

Expanding the reach of a cancer clinicians communication curriculum: Case Study of a Cancer Council multi-state partnership

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research



prevention



support



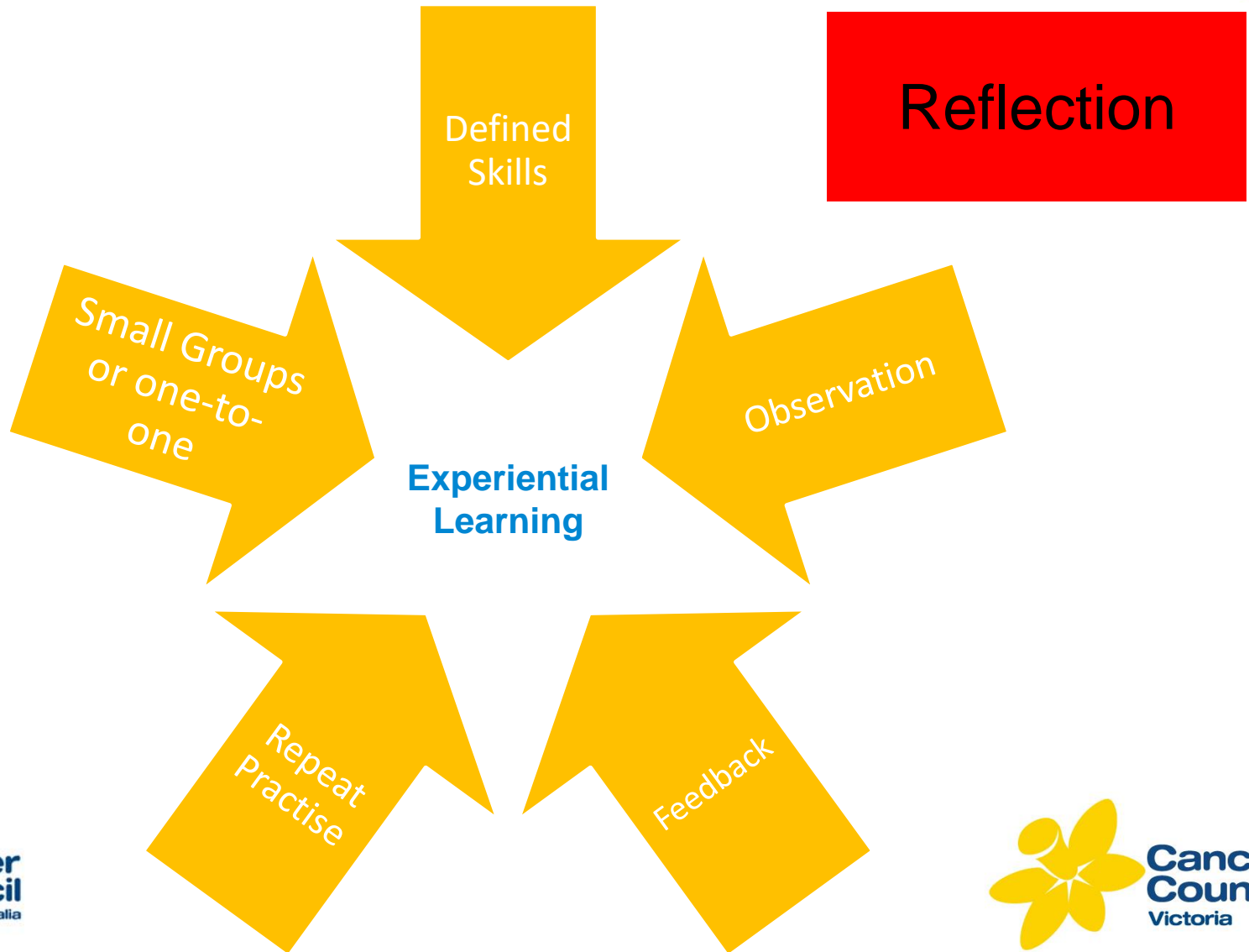
Communication in Cancer Care

For patients

For health professionals

For health services

Communication Skills Training



Communication Skills Training

- **Challenges of sustainability**
 - High set-up and administrative costs
 - Experiential learning is effective but expensive
 - Clinician time
 - ‘Soft skills’
 - Development of communication skills teachers

The Victorian Cancer Clinicians Communication Program (VCCCP)

- **Train-the-trainer model**
- **4 hour experiential learning workshop**
- **Administrative and practical support**
- **Evidence based courses**
- **Core education offering of CISS**
- **Cancer clinicians (and others)**
- **2014 - 76 programs**
- **2015 – >100 programs**
- **2016 to date – 31 programs**

