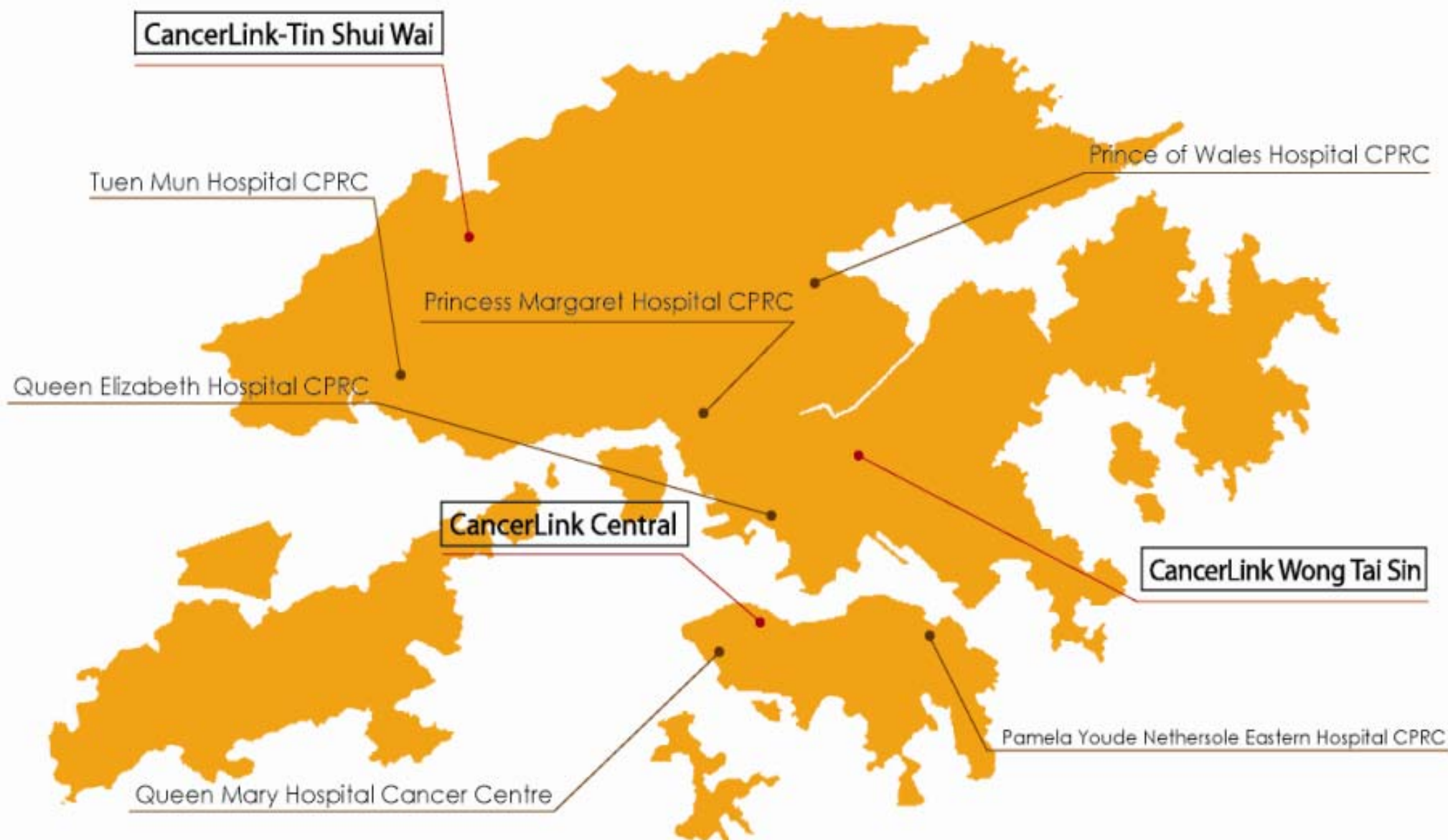


# From hospital to community – Directing patients into a seamless care service

Hong Kong Cancer Fund

