











Person-centred Care in the Radiography curriculum – patients' perceptions of undergoing Radiotherapy

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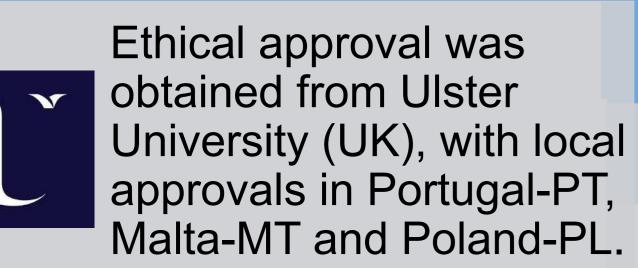
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INTRODUCTION

A high level of care is required in the practice of Therapeutic Radiographers/Radiation Therapists (TR/RTTs) to ensure optimal quality of treatment and patient safety. Person-centred Practice (PCP) in healthcare entails keeping the person in the centre of decision-making. It includes the core values of authenticity, shared autonomy, respect for individuals' abilities and preferences, understanding, therapeutically caring and a commitment to healthfulness as an outcome. The aim of this study is to assess patients' perceptions of their experience whilst undergoing Radiotherapy (RT) in different European countries (SAFE Europe Consortium partners¹).

METHODS

Ethical permission





1st phase: Survey (UK, PT, MT, PL)

Tool design: Part I - new & Part IIadapted from Slater 2017²

Online (QUALTRICS)/ Hard copy (EN, PT, MT, PL)

Descriptive statistics & correlation analysis (SPSS)

Eligibility criteria



Patients >18 years currently receiving, or who had received RT within 2 years.



2nd phase: Semi-structured interviews (UK, PT, MT)

Interview script

Online/face-to-face/ telephone

Led by TR/RTTs who attended a workshop on qualitative practical skills

Audio/video recordings, independent transcription & translation

Thematic analysis (NVivo) & independent coding by 2 researchers

RESULTS

Quantitative findings

Country	Survey (n)	Interview (n)
	66	18
	215	19
	51	11
	15	-
Total	347	48

Predictors of a positive percept TR/RTTs (Likert statements)	tion of p <0.000	
Staff being attentive (r= 0.6915)		
Staff making an effort to understand what is important to me (r= 0.6278)		
Staff ask me if I have all the information (r=0.6106)	I need	

r- correlation coefficient Spearman's Rho

- Patients who reported having more time with TR/RTTs had a more positive perception of their care.
- Patient-TR/RTT experience affects patients' overall satisfaction of RT with full attention from TR/RTTs being the most important aspect.

Qualitative findings

Communication

with TR/RTTs

'They were remarkable in that they asked me how I wanted to be called. They were very friendly and explained everything.' (UK14)

'I was just lying there thinking, what's going on? Why isn't it starting?... I did feel really panicked..' (UK2)

TR/RTTs' support, compassion, empathy and rapport building

'They knew I was a bit anxious in the beginning and they did such an excellent job to calm me down...I felt so attended to...they were my life savers.' (MT1)

"..there wasn't a lot of rapport. I mean they introduced

themselves by name. They were very pleasant...but that [building rapport] didn't matter to me.' (UK4)

DISCUSSION

Person-centred communication and continuity of TR/RTT delivering therapy are highly valued by patients. While variations in practice occurred across countries, most patients felt that TR/RTTs had the required competencies to listen, understand and communicate compassionately with them during their treatment.

TR/RTTs' protection of patient dignity

'I felt a little uncomfortable but I got used to it...he does his job, and he was always very respectful. The whole team was like that, always. (P17)

I didn't have any privacy there. Someone came in, and then different people came in. (PT9)

RECOMMENDATIONS

Education & training

- Ensure the development of interpersonal skills and emotional intelligence amongst TR/RTTs to enable them to adopt the best patient care possible.
- Reinforce advanced communication skills and patient psychology through continuing professional development to enhance the patient experience.

Future directions:

- Person-centred care and involvement of patients in decision making, should be prioritised to meet patients' individual needs and enhance self-management.
- Further studies should focus on RT patients' experience to perceive how their relationship with TR/RTTs impacts on patient outcomes.

Disclaimer

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References

https://www.safeeurope.eu/partners/

² Slater P, McCance T, McCormack B. The development and testing of the person centred practice inventory - staff (PCPI-S). International Journal for Quality in Healthcare. 2017; 29(4):541-547.