

# Planning for Success: A New Approach in Clinical Care to Enhance Patient Education

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## Significance and Background

The opening of a new satellite facility presented an opportunity to enhance patient education and experience by implementing a formal pre-treatment education session. Currently, pre-chemotherapy education takes place at the clinic visit during the consent process and again at the first infusion.

## Purpose

To provide effective patient education prior to the first treatment, therefore improving safety and comprehension. Side effects, symptom management, and reporting treatment related issues was a priority. Incorporating the support person in the pre-treatment education session allows the patient and their family time to review the treatment plan, ask questions, and understand their role in the process.

## Interventions

Gaps with current education practices were identified and a needs assessment was conducted, factoring the site specifics. Pre-chemotherapy education session was scheduled for the patient and support person to facilitate comprehension. A pre-chemotherapy checklist was utilized to ensure each educational session included all necessary components regardless of the teacher. A key factor driving this initiative was the care coordination to ensure labs were collected forty-eight hours prior to treatment. Discussion on supportive care, community resources, nutrition, intravenous access and advanced directives were included.



## Evaluation

Ongoing evaluation via survey from the front-line team and patients continues to drive this process improvement project. Evidence based research supports a standardized workflow for patient education.

## Discussion

This is a unique opportunity for staff and patients to work collaboratively with local resources, building a supportive oncology community together, in a growing satellite infusion center. Identification of key stakeholders was vital in structuring this standardized workflow. Next steps are to share and educate our peers across the ambulatory care network.