Tools for Communication

Novel infrastructure to address patient-perceived gaps in oncology care

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BACKGROUND: Healthcare providers (HCPs) and patient communication are integral to high-quality oncology care. The patient and HCP perspectives are needed to identify gaps in care and develop communication tools.

OBJECTIVES: This study aimed to understand patient- and HCP-perceived elements of and gaps in high-quality care to develop novel communication tools to improve care.

METHODS: Qualitative interviews were conducted among 16 patients with cancer and 10 HCPs in the United States. Trained interviewers elicited patients’ and HCPs’ concerns, views, and perceived needs for communication tools. A thematic analysis was used to identify four quality of care domains, depicted in a conceptual model, and two draft communication tools were developed to address identified gaps.

FINDINGS: No patients reported previously using a communication tool, and gaps in communication regarding treatment aims and education were evident. Two tools were developed to assess patients’ life and treatment goals and the importance of ongoing education.

KEYWORDS
oncology; communication; education; tool; patient education; quality

DIGITAL OBJECT IDENTIFIER
10.1188/17.CJON.E38-E48