

# WHEN PATIENTS HEAR "CANCER":

## PSYCHOSOCIAL NEEDS DURING DIAGNOSIS

Suggestions made by participants of the All.Can Canada workshop at the Canadian Association of Psychosocial Oncology (CAPO) Conference, Montreal, June 21, 2023

### Practices to Meet Psychosocial Needs During Diagnosis



#### BUDDY PROGRAMS

Individuals that have already gone through a process are buddied up with the individual going through it for the first time.

#### SUPPORT GROUPS

Support groups, online support groups, text-based peer support programs, one-on-one text chat.



#### WORKSHOPS

Wellness and movement-based workshops while patients wait for counselling, classes on coping with diagnosis and other anxiety. Potentially engage public health to widen reach.

#### PHONE APPS

Applications with information related to the phase of treatment the patient is in and other resources.



#### NAVIGATION

Patient navigators, liaison nurses, resource navigator (one-stop-shop of helpful resources), train patient volunteers to act as peer navigators.

#### COMMUNITY-BASED TEAM CARE

Connect people in need with social workers, complementary supports, financial support via community-based organizations; Have a member of the diagnosis team for psychosocial screening to offer options and connect patients and caregivers to needed supports. Potentially engage pharmacists as possible team members to help identify and connect people in need.



#### COMMUNITY GROUPS AND PATIENT ORGANIZATIONS

Charities and non-profit organizations that provide psychosocial supports, including patient groups, should be directly linked to care settings that are part of cancer diagnoses including primary care, labs, diagnostic assessment programs, and hospitals.



#### SCREENING AND REFERRALS

Consistent screening for psychosocial distress and, when score meets threshold, leads to psychosocial referrals.



#### EMPLOYEE ASSISTANCE PROGRAMS

Health insurance, psychosocial support, advice on financial aid, other supports.



#### PATHWAYS

Policymakers/cancer agencies create pathways to connect patients to psychosocial supports at the point of tissue biopsy, for example

In the UK, oncologists refer patients to charities and other organizations

#### LINKAGES

Social work integration at diagnosis or earlier; onsite charities at hospitals and other care providers; community-based pharmacists

#### PRIMARY CARE EDUCATION

Primary care providers ensure that information about psychosocial support is available at primary care sites; sensitivity training

In New Zealand, there is a psychosocial oncology service group at each hospital

## Tactics to better raise awareness of psychosocial supports for patients

#### RESEARCH KNOWLEDGE MOBILIZATION

Physicians, patient groups, researchers, and pharma put relevant research results in pamphlets, put pamphlets in places people are going during diagnosis trajectory

#### RESOURCES AVAILABLE AND ACCESSIBLE ACROSS ENTIRE PROVINCE OR TERRITORY

#### EXTERNAL COMMUNICATIONS CAMPAIGNS

Care teams and patient groups active on social media, television, public transit, radio, videos of patients sharing information, promotion of services

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