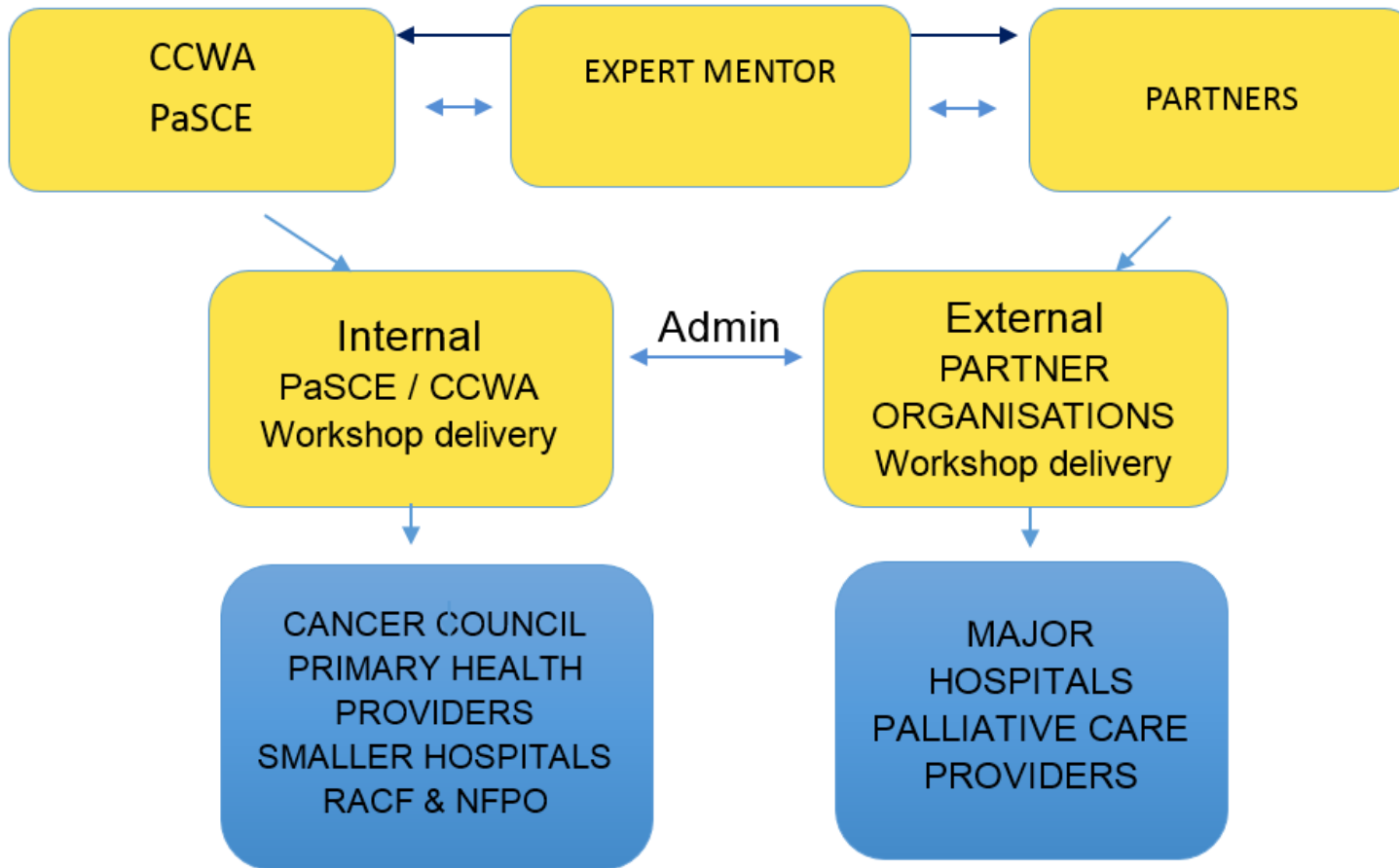
Communication Skills Training CCWA

‘Empowerment of consumers also requires health care providers to have and apply skills in engaging patients in discussions about their health and in shared decision-making processes.’

‘Communication skills training for health professionals involved in the care of people with cancer is likely to be one mechanism for addressing this need. ‘

Department of Health, Western Australia. WA Cancer Action Plan (2012-2017). Perth:WA Cancer and Palliative Care Network, Department of Health, Western Australia 2011

