



All.Can
Spain

Changing cancer care together

All.Can Spain

Executive Report

The cancer patient's experience

Optimization of the circuit and improvement
of care and coordination up to diagnosis



Recommendations for a real change



The cancer patient's experience

Optimization of the circuit and improvement of care and coordination up to diagnosis

This document contains 8 recommendations that the Scientific Committee of All.Can Spain consider a priority to address to eliminate the confusion that the current configuration of the circuit to diagnosis generates in many oncology patients.

The fragmented system needs major improvements to prevent the patient from feeling lost, reduce the time to diagnosis and guarantee the highest quality care from the beginning of the process.



The All.Can Spain Scientific Committee is made up of:



Consejo General de Colegios Oficiales de Enfermería de España

The cancer patient's experience

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SYMPTOMS

DIAGNOSIS



1
National
Coordination of all
the agents involved



3
Clinical Pathway's
effective implementation



2
Primary Care
Improvement of tools



5
Patient's communication
and information



6
Patient's psychosocial
support



7
Hospital attendance:
Tumours Committee



4
New role for nursing



8
Development of a
quality framework
with evaluation
indicators

The cancer patient's experience

Optimization of the circuit and improvement of care and coordination up to diagnosis



1

Increased coordination at the national level of all agents involved

To improve the homogeneity of processes up to diagnosis and reduce the atomization that still exists

2

Enhanced tools for Primary Care

Primary Care and Hospital centres, reducing uncertainty in referral and facilitating the identification of suspected cancer

3

Effective and generalized implementation of clinical pathways

To promote more efficient use of resources, avoid undue delays, and improve the quality of care

4

New role for nursing

Strengthen coordination between levels and improve patient accompaniment throughout the diagnostic circuit

5

The right information at the right time

Humanizing communication with the patient and reducing uncertainty

6

Availability of patient's psychosocial support

Covering the needs of the patient from the very suspicion of cancer is an integral part of the care of the person

7

Existence of Tumour Committees

As guarantors of the highest quality in primary care

8

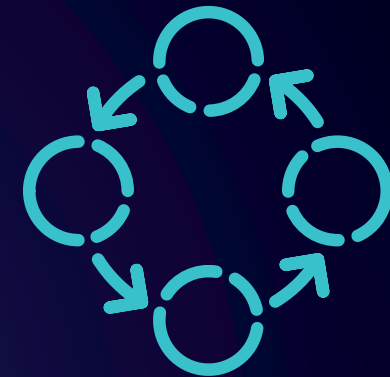
Develop a quality framework to measure, monitor, and improve the efficiency and effectiveness of diagnosis

Establishing evaluation and health outcome indicators that allow for standardized measurement and comparison



Increased coordination at the national level of all agents involved

To improve the homogeneity of processes up to diagnosis and reduce the atomization that still exists



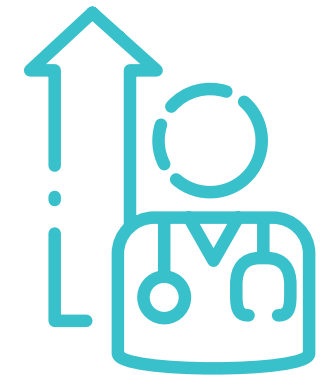
- The lack of homogeneity sometimes produces an atomized circuit, causing patients to pass through the system via poorly defined routes
- Coordination mechanisms at the state level will make it possible to know exactly what the situation is in the different territories and to identify scalable best practices
- An integrated care process for the oncology patient will help to overcome the identified difficulties
- Widespread implementation of cancer networks and referral/monographic centers will be key to improving the quality and coordination of cancer patient care

69,1%

of Spaniards consider that the Public Administrations do not provide health

Enhanced tools for Primary Care

To improve the connection between Primary Care and Hospital centres, reducing uncertainty in referral and facilitating the identification of suspected cancer



