

# Pansupport

## A community model of cancer supportive care provision

Melanie Regan<sup>1</sup>, Amy Larsen<sup>1</sup> and David Menzies<sup>1</sup>

### Introduction

Non-government organisations within Australia have an important role in cancer supportive care provision. Situated outside of the hospital multidisciplinary team, utilising telehealth and evolving in response to unmet need, novel models of care have arisen. PanSupport is a telehealth, supportive care provider to patients, carers and their families affected by upper gastrointestinal (UGI) cancers. People with an UGI cancer disproportionately experience poor outcomes with their quality of life, eating, weight loss and fatigue. Care coordinators, specialist nurses and counsellors work with people across the continuum of their cancer experience.

### Objectives / Aims

This descriptive study aimed to investigate what is involved in the PanSupport model of care.

### Description / Methodology

A qualitative research design employing descriptive statistics and content analysis of written data was utilised to categorise and describe interactions that the PanSupport team had with 30 patients and 10 carers during a three-month period in 2023. Purposive sampling to obtain information rich interactions was employed. The results were used by the team to reflect upon their practice and inform the development of a new, refined model of supportive care.

### Results / Outcomes

In practice, the PanSupport team undertake a variety of activities that supports patients and carers. The activities are reflective of the literature that denotes cancer supportive care. Reflecting upon the categories and definitions of care, revealed them to be an accurate description of the service provision. Knowledge gained is informing service redesign.

### Conclusion

The PanSupport team deliver community based, supportive care that is reflective of service provision across the cancer care community, meeting supportive care needs for people affected by UGI cancer.

### PanSupport service

PanSupport is a community based, telehealth service that is free to anyone in Australia impacted by Upper GI cancer. The service is administered by the Pancare Foundation. Supportive care needs are identified and collaboratively addressed with patient and carers across as many or as few sessions as required. People access the service at any point in their cancer experience and the pathway is delivered on a needs basis.