Katherine Chow

# Hong Kong Cancer Fund's Support Network



# Our Network of Support



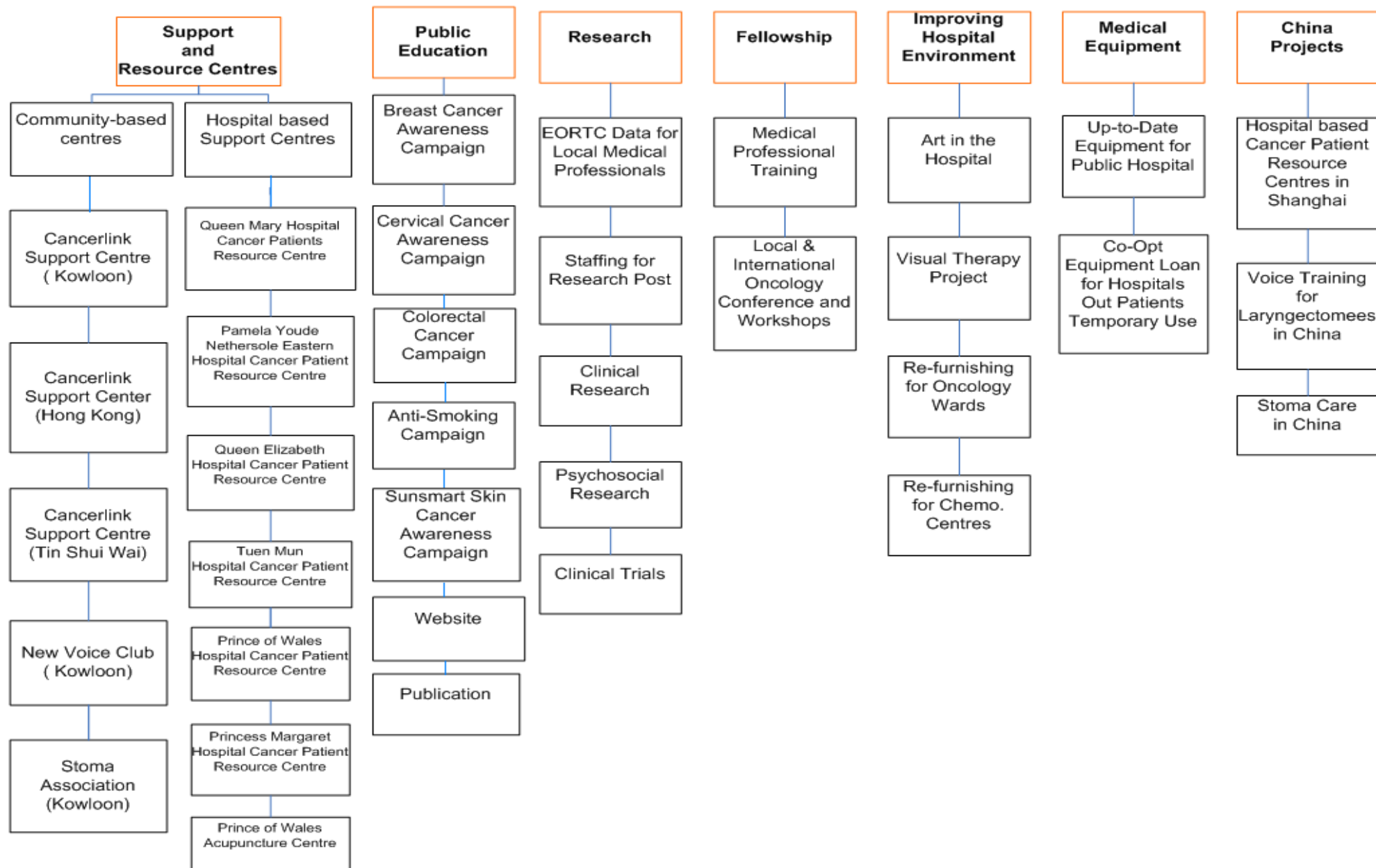
## In the Public Hospitals:

- Queen Mary Cancer Centre
- Pamela Youde Nethersole Eastern CPRC
- Queen Elizabeth CPRC
- Princess Margaret CPRC
- Tuen Mun CPRC
- Prince of Wales CPRC
- Prince of Wales Hospital Acupuncture Centre



## In the Community:

- CancerLink Central
- CancerLink Wong Tai Sin
- CancerLink Tin Shui Wai
- H.K. New Voice Club
- H.K. Stoma Association



# Our Services at a Glance



- Public Education
- Support & resource centers
  1. Community-based centers: CancerLink Support Centre
  2. Hospital-based centers: Cancer Patient Resource Centre
- Research
- Improving Hospital Environment
- Medical Equipment
- Fellowships
- Outreach and China Exchange Projects

3 Strategies:  
1. Public Education  
2. Psychosocial Service  
3. Funding



# Public Education



Cancer Information Booklets



Public Awareness Campaigns



Public Health Talks

# Funding Strategy



Improving Hospital Improvement

Medical Equipment for Hospitals

Cancer Research & Screening Project

- 19 research plus support (12 psychosocial / 7 clinical research)
- the longest project is more around 10 years.
- Total \$46,640,879

Fellowship and international Conference

# Funding new medical equipment and improving hospital environment



- to enhance the overall experience and comfort for patients and their families while receiving treatment at the hospitals







# Hong Kong Cancer Fund Psychosocial Care Model

# Development of CancerLink Support Centres



- Wong Tai Sin 1997
- Central 2005
- Tin Shui Wai 2010

# CancerLink Support Centres



**CancerLink** is a haven in the community helping people touched by cancer.

- Cancer Information Hotline
- Nursing Consultations
- Professional Counselling
- Homecare
- Rehabilitation Programmes
- Peer Support Groups
- Psychosocial Support
- Nutrition Workshops/ Health Talks



**Our free and on-going cancer support services are delivered by a team of dedicated social workers, oncology nurses, guest specialists and volunteers.**

# Service Principles



- Holistic care: bio-psycho-social-spiritual care
- Integrative Seamless Care spanning from home, to the hospital and community
- Multi-disciplinary interventions
- Transitional care in different stages of the cancer journey

# Service Consolidation & Development:



- **Standardization** of services among 3 CLs with uniqueness in each
- Strengthened & Expanded **CancerLink Hotline** to 3 CLs which are linked up by IP phone system & computerized callers recording system to work as one centre
- Implementation of **Computerized Case Management System** with 3 Centres sharing one database without overlapping users' information
- **New initiatives** in service provision to meet the unmet needs of users
- **Opening of CancerLink Tin Shui Wai in March, 2011**

# Theoretical Framework



## Conceptual Framework

- Strength perspective with emphasis on individual & family strength

## Work Approach

- Family-centered Practice

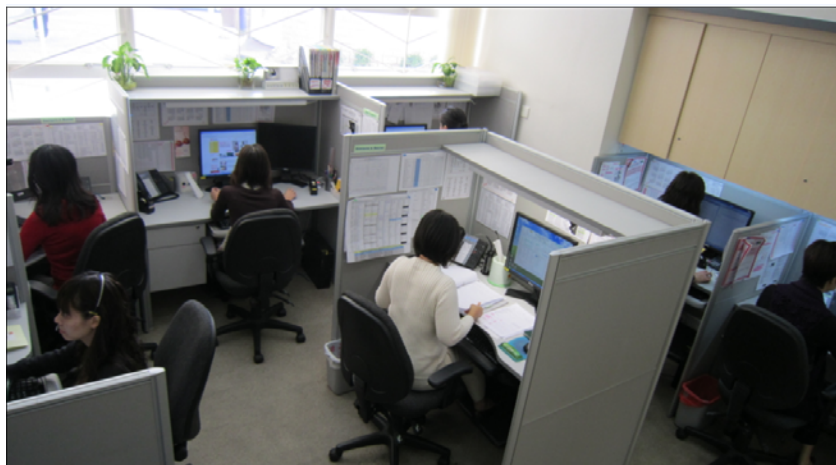


# What is Family Centered Practice?



- Family centered practice is *a philosophy, an approach and a method* for supporting families in the community
- A practice that is based on the *involvement with families* in an efficient and effective way
- Central to family involvement are the *identification of strengths, outcomes, needs and strategies*.