- Primary care plays an essential role as the oncology patient's gateway to the care circuit
- It is essential to provide PC professionals with the best tools: better instruments for the identification of well-founded suspicions of cancer and clear referral protocols are key to improving early detection and reducing time to diagnosis
- The use of compatible information systems between primary and hospital care will make it possible to information sharing in an agile and cost-effective way, and in conditions of legal certainty for healthcare professionals and for the patients themselves
- The role of family and community nurses is also crucial in this first phase of the circuit being able to detect and alert symptoms and collaborate in speeding up the diagnosis of the disease

Effective and generalized implementation of clinical pathways

To promote more efficient use of resources, avoid undue delays, and improve the quality of care



- Clinical pathways are instructional guides developed on an individualised and specialised basis, adapting the criteria for action to specific specialised, adapting the criteria for action to specific territories and achieving optimal adaptation to the resources available in a given area
- Built on evidence-based best practices, they facilitate evidence-based best practices, they facilitate multi-sectoral decision-making for all types of healthcare workers across and between departments
- Its widespread implementation enables more efficient use of available resources, avoid undue delays and results in a better quality of patient care from suspicion of cancer to from the suspicion of cancer to the diagnosis
- Clinical pathways should be reviewed periodically to ensure that they are adapted to possible changes in the context and evolution of available resources





New role for nursing

Strengthen coordination between levels and improve patient accompaniment throughout the diagnostic circuit

- Our system lacks sufficient regulations and legislation for the optimal development of the new professional nursing roles, which can bring great value to the care of oncology patients
- It is essential to define a regulatory framework that clearly establishes the new roles of nurses as managers reinforcing coordination between levels and accompanying the patient throughout the process
- Its definition will lead to more efficient use of resources, increase the quality of care, improve patient and family satisfaction, and help minimize the time between procedures, thus reducing the time to diagnosis



5

The right information at the right time

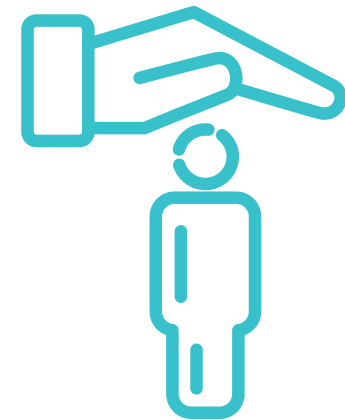
Humanizing communication with the patient and reducing uncertainty

- The quality of the information that patients receive is fundamental to humanizing an emotionally complex process, reducing their uncertainty, and mitigating the psychological impact caused by the first symptoms compatible with cancer
- Better information will also allow for more efficient use of resources, avoiding travel or further consultations, which could be avoided



28,6%

of patients report having been informed by their specialist about sources of complementary information sources



Availability of patient's psychosocial support

Covering the needs of the patient from the very suspicion of cancer is an integral part of the care of the person

- In order to cope with the imminent threat of a cancer diagnosis, psychosocial support must be integrated into the patient's care up to diagnosis and in relation to the various medical procedures
- Patients with cancer suspicion are under constant emotional stress due to the worry of potentially being diagnosed with the disease, the work implications it may have, the need to travel, or the impact on their family

≈ **30%**
of patients diagnosed with cancer experience emotional distress that requires clinical intervention

Existence of Tumour Committees

As guarantors of the highest
quality in primary care



- The existence of tumour committees ensure that patient care is multidisciplinary and follows protocols previously designed according to the hospital in which they are inserted, whilst favours the clarity of the information received by the oncology patient
- It is essential that all hospitals specialising in oncology have a tumour committee as a guarantor of the highest quality of oncology care



Develop a quality framework to measure, monitor, and improve the efficiency and effectiveness of diagnosis

Establishing evaluation and health outcome indicators that allow for standardized measurement and comparison



- Today, there is still a need to implement process and health outcome indicators that allow to measure and compare health outcomes in a standardised way
- Different studies highlight the difficulty of assessing health outcomes in cancer care and quantifying and quantify the cost-effectiveness of the initiatives implemented in the absence of standardised and generalised evaluation methods



We hope you have found this report
a useful and inspiring initiative

THANK YOU

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The percentages included in recommendations One, Five and Six come from the ECO Foundation's report What does Spanish society think about cancer? and from the report prepared together with the AECC Non-clinical needs of cancer patients and their companions in Spain: a multidisciplinary view