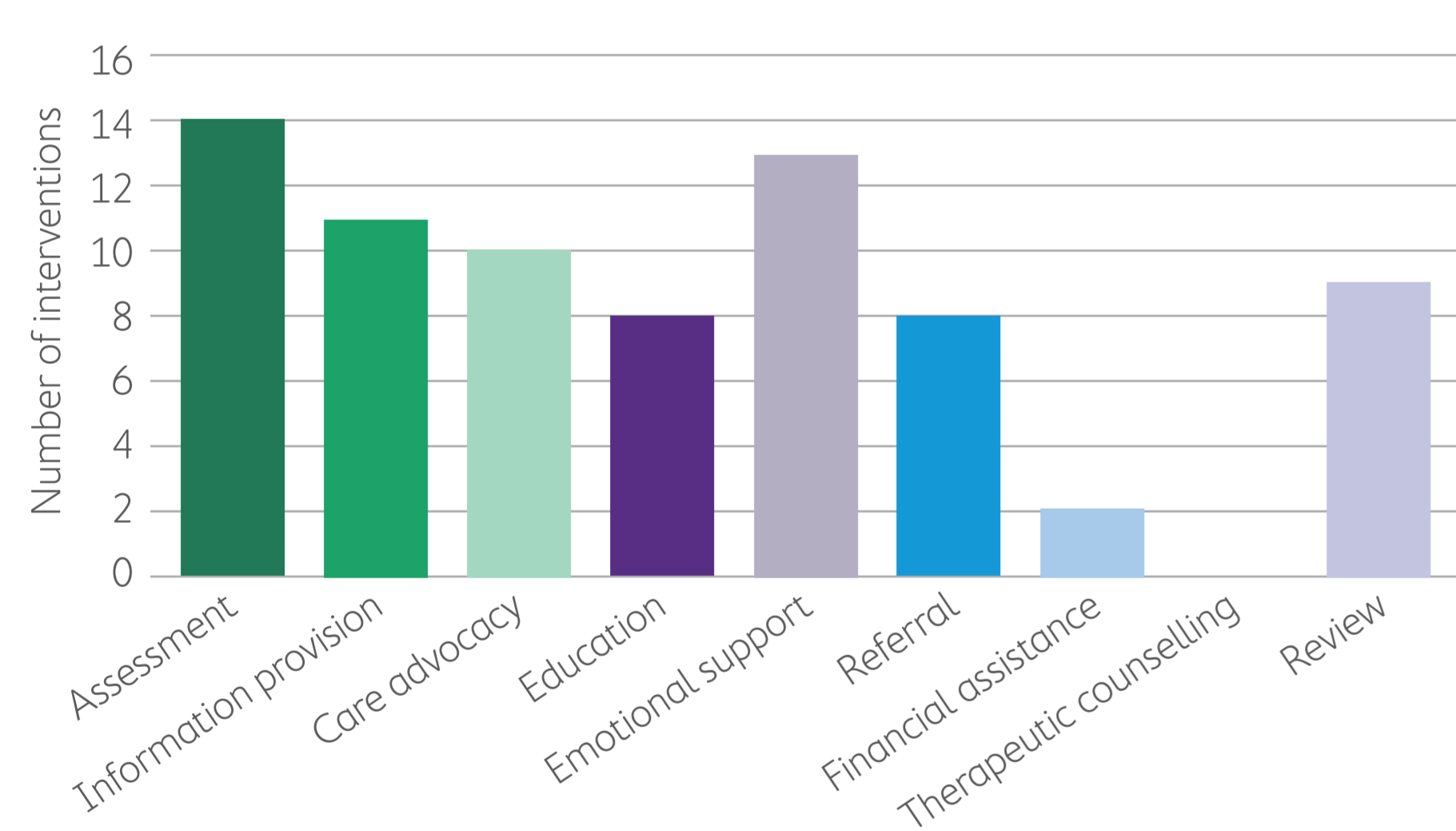
## Results

PanSupport activities with definitions

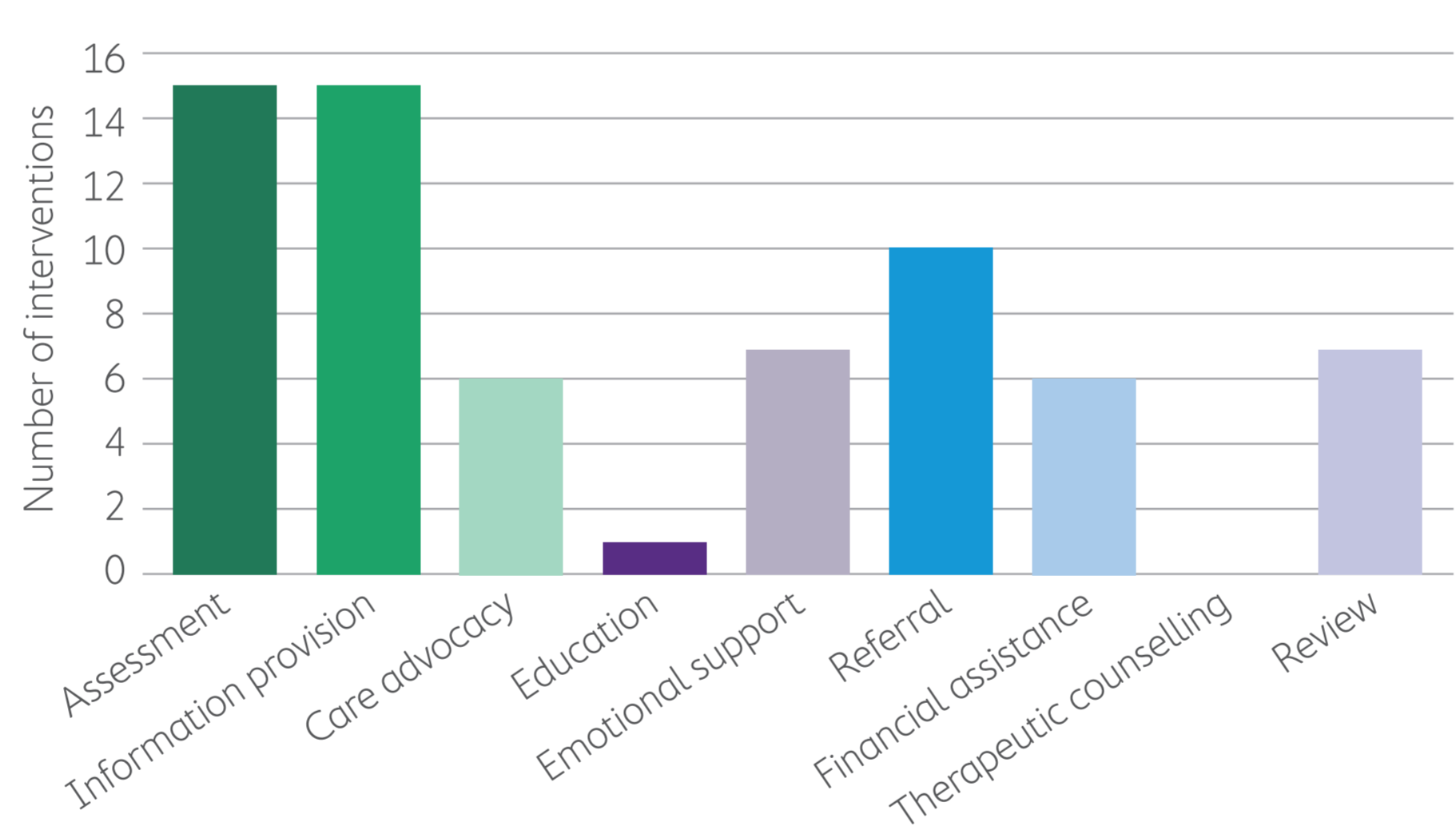
### Themes

<b>Assessment</b>	Taking a medical, social, emotional history. History of present condition. Goals. Detailed assessment of current problems.
<b>Information Provision</b>	Provision of verbal, written, audio/visual information.
<b>Care Advocacy</b>	Verbal information/education/assistance with understanding of health system processes, verbal/practical assistance with forms, advocating for appropriate care.
<b>Education</b>	Verbal/written/audio/visual education on any aspect of illness experience.
<b>Emotional Support</b>	Acknowledgement, reassurance, validation, active listening pertaining to emotions.
<b>Referral</b>	Any referral activity such as written/verbal referrals to other members of the MDT both internal and external, discussion of potential referral.
<b>Financial Assistance</b>	Discussion of financial assistance, facilitation of financial assistance.
<b>Therapeutic Counselling Intervention</b>	Any activity during a counselling session that has a therapeutic purpose.
<b>Review</b>	Discussion/arrangement of follow up.

