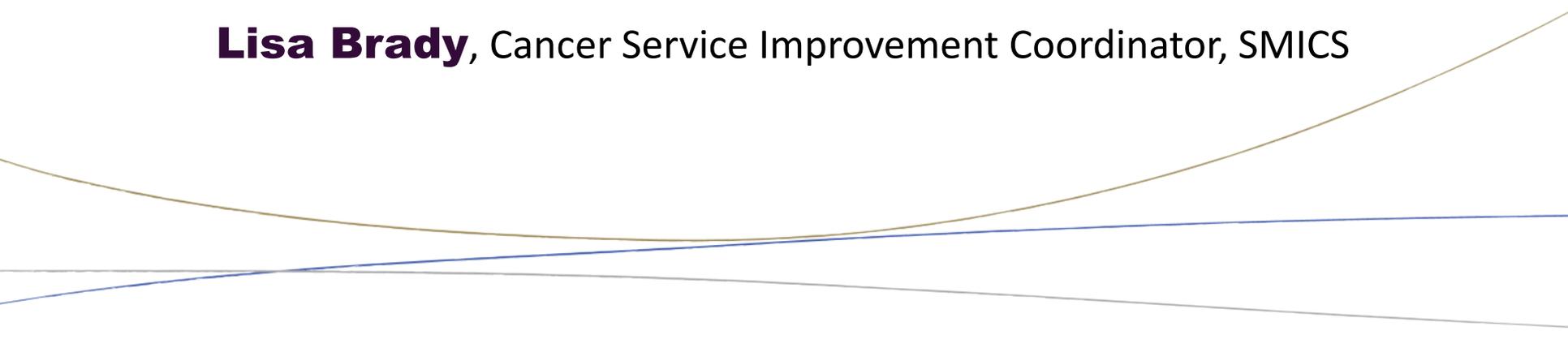


Improving clinician confidence and skills: Piloting a web-based learning program for clinicians in supportive care screening of cancer patients

Lisa Brady, Cancer Service Improvement Coordinator, SMICS



Southern Melbourne Integrated Cancer Service (SMICS)

9 Integrated Cancer Services (ICS) across Victoria

Key priority areas:

- Multidisciplinary care
- Care coordination
- **Supportive care**
- Unwanted variation in care

SMICS is a joint initiative of

- Alfred Health
 - Cabrini Health
 - Peninsula Health
 - Monash Health
-
- 1 in 4 Victorians reside in southern Melbourne
 - >7800 new cases of cancer in southern Melbourne in 2011
 - Projected 8500 cases per annum by 2016 ([Cancer Council Victoria](#))



Background

- Supportive care is an umbrella term for all services that may be required to support people with cancer, their carers and families
- Assist health care organisations to achieve high quality supportive care for people affected by cancer
- Creating better experiences for cancer patients and carers
- Important for clinicians to screen for supportive care needs and refer patients to appropriate services
- 2010 pilot process introducing supportive care screening
- Lean thinking process

Aim (pilot study)

Implement and evaluate a web-based program for clinicians involved in supportive care screening and referral:

- Improve clinician knowledge
- Confidence level
- Skills related to implementing supportive care screening for cancer patients

Ethics approval ✓

Participants employed in the Oncology Day Unit, Oncology Outpatient Clinic and the Oncology Inpatient Unit.

Recruitment by Unit Managers

Method

Developed SMICS-specific version of education:

- Three modules
- A self-directed learning quiz
- Multimedia
- Additional resources

Approximately 30 mins to complete



Evaluation and Analysis

Pre-program questionnaire

- **Demographics**
- **Current knowledge**
- **Preparedness**
- **Confidence**
- **Views and attitudes**
- **Satisfaction**

Two Post-program questionnaire

- **Views**
- **Implementation**
- **Resources used**
- **Comments and suggestions**