CCWA Model



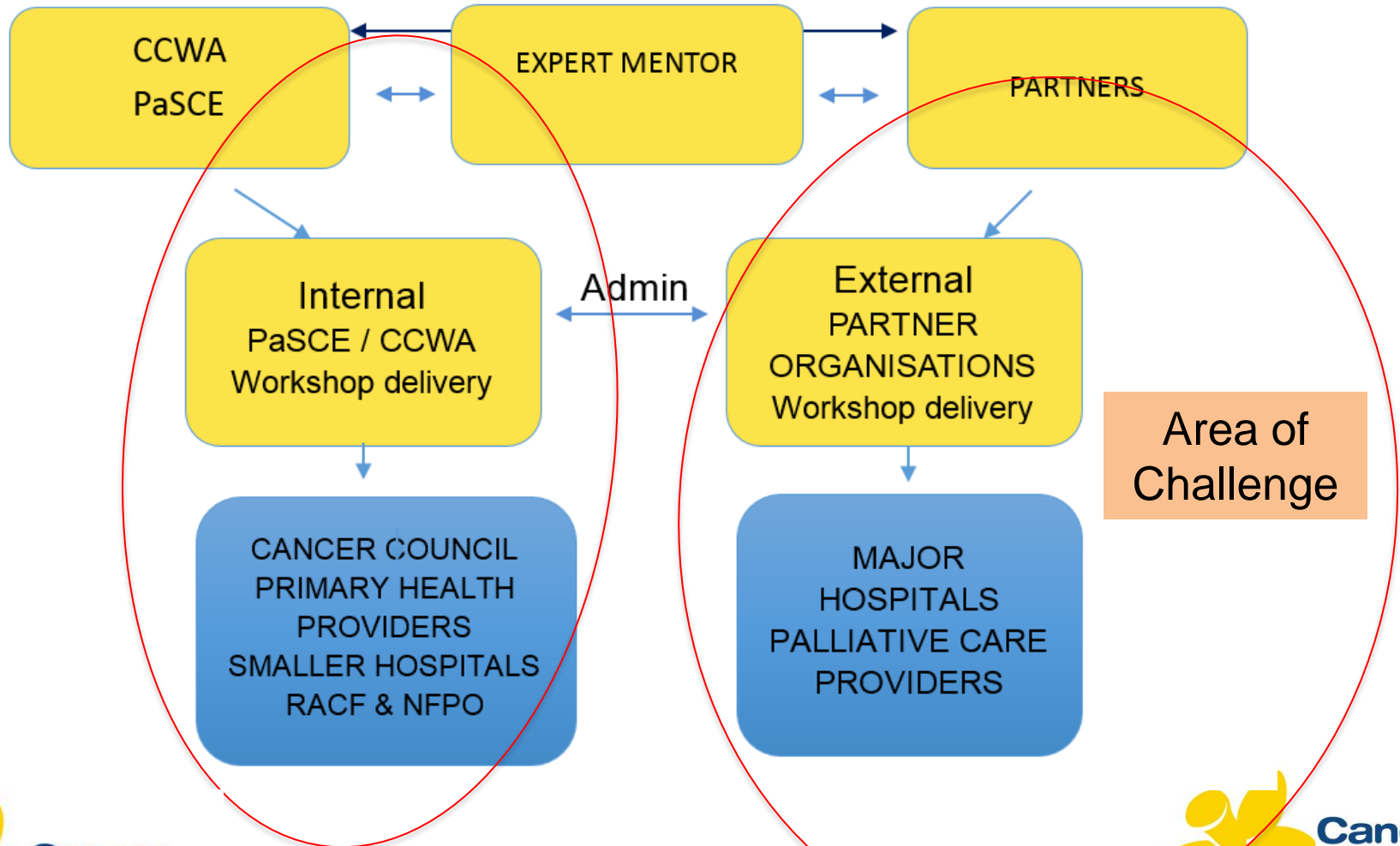
CCWA and CCV Partnership



- **Sharing of resources and administration processes**
- **Train-the-trainers (Emotional Cues)**
 - 7 multidisciplinary WA health professionals (November 2014)
 - 4 multidisciplinary WA health professionals (May 2015)
- **Professional development of facilitators**
 - Professional development of facilitators (June 2015)
 - Co-facilitation of workshops (June 2015)
 - International expert visit (November 2015, February 2016)
- **Mentoring**
 - Expert mentor
 - CCWA PaSCE manager



Results



Results

- **29 sessions, 215 participants (Feb 15– May2016)**
- **Who are the participants?**

Category of participant	4 th Feb 15 –9 th May 2016
Specialist Palliative Care Team	84
Oncology	61
Dept. of Health Cancer and Palliative Care Network	12
Cancer Council WA	14
Other	44

Results - Evaluations

Evaluation question – / participant responses	% Agreed / Strongly agree
Increased confidence in my communication skills	96%
Increased my knowledge about communication of patients	99%
I developed skills during the role-play that I will be able to use in my work	97%
Giving and receiving feedback was an effective learning experience for me	97%

Conclusion

- **CCV trained 11 CCWA facilitators**
- **Programs delivered to health professionals (29 by May 2016)**
- **Strong increases in measures of participant confidence, relevance of skills acquired for work**
- **Sustainability of programs through a Cancer Councils structure is achievable (transferable)**
- **Opportunity to explore quality and supervision models**

Opportunities and Next Steps



- **For CCWA**
 - Expansion of offerings in CCWA
 - Focus on external partnerships and delivery
 - CCWA Train-the-trainers
- **For CCV**
 - Review and renewal of the VCCCP
 - Calgary Cambridge Skills Guides, ALOBA facilitation model, eLearning
 - Courses for non-clinicians
- **For partnership**
 - Explore models of facilitator support training
 - Pooled evaluation, longitudinal evaluation
 - Collaboration on projects of mutual interest
 - Facilitator support networks



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