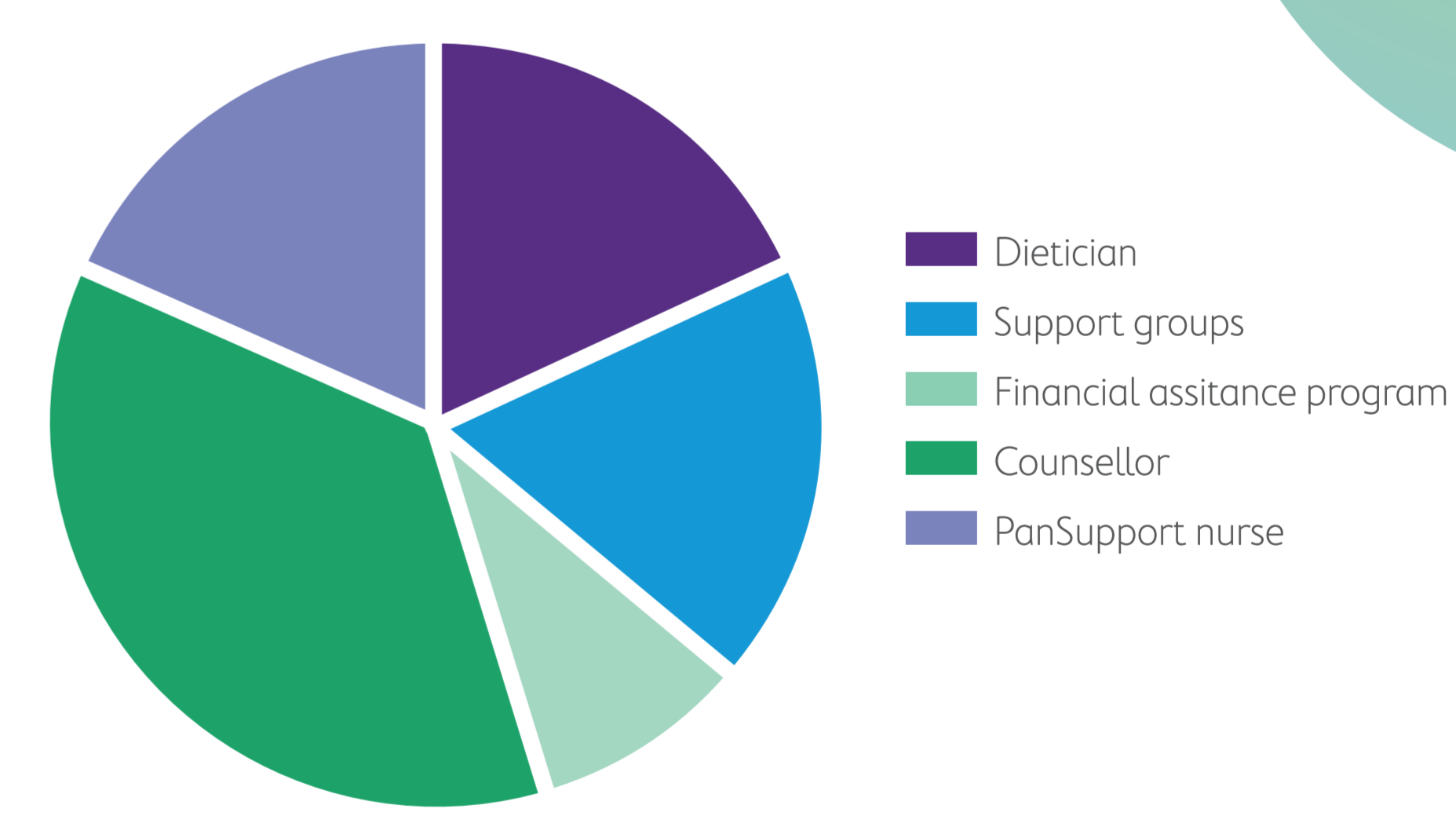
Nurses content analysis – Occasions of interventions



