

# Empowering patients: Valuing their experience in the workplace

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# My story: from a trauma to a project of resilience



*Vie & Cancer*

Faire du reste de ma vie, le meilleur de ma vie !

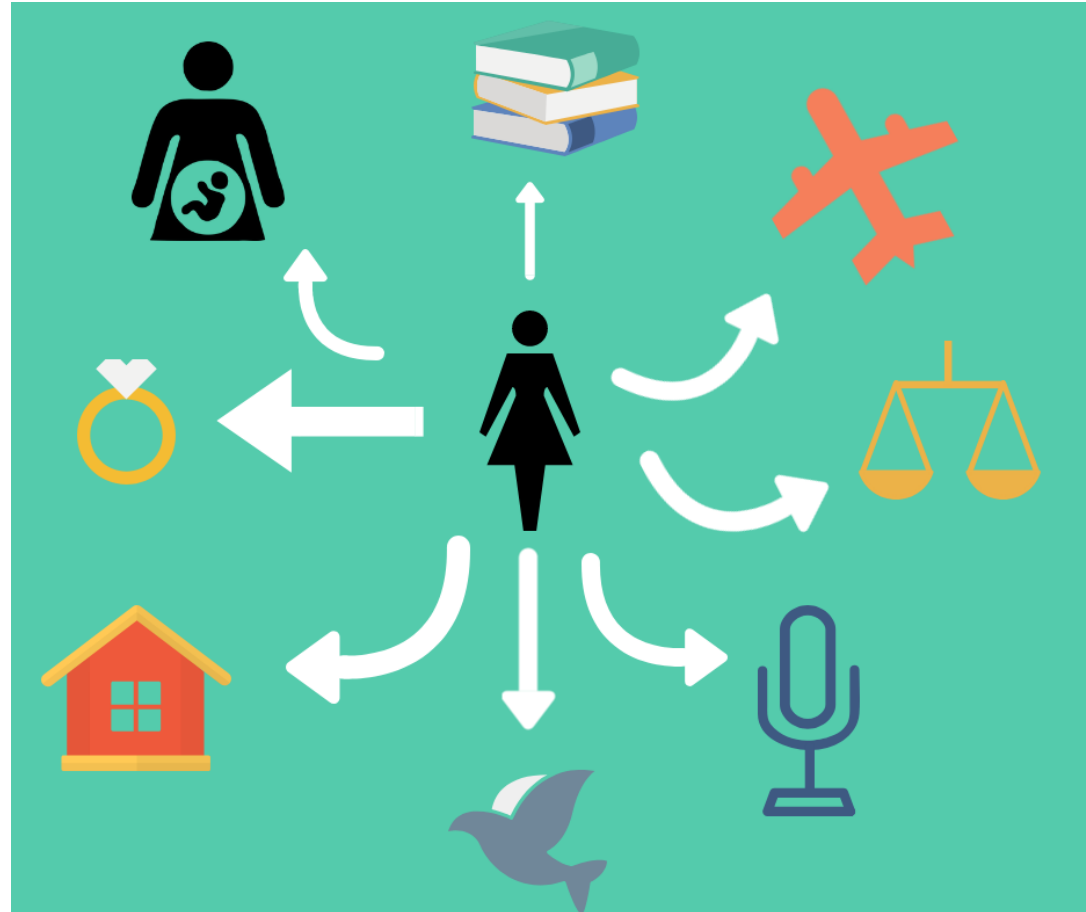


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[www.vieetcancer.be](http://www.vieetcancer.be)

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# From a lay patient to patient expert : what happened ? CANCER



# The patient's experience during treatments



# A common misbelief : after... isn't the best part?

survivorship = "disease-free, but not free of your disease."

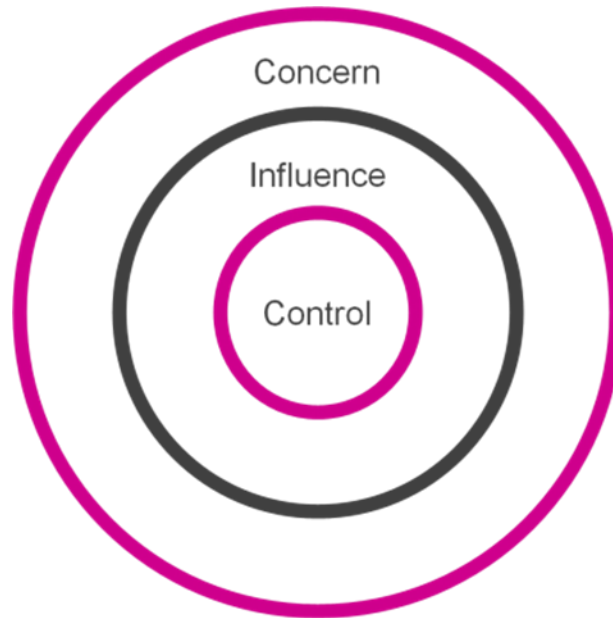


# Cancer care doesn't stop at the end of treatments



# A shifting moment

I cannot change **WHY** it happened,  
but I can change **WHAT** I will do about this