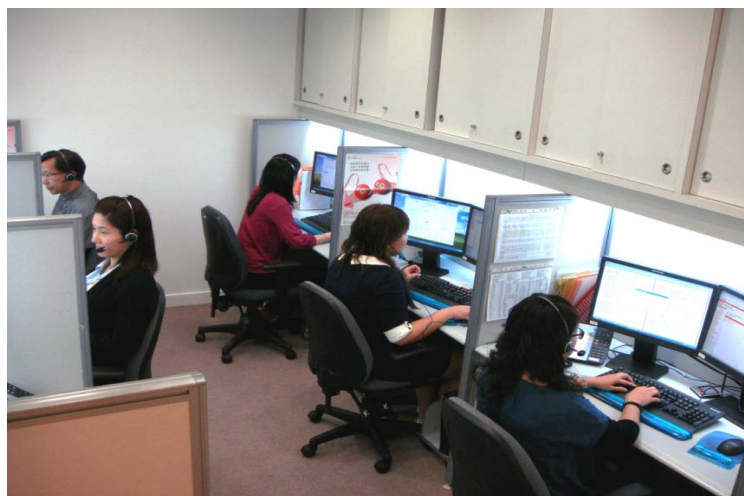
# Hotline Room In Each CancerLink



WTS



TSW



CLC

# Closely Connected



# 1. All-in-one Intelligent Communication Advanced IP Phone System



Based on previous dial-in record information to make sure quicker response to the needs from the callers

Hotline Popup

Calling Time: 15/10/2010 19:22:01 Last call duration (min): 00'03" Telephone number: 90805585

Personal Information

Patient Name:  ☐ CanceLink client service user

Last Name (Chinese):  First Name (Chinese):

Last Name (English):  First Name (English):

Telephone number: (Mobile) 90805585 Gender:  Male

Age:  51 or above

Language:  Mandarin

Identity:  Donor SHG members:

Consent from client for service promotion and research: ☐

Case followup

Starting date:

Case manager:

Remarks

remark:

Calling Record

Date	Duration of time (min)	Cancer stage and treatment	Enquires	Hotline duty worker
15/10/2010	5'5	Chemotherapy/Surgery		Size Lee

Medical History

Primary cancer type:  Others:

Metastasis:  Others:

Latest condition:

Hospital:  \*Prince of Wales Hospital, \*Queen Mary Hospital

Participation record in CanceLink

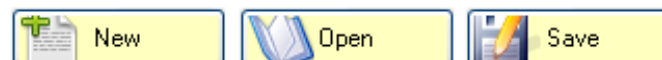
Service:

Pop Up Screen

Hotline ID  [NEW]  
Hotline Duty Worker   
Centre 3656-0800

# Hong Kong Cancer Fund

## Hotline Record Form



Caller No  ☐ No #  
Caller Name  ☒ Manual  
Caller's Client ID   
Database **CancerLink Production DB**

@@ Personal Info. Stated problems and needs identified by worker @@ Type of Call Follow Up Summary @@ Source of Call Evaluation @@ Personal Info. (2) Record Info.