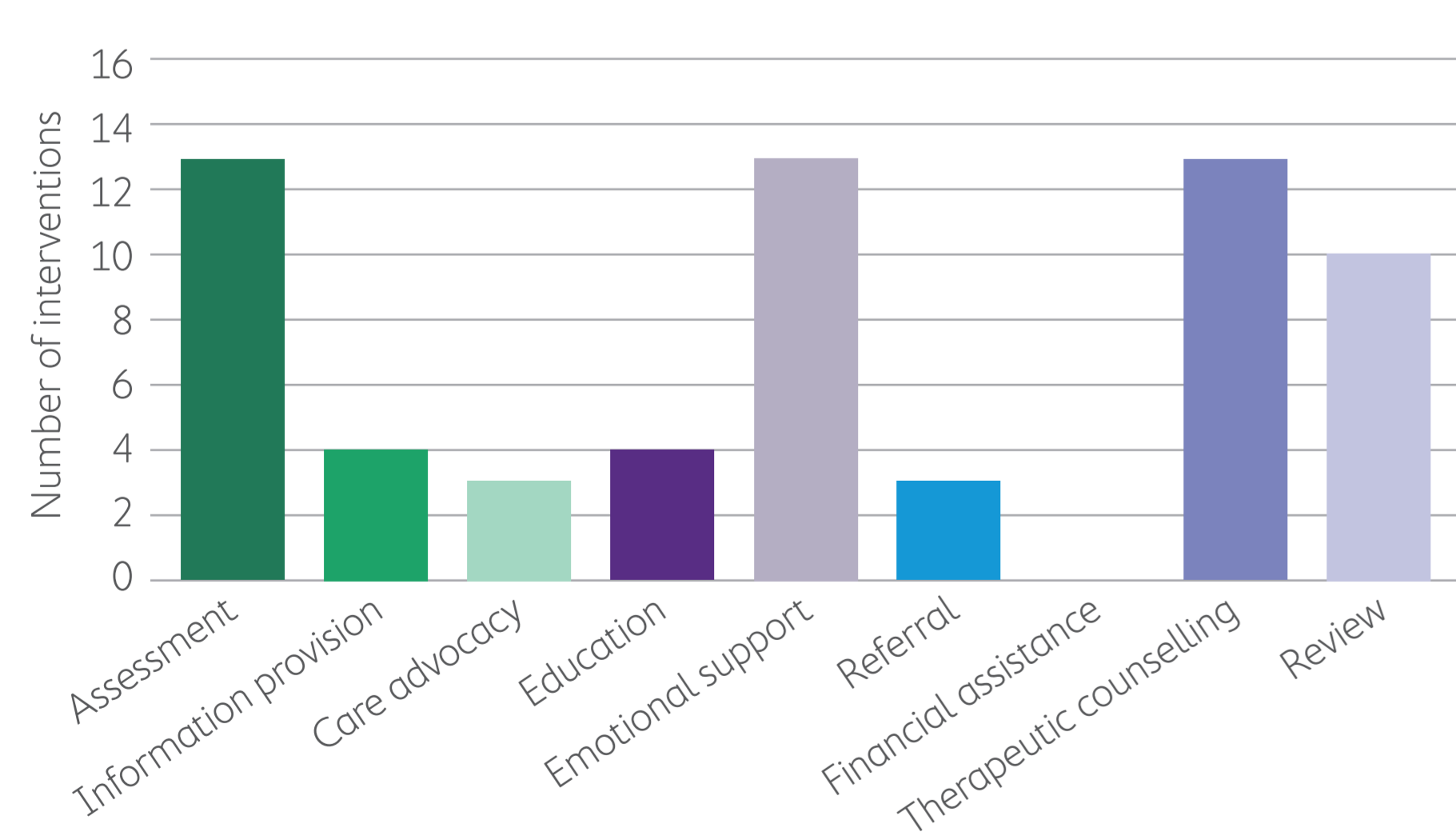
Care coordinator content analysis – Occasions of interventions