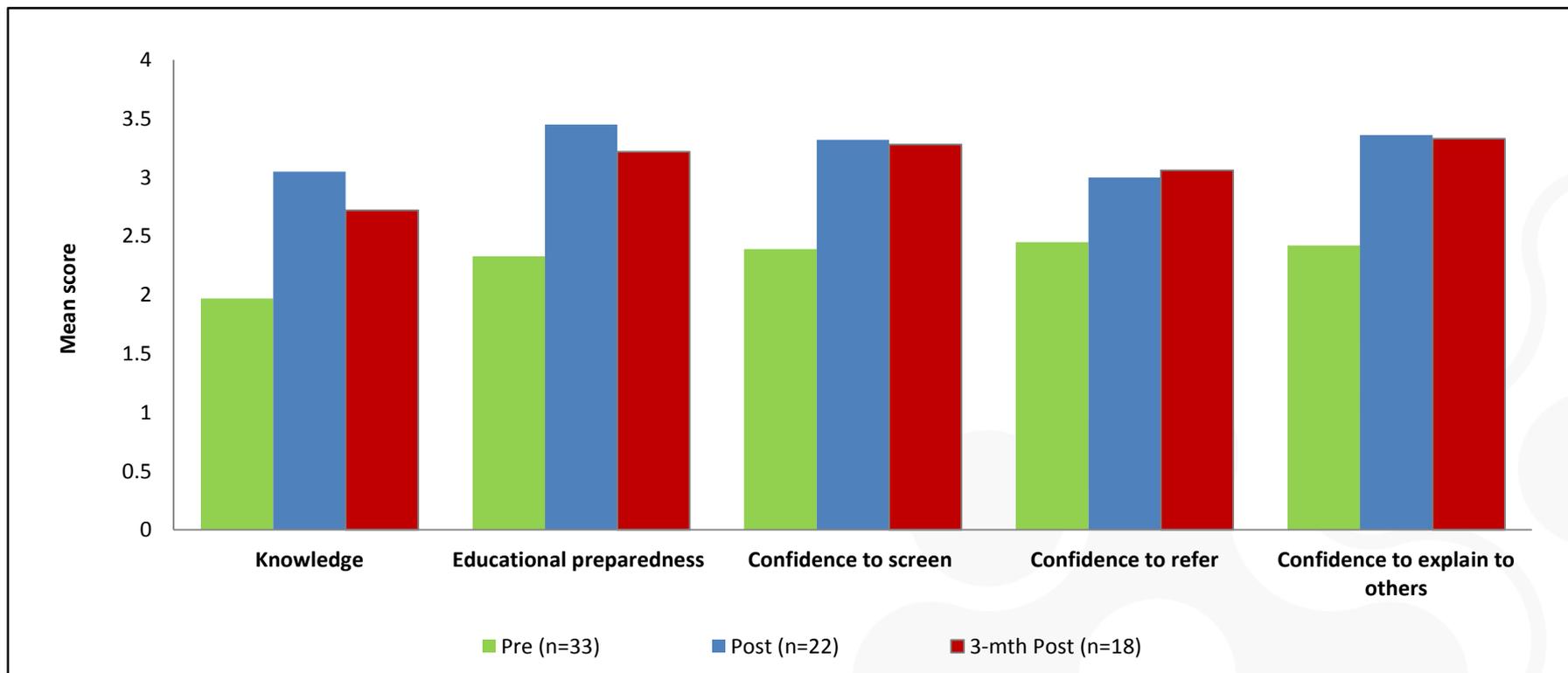
Results

Demographics

- 53 health professionals had completed the web-based program
- 33 participants completed the pre-program questionnaire
- 22 completed the post-program questionnaire
- 18 completed the 3-month post-program questionnaire