# Building an expertise and valuing my patient's experience

- Journalism & Communication → Blogging “Vie & Cancer” + strong network and relationship with patients
- Coaching → Livre “Je rebondis après mon cancer”



- Training experience → Work & Cancer : solutions for employers + consultancy : setting patient's advisory board
- Continuing education (never stop learning, never stop growing):
  - Disability Management
  - New book in September about Return to Work after Cancer



# Efficiency and sustainability in innovative patient centred cancer care



*All.Can Belgium recognizes that impressive **progress** has been made in the field of cancer care leading both to better treatment of cancer patients and to higher survival rates. At the same time, more people are diagnosed with cancer each year. Together, this leads to an increasing demand for **better cancer care beyond cancer treatment.***

# What is beyond cancer treatments ?

*Issues tackled in coaching:*

- *Fatigue*
- *Memory loss*
- *Chronical pain*

*“We don’t want to survive, we want to live” !*



**How can we, as a society, do that ? We have to shift from thinking around productivity to put PATIENT/HUMAN at the centre of what we do (and that leads to more productivity by the way...)**

# Work rehabilitation is essential

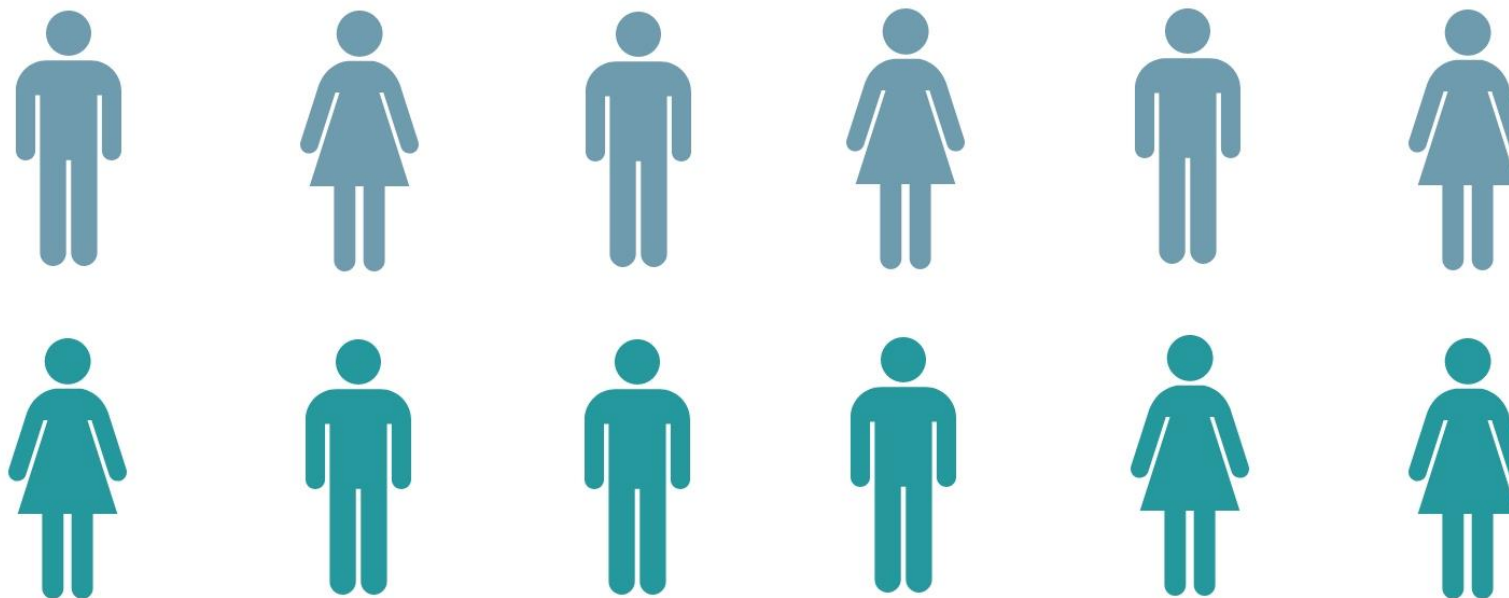
- Identity
- Social life
- Source of revenue
- Self confidence → feeling useful



**Willingness to go back to work**

# 1 patient out of 2

**IS OF WORKING AGE**



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Source:European Agency for Safety and Health at Work .

