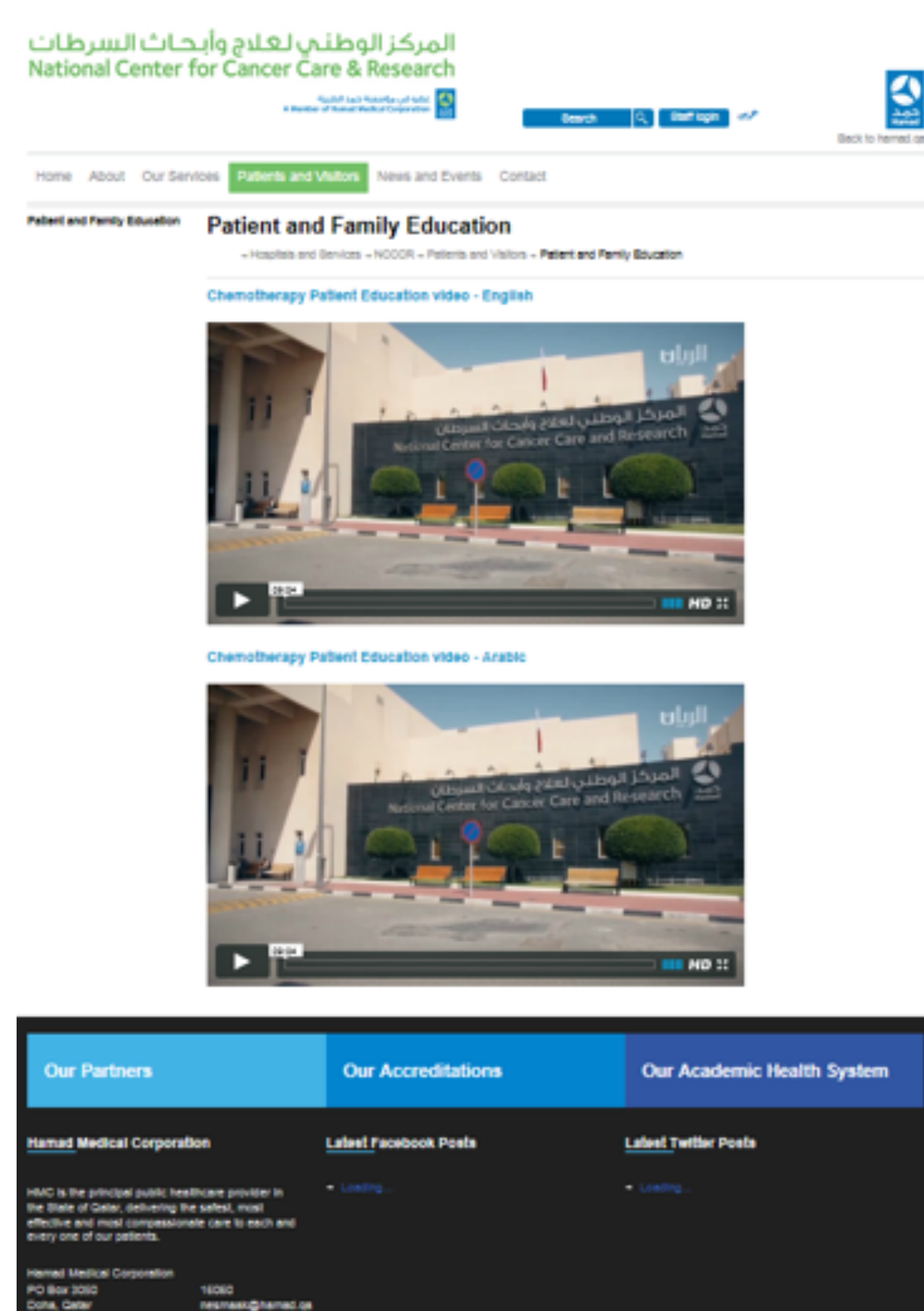


Fig. 3 Chemo Education Video in Arabic/English / NCCCR website

Implementation of the education class:

- First class was delivered on Feb 3, 2017.
- Class are given twice weekly in Arabic/English.
- Patients are given appointment for the class after their first consultation with medical oncology.
- Hardcopy/electronic post education evaluation by attendees is conducted after each class.
- A team meeting is conducted regularly to improve the quality of class.
- Hardcopy handouts of the chemo class were developed and given to patient post class.

	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree
Appointments were available within a reasonable amount of time.	70%	28%	1%	1%	0%
Checking in was fast and efficient.	75%	23%	2%	0%	0%
The overall quality of Chemotherapy education class I received was high	82%	16%	2%	0%	0%
How happy are you with the length of time of the class	71%	26%	2%	1%	0%
How happy are you with the information you received during the chemo class?	72%	25%	3%	0%	0%
When you actually started your treatment, did you feel prepared for chemotherapy because of the class?	69%	27%	2%	2%	0%
Did the staff listen carefully to you about your questions and concerns?	89%	10%	1%	0%	0%
It was easy to get a help when I needed one.	69%	25%	3%	3%	0%
Did the staff treat you with courtesy and respect?	Yes	No			
Did the staff at the class provide you with any educational materials (e.g. pamphlets)?	97%	3%			
Did the staff at the class provide you with any educational materials (e.g. pamphlets)?	94%	6%			
How would you rate the Chemotherapy Class program we have provided to you?	4.78 Out of 5				

