Cancer Link Nurses

Strengthening Support & Connecting Care

Maggie Stowers
Presentation Overview

Regional Cancer Coordination

Patient Journey Data

Cancer Link Nurse Model
Barwon South Western Regional Integrated Cancer Service (ICS)

To implement the Victorian Government’s Cancer Reform Agenda, including Victorian Cancer Action Plan within the Barwon South Western region of Victoria

To improve the experiences and outcomes for people affected by cancer

BSWRICS is funded by Department of Health Victoria
Barwon South West region
Barwon South Western Region of Victoria

33,000 Sq Kms
Pop – 380,000
2/3 live in the Barwon-Sub region
Approx 2,330 diagnosed with cancer per annum
Approx 5,300 active prevalence
10 sites provide cancer care

Data source The Cancer Council Victoria
The Geelong Hospital Barwon Health

The Geelong Hospital is the primary regional hospital for the Barwon South Western region
Largest regional hospital in rural Victoria
Eighth busiest hospital in Australia
Third busiest in Victoria
Geelong
Andrew Love Cancer Centre  Barwon Health

Day Chemotherapy Unit
Radiotherapy Unit
Oncology Pharmacy
Haematology & Oncology Clinical Trials Unit
Medical Oncology, Haematology clinics
Palliative Care outpatient clinics
Regional Autologous Stem Cell Transplant Unit

Familial Cancer Clinic
Apheresis Service
Purpose built Multidisciplinary Care Meeting rooms
Lymphoedema Clinic
Cancer Patient Information Centre
Allied Health services
Psychology service
Pastoral care
Andrew Love Cancer Centre
Radiotherapy Service

First Victorian regional radiotherapy service established in 1992

2006-07 the Cancer Centre underwent an extensive upgrade:

- 2 new linear accelerators to replace old ones
- A dedicated large bore CT scanner located within the radiotherapy department
- Installation of an Eclipse Planning System
- 2 new bunkers to take the total to 4

The service also offers:

- Intensity Modulated Radiotherapy (IMRT)
- Volumetric Modulated Arc Therapy (VMAT)


- 814 courses of treatment delivered over 14521 Attendances & 76840 Treatment fields
- 1308 New Radiation Oncology consults performed
No person with cancer should have to spend more time fighting their way through the cancer system than fighting their disease

Harold Freeman, Surgeon

Why Regional Cancer Coordination (CC)

Rural cancer patients need to access care providers at multiple sites

Need to improve communications between cancer clinicians throughout the region

Cancer Coordination is a state and national priority area

Clinical Oncology Society of Australia (COSA) has formed a special interest group to look at a national approach to cancer care coordination
In the beginning...
BSWRICS Cancer Coordination Model

Phase 1
Cancer Coordinators in Barwon and South West 2006-2007
Mapping journeys of cancer patients with complex needs
Collect data: referral pathways & gaps in service

Phase 2
South West Office opened in Warrnambool 2008-2009, new project officers appointed
Focus on information provision
Supportive Care mapping
BSWRICS Cancer Coordination Model

- South West Cancer Coordinators
- Treatment Team
- Barwon Cancer Coordinator
- MDC Teams
- Supportive Care
- Patients, Families, Carers
- Primary & Community Care
- Education & Information
- Palliative Care
- Primary & Community Care
- Data Collection
- System & Process Improvement
- Evaluation
- Patient/carer education and empowerment
Cancer Coordination Project
Patient journey mapping 215 patients

Reason for referral to Cancer Coordinator

- Psychosocial/Emotional: 51%
- Clinical Details: 17%
- Service Information: 8%
- Referral: 7%
- Financial/Government Subsidies: 11%
- Other: 5%
- Unknown: 1%

Patient Needs Identified by the Cancer Coordinator

Challenges

Distant sites
Isolated position
Cultural differences
Role clarity
Role acceptance
Data collection
Turf issues
Gaps in Service

Phase 3 Cancer Coordination Model
Cancer Link Nurse (CLN) Project

Six month pilot project 2009
Colac Area Health

Aims:
★ Enhance continuity of care for cancer patients.
★ Improve communication links between cancer clinicians.
★ Increase availability of cancer nurses in BSW region.
★ Create sustainable regional links in cancer care.
Cancer Link Nurse Model
Cancer Link Nurse Project

