

## Abstract Form

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**Title of abstract:** What the patient's want 2.0 – improving radiotherapy patient information

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### Background:

A previous quality improvement project in 2016 on radiotherapy patient information involving key stakeholders identified the need to consolidate written radiotherapy patient information. The results that were presented at the 2017 Cancer Innovations Conference highlighted there was a need to improve the written information given to our radiotherapy patients. We needed a minimum standard of information written at the correct health literacy level. Key areas to be developed were to provide a flowchart of the journey, include procedural and sensory information and photos of equipment specific to our centres. This information does not replace other resources such as Cancer Council or eviQ.

### Aims:

To incorporate a health literacy process using a multidisciplinary team to develop, implement and evaluate breast radiotherapy patient information books.

### Objectives:

1. To provide tumour site specific radiotherapy patient information that addresses procedural, sensory and hospital specific information (that is given secondary to the verbal information given during each step of the radiotherapy process).
2. To provide a minimum standard of information that every patient receives, that addresses each pertinent point of the radiotherapy process including initial consult, planning, treatment, follow-up care and provision of reputable resources for additional information.
3. To develop patient information at an acceptable health literacy level

### Method of developing the books:

1. Form site specific multidisciplinary work groups across both Illawarra and Shoalhaven (radiation oncologist, radiation therapists, clinical nurse consultants, psychosocial services).

2. The minimum standard of information was developed and written by the health professional providing the information at each time point, eg radiation oncologist at initial consult, radiation therapist at planning, nursing and other allied health during treatment. Information was written based on what verbal information is given at each key point of the patient journey. The written information was to provide a backup for the patient when they return home to help them remember the information given by the staff at each step.
3. ISLHD Health literacy process followed and booklet developed.

**Method for evaluation:**

1. 20 consumer reviews on the booklets for content and format
2. Validated survey Satisfaction with Cancer Information Profile for patients (quantitatively compare to baseline 2016 data)
3. Amended Satisfaction with Cancer Information Profile to survey staff (quantitatively compare to baseline 2016 data)

**Results:**

The consumer reviews were all positive and the quantitative data showed an improvement of mean understanding and satisfaction. We can confirm that these books are “want the patients’ want”.

Comments from the review showed the book was easy to understand and the information was helpful to patients, the book “did not talk down to the patient”. The patients liked the format, as the book was tabulated into sections which made it easy to access at the specific point in their radiotherapy journey. Patients appreciated the notes section allowing them to consider any questions they have and to take to their next appointment with them. The side effect information was very informative and at an acceptable literacy level. The book highlights services that are available to patients, this was viewed as positive “you can get help when needed”. The book also helped patients before treatment “I re-read most mornings over breakfast”, the book was also useful to families and carers “my family also read this book when visiting.”

The Satisfaction with Cancer Information Profile tool was used in 2016 and 2019. The mean satisfaction with receiving enough information and the type and timing of information all improved with the implementation of the radiotherapy breast booklets, to both the patients and the staff.

### Breast patient results:

	2016 (n=20)	2019 (n=15)
Mean satisfaction with receiving enough information	11.8 out of 14 SD 2.4	12.7 out of 14 SD 1.9
Mean satisfaction with type and timing	29.95 out of 35 SD 4.12	32.7 out of 35 SD 2.70

### Staff results:

	2016 (n=65)	2019 (n=23)
Mean satisfaction with type and timing	22 out of 30 SD 3.7	28.2 out of 30 SD 1.8

Anecdotally, patients are being more prepared for each step of the journey and it has impacted positively during education appointments, as it allows more time to answer questions and provide emotional support.

### Future implications:

Feedback from patients and staff has been overwhelmingly positive. Although it was a long process to develop the initial book due to clinical time. Based on the development and feedback of the breast radiotherapy books, further tumour specific books will be developed efficiently. The next books in development are prostate, male pelvis, lung and head & neck. All staff are waiting eagerly for the development of more books after seeing the positive change in patients that have been attending the education appointments. The department is also reviewing the time points of radiotherapy education.

[LINK TO BOOK ON WEBSITE](#)