

National Quality Improvement Conference

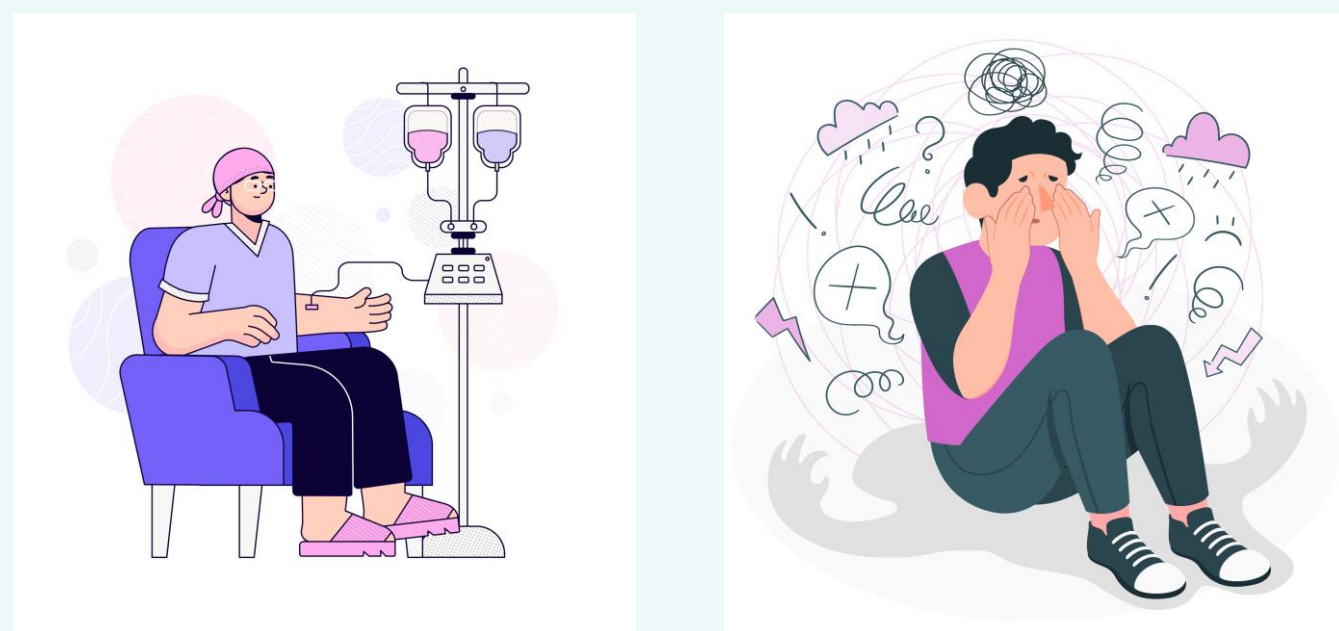
SUPPORTING OUR PATIENTS THROUGH THE CHEMOTHERAPY JOURNEY

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Problem Statement

Patients undergoing chemotherapy often grapple with the feelings of **uncertainties**, physical **treatment side effects**, while simultaneously having to cope with **changes to their lifestyle and quality of life**.



Potential Solutions



Chairside education for patients undergoing chemotherapy treatment to assure them and alleviate anxiety about the treatment process.



Develop **patient education materials** to help patients gain greater awareness of the disease and the treatment that they are going through.



Create an informative **video** to guide patients on what to expect during a chemotherapy treatment journey and equipping them with the basic knowledge to alleviate their anxieties.



Establish a **cancer support line** to provide timely, accurate support, advice and interventions. Assuring patients that there is always an open channel that they can reach out to for support.

Project Aim



To effectively address patients' anxieties.

To provide appropriate support and symptomatic management.

Outcomes & Impacts



TTSH developed a Chemotherapy Orientation and Patient Education (COPE) video for first time chemotherapy patients and their caregivers to guide them in their preparation for the upcoming treatment journey. The video is easily accessible on TTSH Health Library or from YouTube.



<https://bit.ly/3EJ4weJ>



A Cancer Care Line was created and achieved positive results, exemplified by feedback received from patients:



"I'd called the Cancer Care Line a few times for my husband's symptoms. It is easily accessible, and the nurse really allayed my anxiety and reassured me. His symptoms were always addressed fast." Mdm Abigail

Lessons Learnt

1

We observed that **misrepresentation of cancer is common** amongst patients and their caregivers. Providing education and proper guidance about the cancer can help reduce their anxiety.

2

Developing clear clinical guidelines was useful in empowering Oncology-trained nurses to provide effective advice to patients on treatment side effects.