Date 01/11/2010 Start Time 10:40:30 Finish Time 10:40:30 Duration

Age Unknown Gender Unknown Household Income Unknown  
Language Cantonese Nationality Hong Kong Education Level Unknown  
Working Status Unknown Occupation Service User  
Religion Unknown Other  
Identity Other

Name	User Card #	Client Type	Centre

Primary Cancer Type Primary Cancer (Hospital) Metastasis (if any) Metastasis (Hospital)

- |                                     |  |   |                                       |
|-------------------------------------|--|---|---------------------------------------|
| <input type="checkbox"/> Anus       | <input type="checkbox"/> Bile Duct       | <input type="checkbox"/> Bladder        | <input type="checkbox"/> Bone         |
| <input type="checkbox"/> Breast     | <input type="checkbox"/> Brain           | <input type="checkbox"/> Cervical       | <input type="checkbox"/> Colon        |
| <input type="checkbox"/> Kidney     | <input type="checkbox"/> Larynx/Pharynx  | <input type="checkbox"/> Leiomyoma      | <input type="checkbox"/> Leukaemia    |
| <input type="checkbox"/> Liver      | <input type="checkbox"/> Lung            | <input type="checkbox"/> Lymphoma       | <input type="checkbox"/> Male Genital |
| <input type="checkbox"/> Mouth      | <input type="checkbox"/> Myeloma         | <input type="checkbox"/> Nasopharyngeal | <input type="checkbox"/> Neuroma      |
| <input type="checkbox"/> Oesophagus | <input type="checkbox"/> Ovary           | <input type="checkbox"/> Pancreas       | <input type="checkbox"/> Prostate     |
| <input type="checkbox"/> Rectum     | <input type="checkbox"/> Salivary Glands | <input type="checkbox"/> Skin           | <input type="checkbox"/> Stomach      |
| <input type="checkbox"/> Testis     | <input type="checkbox"/> Thyroid         | <input type="checkbox"/> Tongue         | <input type="checkbox"/> Uterine      |
| <input type="checkbox"/> Virginal   | <input type="checkbox"/> Unknown         |   |                                       |
| <input type="checkbox"/> Others     |  |   |                                       |

Treatment ☐ Surgery ☐ Radiotherapy  
☐ Chemotherapy ☐ Target therapy  
☐ Hormonal therapy  
☐ Chinese Medicine  
☐ No treatment ☐ Others

### Cancer stage

Description
<input type="checkbox"/> Diagnosed
<input type="checkbox"/> Waiting for Treatment
<input type="checkbox"/> Treatment
<input type="checkbox"/> Recovery
<input type="checkbox"/> Terminal
<input type="checkbox"/> Relapse
<input type="checkbox"/> Bereavement
<input type="checkbox"/> Unknown
<input type="checkbox"/> Others

Date of Diagnosis (mmm/yyyy)  mth  yrs  
Date of Treatment (mmm/yyyy)  mth  yrs  
Date of Diagnosis (mmm/yyyy)  mth  yrs ☐ Relapse  
Date of Treatment (mmm/yyyy)  mth  yrs

Better Data Management



# Real time application – Real Time Monitors

## Agent State by Time

ACD [0]	Idle [4]	Non ACD[1]	Unavail [1]	Log Off [345]
	 1103 Lau, Jody 06:26 0703	 1416 Cheng, Nikki 0803	 1438 Chung, Flore 04:49 No Make B	 8138 Chung, Flore 14:08 Nov 2, 10
	 1102 Ambassador, 04:50 0702			 1415 Lee, Sze 13:01 Nov 2, 10
	 1101 Wong, Jessie 01:34 0701			 1413 Chan, Rayme 13:00 Nov 2, 10
	 1118 Wong, Deed 01:07 0730			 1120 Lee, Eileen 11:58 Nov 2, 10
				 1417 Lee, Pisa 22:00 Nov 1, 10

## Queue Now

	Queue Status	Media Server	Queue #	Name	Calls Wtg	Long Wtg	Agts Avail	ACD	Idle	Non ACD	Out	Unavail	Offr	Hndl	Abn	Interflowed	Re Q	Avg Time Hndl	Avg Time Abn	Avg Talk Time	Svc Lvl %	% Hndl
+	ACD	WTS	P800	WTS...	0	00:00	1	0	0	0	1	1	15	15	0	0	0	00:04	00:00	03:02	100	100
+	ACD	WTS	P700	WTS...	0	00:00	4	0	4	0	0	0	42	40	1	1	0	00:03	00:08	01:48	100	95
+	ACD	WTS	P848	WTS...	0	00:00	0	0	0	0	0	0	1	1	0	0	0	00:04	00:00	02:01	100	100

