



European Association for Cancer Education

32nd Annual Scientific Meeting

AN INTERACTIVE APPLICATION FOR HOSPITALIZED ONCOLOGY PATIENTS PROVIDING REAL-TIME FEEDBACK TO CAREGIVERS

Gilad E. Amiel*, Omri Nativ, Masha Bozhko, Bilal Hassadieh, Ariel Zisman, Samira Abbadi

PURPOSE

Hospitalized oncologic patients receiving treatment frequently find difficulties to provide real-time feedback to their caregivers. The reasons are varied and include: Language difficulties, comorbidities, pain and fatigue and the availability of the staff. Therefore, we adopted an interactive smartphone application allowing patients to provide daily feedbacks to their caregivers. We present a pilot project with cancer patients admitted to a Urology Department, utilizing this application.

METHODS

Upon admission, patients were approached and consented, agreeing to receive a daily text and link to a feedback questionnaire. It consisted: 6 close-ended questions with a scale from 1-4 covering different areas: responsiveness, pain control, courtesy and respect, information-sharing, clarity of treatment plan, hospital cleanliness and food quality. Four open-ended questions consisted of requiring additional information, assistance after discharge, required improvements and areas of strength.

RESULTS

In the pilot study, Feedbacks were assessed during 6 months. We have addressed 150 patients of which 69 patients (46%) gave feedbacks. Most of the patients (84%) were generally satisfied by their treatment (≥ 3 score). The most common complaints were: the amount and clarity of information given by the staff. 66% of the patients that gave a serial feedback have improved their score after being addressed by the medical staff.

Conclusion

Although this was a pilot project, it dramatically increased the awareness of the team to the concerns of our patients. This was an impactful tool providing valuable feedback and education to the medical and nursing teams. We plan on disseminating this program in the hospital allowing education to our teams based on the information received from our patients and expand it to our outpatient clinics.

* Department of Urology, RAMBAM Healthcare Campus, Haifa, Israel