# Triple win

- 🏆 Working can provide **survivors of the disease** with financial stability and improve the recovery process
- 🏆 Welcoming the survivors gives **employers** a face of humanity, it values their image, builds loyalty relationship + avoid them friction costs
- 🏆 Supporting RTW lights the costs for **social security** (less long leave of absence, less back-fire such as depression...)

# What place for patient empowerment ?



# With the right support, new skills emerged

**EMPATHY**

**SELF  
AWARENESS**



**STRESS  
MANAGEMENT**

**PRIORITISE**

# Listening to the patient's needs : valuing their experience

***3. Build cancer care and support based on an understanding of the needs of patients and their relatives. Medical and non-medical follow-up should focus on doing what is needed with a minimal burden for the patient (All Can Memorandum)***



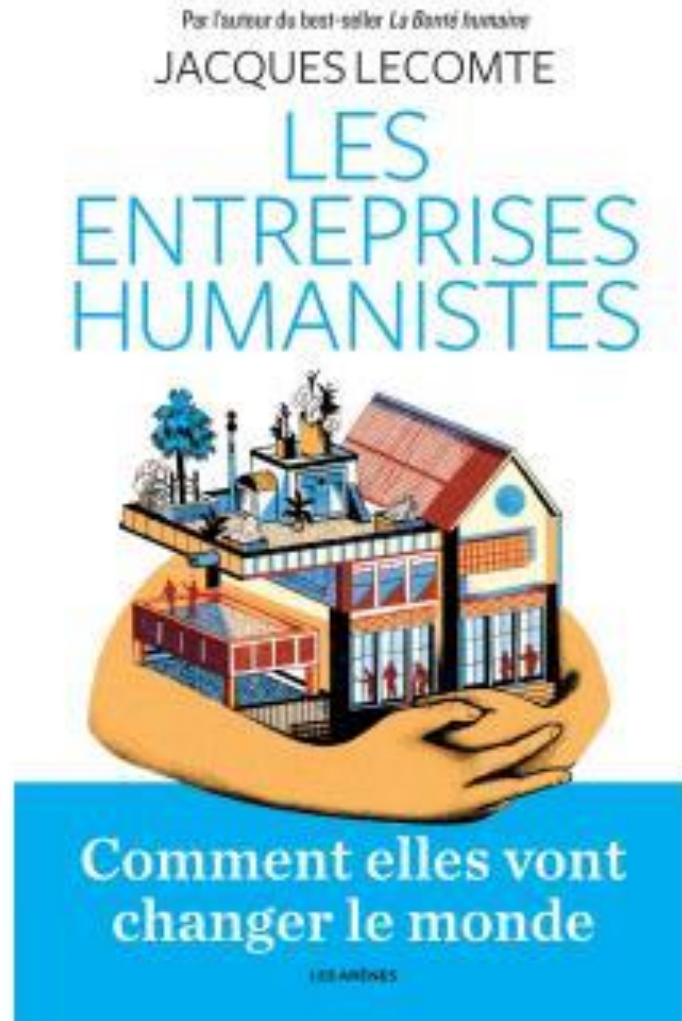
# Being patient's centric ?



# Not working around, but working WITH



# Valuing patient = Valuing HUMAN



- Speaking about benevolence, happiness and solidarity in the workplace isn't a "carebare" vision but a realistic one !
- People, especially Millennial generation, want to know WHY they are doing what they are doing (meaning > money)
- Ricochet effect : by targeting cancer, employers, colleagues show that they value all human experience, in the bad and the good moments because the only thing permanent is change!

# How ? Using expertise from patient's expert

- Patient expert ≠ lay patient
  - Using previous skills
    - Training
    - Job
    - Life experience
  - Became expert by :
    - Learning from patient's experience
    - Building knowledge through new training and developing new skills
    - Good vision of the ecosystem
    - Building a strong advocacy (conference, workshop, international event, polity...)

# Good practise : facilitating advisory board

- PE can help the contractor building questions to answer his needs and build a framework for the adboard
- PE will facilitate the contact to listen to patient's need and advice for a better outcome (policy, communication plan...)
- Recruiting patients through his network
- Selecting patients interested (screening)
- Facilitating the adboard
- Reporting

# Advisory board, what for ?

- To understand better the patient's journey
- From listening to patient, to patient's being heard !
- Valuing their experience : Who knows better than someone who went through a situation ?
- Building a new system where **co-construction is the key !**



**INNOVATION : A new system where each stakeholder can share its needs and answer the needs of the others : win situation !**

# I believe in people

**CREATIVITY**

**BETTER  
OUTCOMES FOR  
EVERYONE**

**RESSOURCEFUL**

**SUCCESS**



# Thank you



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