The Elements of Patient-Centered Cancer Care
What We Have Prepared

A working definition of patient-centered cancer care

A list of 23 elements of patient-centered cancer care

A foundation for communication, collaboration, and action
Definition

Patient-centered care is respectful of and responsive to individual patient preferences, needs, and values, and ensures that patient values guide all clinical decisions.
Additionally, Patient-Centered Cancer Care:

- Considers the patient as a **whole person**, beyond their disease, from the time of diagnosis through the balance of their life;

- Is respectful of the patient’s preferences, needs, and values **related to the involvement of their family and friends in their care**

- **Empowers the patient** to participate in their care in a way that is consistent with their preferences, needs, and values

- Requires that multiple levels of the cancer care delivery are designed to accommodate the needs of patients and caregivers, acknowledging that the care delivery system **must support providers** to function effectively.
<table>
<thead>
<tr>
<th>Definition</th>
<th>What, How, or Both</th>
<th>Patient, Family, Provider, or System-focused</th>
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</thead>
<tbody>
<tr>
<td>Accessible and timely communication about care between patient, family/caregivers, and provider(s)</td>
<td>BUNDLE WITH USE OF INFORMATION TECHNOLOGY TO SUPPORT CARE COORDINATION</td>
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<td>Accessible and timely communication about care between providers on the cancer care team</td>
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<td>Accessible and timely communication between providers within the relevant parts of the health care system</td>
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<tr>
<td>Accessible cancer care</td>
<td>Patient</td>
<td>System-focused</td>
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<td>Advance Care Planning/End-of-Life Care*</td>
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<td>Affordable cancer care</td>
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<td>Availability of physical activity programs</td>
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<td>Availability of rehabilitation programs</td>
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<td>Availability of skill-building or educational group activities</td>
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<td>Availability of a patient portal for patient access to electronic health information</td>
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<td>Clarifies/Standardizes Terminology to Improve Communication, including access</td>
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Informing, Respecting, and Caring for Cancer Patients
Identifying and Delivering the Essential Elements of Patient-Centered Cancer Care
A High-Quality Cancer Care Delivery System

Evidence Base to Inform Clinical Care

Workforce

Patient-Clinician Interactions

Patients

Learning Health Care Information Technology System

Accessible, Affordable, High-Quality Care

Quality Measurement (including patient outcomes and costs)

Performance Improvement and New Payment Models

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Informing, Respecting, and Caring for Cancer Patients
Identifying and Delivering the Essential Elements of Patient-Centered Cancer Care
Understanding the Whole Person

• The needs, preferences, and values of the patient – including sociocultural, socioeconomic, and spiritual – are continually assessed and serve as the foundation of care decisions
• Architecture or a built environment that is designed to promote a patient-centered experience

Empowering Patients

• Emotional and psychosocial support for the patient and their family and caregivers
• Supportive care, including preventive care (e.g., care to support nutrition, physical activity) and to promote self-management
• Access to complimentary and alternative medicine
• Access to palliative care
• Support to establish and/or maintain healthy sleep both at home and in the inpatient setting

Informing, Respecting, and Caring for Cancer Patients
Identifying and Delivering the Essential Elements of Patient-Centered Cancer Care

• Accessible, timely, clear, and effective communication between all parties engaged in the care of the patient and, with the patient’s permission, their family and caregivers

Coordinating/Integrating Care

• Cancer care which incorporates best practices and new evidence as they are generated
• Coordinated, integrated care across multiple disciplines within and outside of oncology (including primary care and allied health professionals)
• Access to genetic testing and counseling
• Education, support, and training for all staff to support the implementation and provision of patient-centered cancer care
• Continuous quality improvement and performance measurement, including the integration of new standards as they evolve

• Counseling and support for managing practical concerns related to cancer such as access to transportation; financial needs; insurance; child care; and advanced directives
• Access to family planning services, such as fertility preservation, reproductive assistance, and adoption support

• Providers who identify and communicate realistic goals to the patient and their family and caregivers
• Education and support to empower the patient’s preferred level of participation in informed decision making
• Reasonable wait times before appointments begin and to secure future appointments
• A positive therapeutic alliance between patients, their family, their caregivers, and the health care team
• Access to comparative information about the costs of care before care is provided
To me, a place can say they’re patient-centered, but it doesn’t mean anything if they can’t back it up.

Dr. Abby Prestin, age 34
Lymphoma survivor