CLN employed by rural health service supported by BSWRICS

Supportive Care model in Community Health setting

Dual reporting lines

2 week Orientation & Mentor Program @ Barwon Health with BSWRICS supervision

Monthly Report to BSWRICS & Health Service

Education @ Peter MacCallum and other centres

Mapping data recorded on CanMap data base

Project report to BSWRICS Governance Group & Health Service
Regional Implementation

Corporate Governance:
Clinical placement agreement
MOU with regional health services

Support from nursing leaders:
Regional Cancer Link Nurse PD
Reporting lines
Referral criteria and processes
Regional brochure for promotion

Communication and Support
Monthly reports
Monthly meetings
Education
Individual Support
IT Communications

Video conferencing

Multidisciplinary Care Meetings (MDM): Clinicians are linked across the region

Cancer Education Forums: attendees at each site simultaneously view presentations and interact at question time

Regular Meetings: CLN meet each month and also on-line training

CanMAP

Web based and Secure login code

Communication and multidisciplinary meeting information in real time, on line in a paperless manner
Becoming part of the MDM Team

MDM DISCUSSION SUMMARY

Meeting: Breast MDM
53yo female

Family史: Pancreatic carcinoma mother

Psychosocial issues: Lives alone, home help x1/week, on disability pension

Co-morbidities: obese, OA, poor mobility, preg TAH, partial thyroidectomy > Thyroxine, hypothyroid

Previous Cancer:

TX: Encysted papillary ca.
FR: 
PR:
HER2:
SISH:

MX:

Surgery: L) WLE

Consideration should be given to the following recommendations:

Radiotherapy:

Chemotherapy:

Hormone therapy:

Supportive care: Supportive Care screening undertaken at initial oncology consultation > physical problems identified > discussed at Supportive Care MDM > linked in with ALCC McGrath BCN & Barwon Health Cancer Link Nurse.

Other:
Project
POLO RALPH LAUREN PINK PONY CAMPAIGN
SEEDING GRANT

Webcam Communication for families affected by breast cancer

Child in Portland

Mum in Geelong
4 hours away

Children able to see gradual changes in physical appearance

Emotional Support
Story so far...

Cancer Link Nurses have been appointed in:

- Colac 2009
- Warrnambool 2009
- Hamilton 2010
- Portland 2010
- Geelong 2011

They are:

- One Point of Contact for patients and families
- Providing community education
- Providers of reliable cancer information
- Creating new referral pathways
- Mapping local Supportive Care Services
- Streamlining discharge information & processes
- Identifying service gaps
- Researching local health service capabilities
Pt has surgery. Receives tumour stream Info pack.
Pt has further surgery followed by radiotherapy.

Pt referred to Cancer Link Nurse for referral to transport & accommodation assistance & webcam training.

Pt returns home. Streamlined discharge to GP and District Nurse.

Pt has follow up visits Information Centre with Family.

Diagnosed in Warrnambool.

Pt has surgery. Receives tumour stream Info pack.

Pt returns home. Streamlined discharge to GP and District Nurse.

Pt referred to Cancer Link Nurse for referral to transport & accommodation assistance & webcam training.

Pt has follow up visits Information Centre with Family.

Pt referred to Cancer Link Nurse for referral to transport & accommodation assistance & webcam training.

Pt has follow up visits Information Centre with Family.

Pt referred to Barwon Cancer Link Nurse and Patient Info Centre and links in via webcam to family at home.

Improving the journey
Patient Quotes

*People like the Cancer Link Nurse are vitally important not just to cancer patients but to families especially with being able to access information.*

*To be able to talk it through gave me direction, understanding reassurance and comfort when I was very low.*

*What we all need is someone with plain-speaking common sense, who we know to be a nurse, who we can call and who provides information, liaison, relief of tension, and peace of mind that helps us eat and sleep. All of this is engendered in the Cancer Link Nurse.*
Acknowledgements

- The patients and their families
- BSWRICS team
- The Cancer Link Nurses
- Andrew Love Cancer Centre staff
- Colac Area Health, South West Healthcare
  Warrnambool, Western District Health Service
  Hamilton and Portland District Health
- Barwon Health, host agency
- Victorian Department of Health

Email  Maggies@barwonhealth.org.au