SOCIAL CARE OUTSIDE THE WALLS

AN INNOVATIVE SOCIAL CARE THROUGHOUT THE ONCOLOGICAL TREATMENT: AT HOME AND IN THE HOSPITAL.

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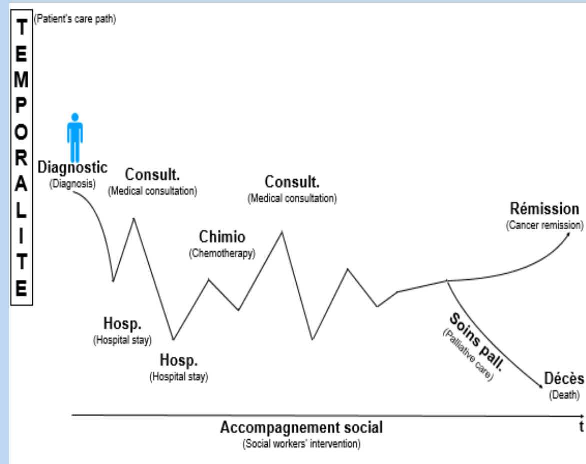
INTRODUCTION

The Léon Bérard Centre is a regional cancer treatment center which cares for patients throughout their treatment path.

We are a team of 11 social workers, initially divided along hospitalization units. This generated a segmentation of care services and a multiplication of social workers attending each patient. As it seemed inefficient for oncological treatment, we decided to reconsider the timing and coordination of patient social care.

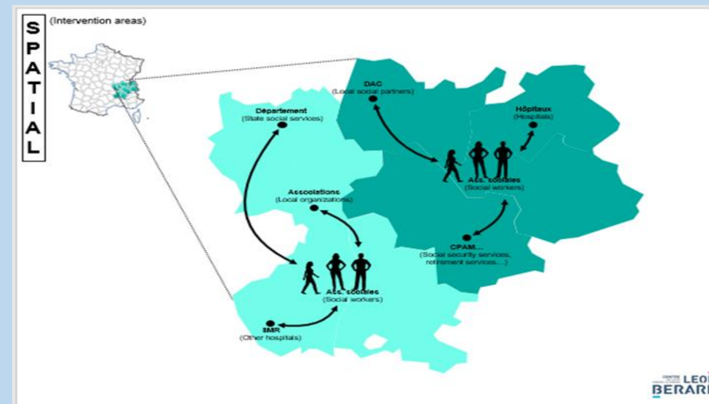


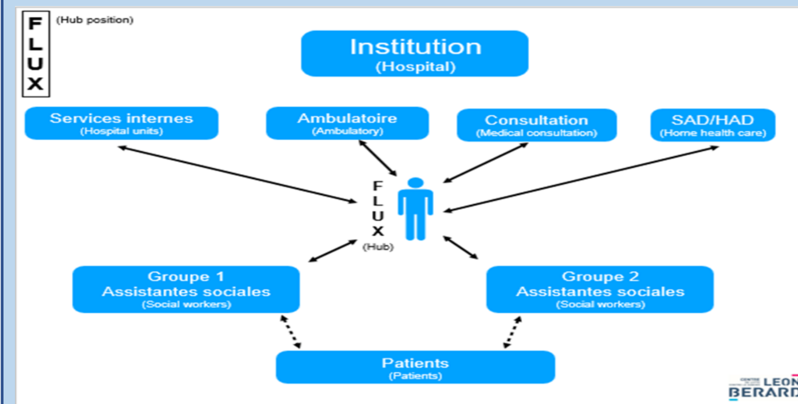
METHODOLOGY

To this end, we have set up a teamwork program, based on benchmarking, data collection and brainstorming sessions.

We have redesigned the organization of our services, with a social worker now responsible for a patient's entire care path, from diagnosis to the end of treatment.

We further realized that operating in large territories was leading to a dilution of our knowledge of local services. We thus decided to divide ourselves up into smaller intervention areas to become closer to our patients and improve our efficiency.





RESULTS

The personalized follow-up of patients by a dedicated social worker, both in hospital and at home, enables us to better anticipate the patient's needs and build trusting relationships.

Our territorial reorganization led to stronger local partnerships, and better knowledge of the services and facilities available locally.

Moreover, in order to ease internal communication, we decided to create a flow management and hub position to distribute requests for assistance to the social workers and link up with the hospital units. This person serves as a genuine interface. She is also involved in the early stages of care and helps draw up the patient's project by providing social expertise.

CONCLUSION

This organization has enabled us to put the patients at the center of care, while respecting their temporality.

It is also in line with public policies fostering ambulatory care and a strengthening of the links between hospitals and in-town health services.