



Service Priorities and Programmes Electronic Presentations

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Review and enhancing Care in Treatment Journey of Breast Cancer

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Introduction

Once patients confirmed diagnosis of breast cancer, they expressed great worry about the disease, feelings of loss of control as well as self-confidence and let them fell in a stressful and helpless situation. The treatment journey is very traumatic experience to them with physical, psychological and social involvement. In Nov 2011, Cancer Case Manager (CCM) program was adopted and implemented in Kowloon Central Cluster to provide integrated cancer care. CCM acts as a personal consultant keep on-going assessment, monitoring and follow up breast cancer patient's progress till end of treatment journey. It ensures participants enrolled in the breast cancer care service receive timely and appropriately. CCM will be available to breast cancer patients, and they can approach CCM through hotline. CCM provide physical and psychosocial supports to them in facing the disease, overcoming barriers and reinforce them to have positive attitude to face the disease, and help them to go through the treatment journey. As the treatment ends, breast cancer survivors can resume to their normal lives and back to the community as soon as possible.

Objectives

To enhance Continuity of Care To ensure Quality of Care and promote High Standard of Care To optimize individual's health at various phases

Methodology

In Nov 2012 and Jul 2014, we invited 41 breast cancer patients who completed treatment and exited CCM program to join gathering party “癌症個案經理跟進計劃-輕鬆茶聚” to celebrate their successful fight of breast cancer.

Result

Patient appreciated CCM's caring and reduce their anxiety. They express the CCM program is very helpful and the service should be strengthened and promoted. Until Dec 2015, total 839 breast cancer patients recruited into CCM program. The 90th Percentile of Key Performance Index is 57 days that meet the HA Standard 60days. Patient and healthcare professional established good rapport and enhance mutual trust with each other. Good Cancer Care can never be provided by one person and it requires the collaboration of multidiscipline. The CCM Program is a valuable

and important part of the care of patients having cancer. It has helped us to prioritize actions for cancer service improvements and enabled CCM to provide continuous improvement in quality of cancer services.