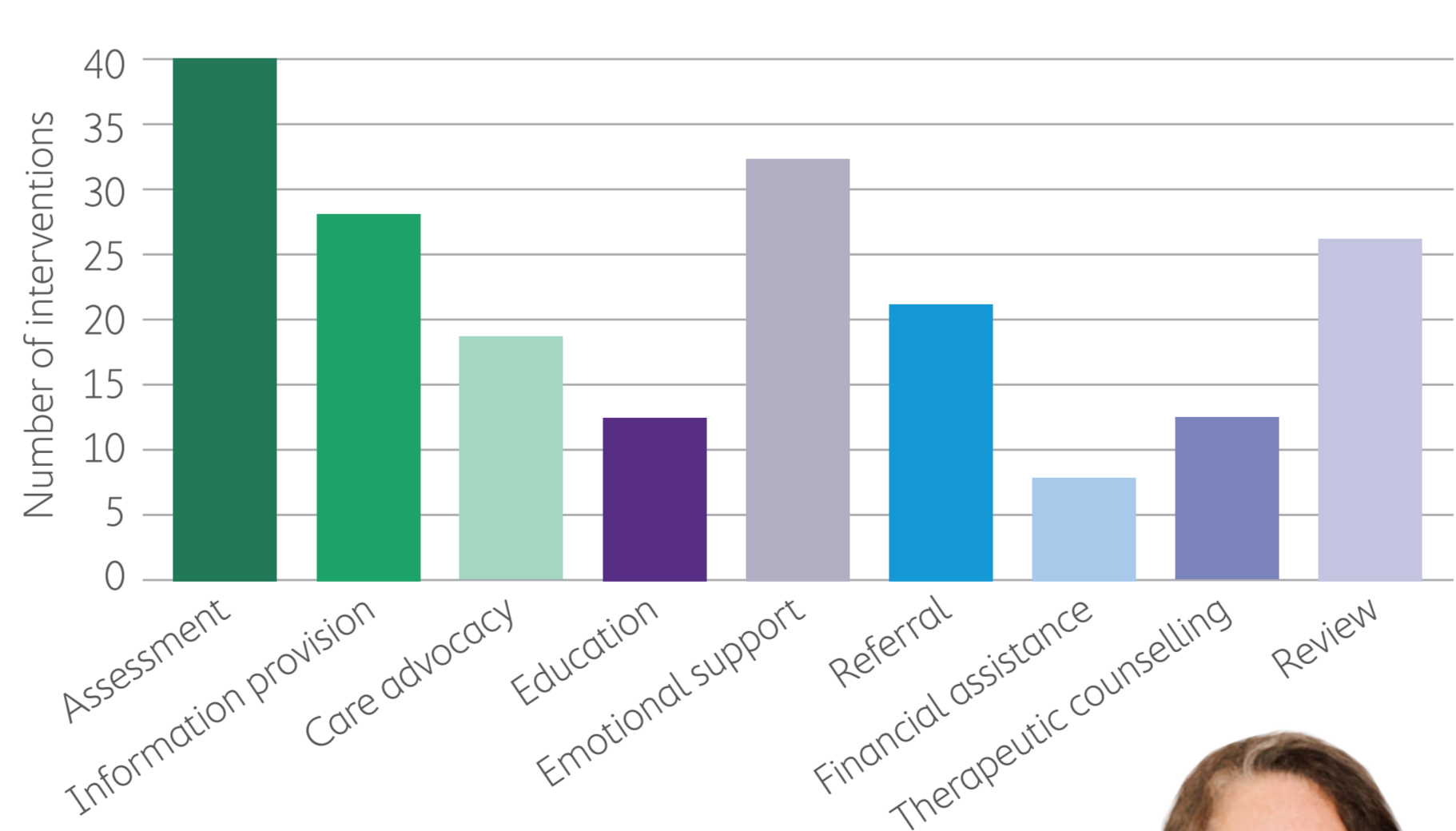
Referrals



Counsellor content analysis – Occasions of interventions



All content analysis – Occasions of interventions



### Enhancing care

Supportive care involves identifying and addressing the support needs of patients and carers. Delivering supportive cancer care in the community via telehealth is reflective of the literature of supportive care delivery by the broader multidisciplinary team. PanSupport fits into the patient and carer pathway as a complementary service, filling gaps and enhancing existing care.



This project was undertaken by Pancare and funded by the Australian Government.

<sup>1</sup>PanSupport, Pancare Foundation, Heidelberg, VIC, Australia.