## Queue Now





## 2. Computerized Caller System

High Performance PC with 2 Monitors Support

- hotline record and hotline resource kit interface at the same time



Hotline Popup

Calling Time: 15/10/2010 13:22:00 Last call duration (min): 00'13" Telephone number: 90805885

Personal Information

Patient Name:  ☐ Cancel link client service user

Last Name (Chinese):  First Name (Chinese):  Given name:

Last Name (English):  First Name (English):  Given name:

Telephone number: (Mobile) 90805885 Gender: Male

Age: 81 or above

Language: Mandarin

Identity: Donor SHG members:

Consent from client for service promotion and research: ☐

Case following up: Starting date:  Case manager:

Remarks:

Contact

Name	Relationship	Telephone
TSM	Children	39197000
OLC	Children	36873000

Calling Record

Date	Duration of time (min)	Cancer stage and treatment	Enquires	Hotline duty worker
15/10/2010	6'5"	Chemotherapy/Surgery		Sze Lee

Medical History

Primary cancer type: Others:

Metastasis: Others:

Latest condition:

Hospital: \*Prince of Wales Hospital, \*Queen Mary Hospital

Participation record in CancerLink:

Home - Resource Kit En - Windows Internet Explorer

http://hkcfportal/resourcekit/en/default.aspx

File Edit View Favorites Tools Help

Home - Resource Kit En

Hotline Resource Kit

View All Site Content

Documents

- Shared Documents
- Nutrition Information
- Medical Information
- Caring Issues
- Prostheses Program
- Health Talk/Class
- Mutual Support Group
- Hospitals Service
- Medical Complaints
- Wig
- Prosthesis
- Stoma product
- Nutrition supplement
- Equipment loan service
- Hong Kong Cancer Fund
- Cancer related NGOs
- Emergency Hotline

Lists

- Calendar
- Tasks

Discussions

- Team Discussion

Sites

Hotline Resource Kit > Resource Kit En

Hotline Resource Kit English version

語言選擇  
中文版

Nursing

Mutual support and complementary program

- Complementary Therapies Program
- Health Talk/Class
- Mutual Support Group

Hospitals

- Hospitals Service
- Medical Complaints

Rehabilitation products

- Wig
- Prosthesis
- Stoma product
- Nutrition supplement
- Equipment loan service

Community & Emotional Support

- Hong Kong Cancer Fund
- Cancer related NGOs
- Emergency Hotline

### 3. Professional Case Management System



- A **client-focused** approach
  - case manager coordinates relevant resources and services to fulfill user's needs
- Centralized integration of 3 Centres' database ensures no overlapping and speedy transfer of users among centres

Case No.

Intake Worker

Case Manager

Service Record

# Hong Kong Cancer Fund

## Case Management

Centre

Client Name

Overall Status



Personal Info In-take Form CM Record Int. Coun. Home Care Nsg Con. Funding Vol. Com. platform Case Sum. Suppl. Doc. Evaluation

Salutation (Chinese)  (English)

Gender

Age

### Contact Info.

Contact Phone

Address (Primary Contact)

Type

Flat  Floor  Block

Building

Estate

Street No  Street

Country  Region

District

### Cancer Information

Primary

Metastasis

Cancer Stage

Date of diagnosis

Health Status

☐ Diagnosed

☐ Waiting for Treatmer

☐ Treatment

☐ Recovery

☐ Terminal

☐ Relapse

☐ Bereavement

☐ Unknown

Treatment Received

☐ Surgery

☐ Radiotherapy

☐ Chemotherapy

☐ Target therapy

☐ Hormonal therapy

☐ Drugs

☐ Comp. therapy

☐ Unknown

Hospital

### Other Information

Working Status

Occupation

Identity

Family

Other

Other

### Important Note

Date	Note
<div>E-alert</div> <div>On-line communication platform</div> <div>On-line case assignment</div>	