Results

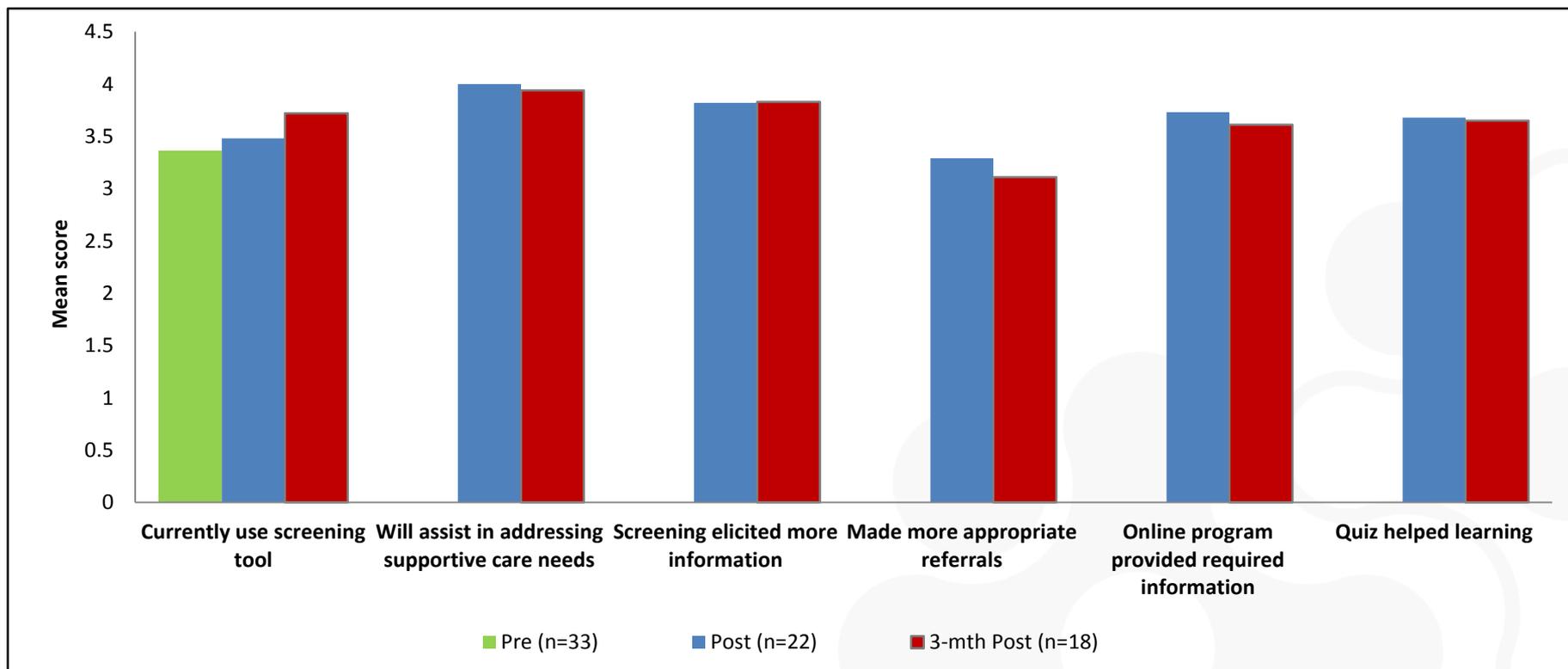
Knowledge, educational preparedness and confidence to implement the supportive care screening process



NB: 0=no knowledge/not prepared/not confident; 1=minimal knowledge/minimally prepared/needs further instruction; 2=some knowledge/a little prepared/ confident to perform with close supervision; 3=good knowledge/somewhat prepared/ confident to perform with minimal consultation; 4=extensive knowledge/well prepared/ confident to perform independently

Results

Impact of completing the web-based training program and implementation of the supportive care screening process



NB: 1=strongly disagree; 2=disagree; 3=unsure; 4=agree; 5=strongly agree

Results

Suggestions to improve screening

- Run a forum where staff could share their experiences, allowing others to benefit from those who have been implementing the process
- Monthly meetings were suggested with the aim of monitoring the impact of implementing supportive care screening and referral on patient outcomes
- Access the program from home

Conclusion

This pilot indicates that provision of a short, concise web-based program can improve clinicians' confidence and skills to implement supportive care screening with cancer patients.