Fig. 4 Patient Satisfaction Survey post Treatment

Summary and Recommendation:

The goal of this initiative was to prepare patients for chemotherapy treatment affectively. The class has been delivered twice weekly in English and Arabic language since February 2017. Generating the numbers of patients who received pre- treatment education can easily be tracked throughout system (Fig.5). Post-class evaluation showed increase in patient readiness from their treatment from 27% before the class to 96% after the class. The project was first initiated to improve the care services for patients undergoing chemotherapy treatment by using their feedback and recommendation. It allows the patients to be more engaged with their treatment plans and care provided. In addition to the project aligning with HMC's strategic plan, this project has contributed to Qatar's National Cancer Strategy Framework 2017-2022 goals of success measures 5.2(Publish chemotherapy outcomes including % of patients receiving pre-treatment education; outcomes of chemotherapy; emergency presentation due to side effects of treatment).

It's recommended that chemotherapy education class should be standard practice of care for patients undergoing chemotherapy at Qatar's cancer center.

Ongoing process and future plans:

Ongoing improvements of the program take place to improve patient experience based on their evaluation and needs. This improvement process is assessed and guided regularly by PDSA model of improvement cycle. Our future plans are:

- Expand the education to non-Arabic/English speaking population.
- Regular content review based on latest evidence practice
- Involvement of other disciplines e.g clinical pharmacist, psychotherapist & social worker.

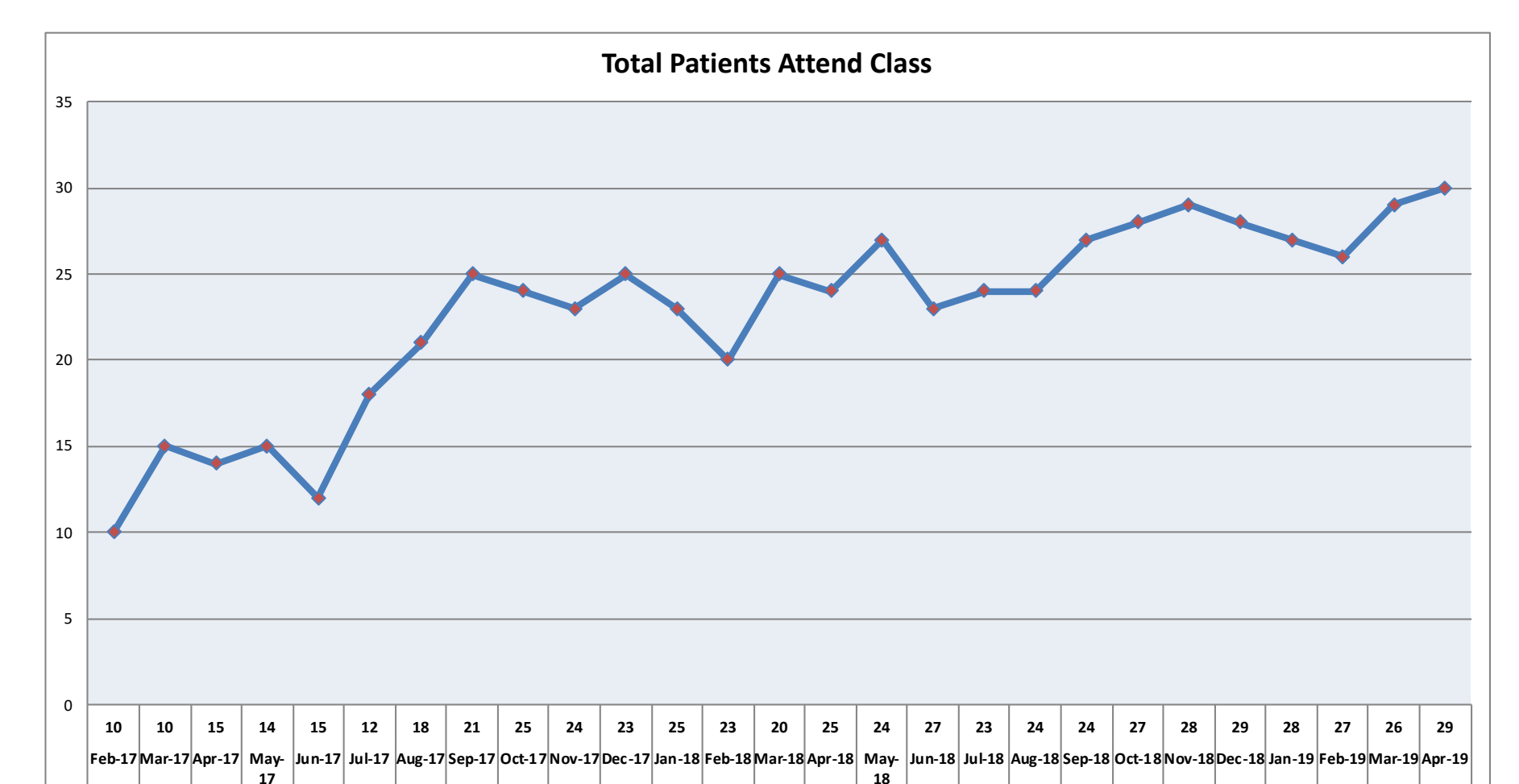


Fig. 5 Total patients attend chemotherapy class (T=626)

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