# Evidenced-based Practice



ministration Help

Questionnaire

Questionnaire Code 2 ☒ Compulsory

Questionnaire GHQ 12 General Health Questionnaire - GHQ 12 精神健康量表

1. Have you recently been able to concentrate on what you're doing?  
1. 請問你最近是不是做事能集中注意力(集中精神)?  
☐ better than usual/比平時好一些 ☐ same as usual/和平時一樣 ☐ less than usual/比平時差一些  
☐ much less than usual/比平時差很多 ☐ not suitable-不適用

2. Have you recently lost much sleep over worry?  
2. 請問你最近是不是為擔憂而失眠?  
☐ Not at all-一點也不 ☐ no more than usual/和平時差不多 ☐ rather more than usual/比平時多

ministration Help

Questionnaire

Questionnaire Code 1 ☒ Compulsory

Questionnaire Service Satisfaction Form - 個案管理輔導服務意見問卷

1. I did get the information I needed.  
1. 我能獲得我需要的資訊  
☐ 5 (Strongly Agree-非常同意) ☐ 4 ☐ 3 ☐ 2 ☐ 1 (Strongly Disagree-非常不同意)  
☐ 0 (Not Suitable-不適用)

ministration Help

Questionnaire

Questionnaire Code 4 ☒ Compulsory

Questionnaire Thermometer Questionnaire - 溫度計量表

1. Please circle the number (0-10) that represent your confidence to future in the past week.  
1. 請在以下數字(0-10)圈上最能代表你過去一星期(包括今天)對未來的信心  
☐ 0 (None) ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 (Extreme much)  
☐ Not Suitable (Not Suitable-不適用)

2. Please circle the number (0-10) that represent your bodily comfort in the past week.  
2. 請在以下數字(0-10)圈上最能代表你過去一星期(包括今天)的身體狀況  
☐ 0 (Extreme bad) ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 (Extreme Good)  
☐ Not suitable (Not Suitable-不適用)

3. Please circle the number (0-10) that represent your expressing emotion in the past week.  
3. 表你過去一星期(包括今天)表達情緒的能力  
☐ 0 (Totally could not) ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 (Extreme Good)  
☐ Not Suitable (Not Suitable-不適用)

4. Please circle the number (0-10) that represent your pain level in the past week.  
4. 請在以下數字(0-10)圈上最能代表你過去一星期(包括今天)的疼痛  
☐ 0 (None) ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 (Extreme high)  
☐ Not Suitable (Not Suitable-不適用)

Save Cancel



# Hong Kong Cancer Fund Psychosocial Care Model

# New Development: Service



## Maintain Professionalism

- **Clear professional guidelines & workflow charts:** Hotline User guidelines & Working Manual; Case Management Working Manual; Home Care service Manual ; Crisis Intervention guidelines; Complaint procedures and handling guidelines
- Take reference of “Clinical Practice Guidelines for the psychosocial care of adults with cancer” of Australia
- Joint the global cancer community by committing to Targets by 2020 of UICC World Cancer Declaration 2008
- **Quick Reference for Oncology Clinicians:** The Psychiatric and Psychological Dimensions of Cancer Symptom Management
- DSM IV



# New Initiatives



## *New Approaches*

- Family-Centred Practice
- In-house Art Therapy

## *New Program Initiatives*

- Spirituality programs
- Exercise prescription programmes
- Happy Life Coaching
- PINK Yoga

# Limitation of the Service



1. Referral from hospitals and clinics might not be active
2. Cooperation with hospitals might not be smooth as the workload of staff would be overwhelming
3. Patients might not be engaged in the referral process without thorough understanding of the community support service
4. Communication between hospital and community would be difficult.



**Thank you**