

### BACKGROUND

**Problem:** People living with advanced lung cancer often experience high symptom burden and emotional distress. Lack of timely access to supportive and palliative care (PC) services remains a problem.

**Proposed solution:** Automatic referrals to PC triggered by pre-determined clinical criteria.

**But:** What is patient acceptability of automatic referrals?

**Objective:** Understand the acceptability for patients and families to receive a call from a palliative specialist to offer a consult shortly after initial visit to oncologist/Cancer center

### METHODS



**Step 1:** Semi-structured one-on-one interviews with patients living with advanced lung cancer.



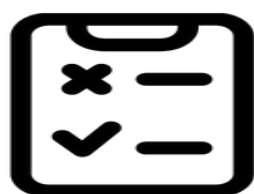
**Step 2:** Co-design working group members: 6 patient and family advisors, 20 healthcare providers. Prepared script for calls to new patients.



**Step 3:** Palliative Clinical Nurse Specialist called 81 patients to offer a palliative consult to the patient and their family.



**Step 4:** 58 palliative consults were booked and completed.

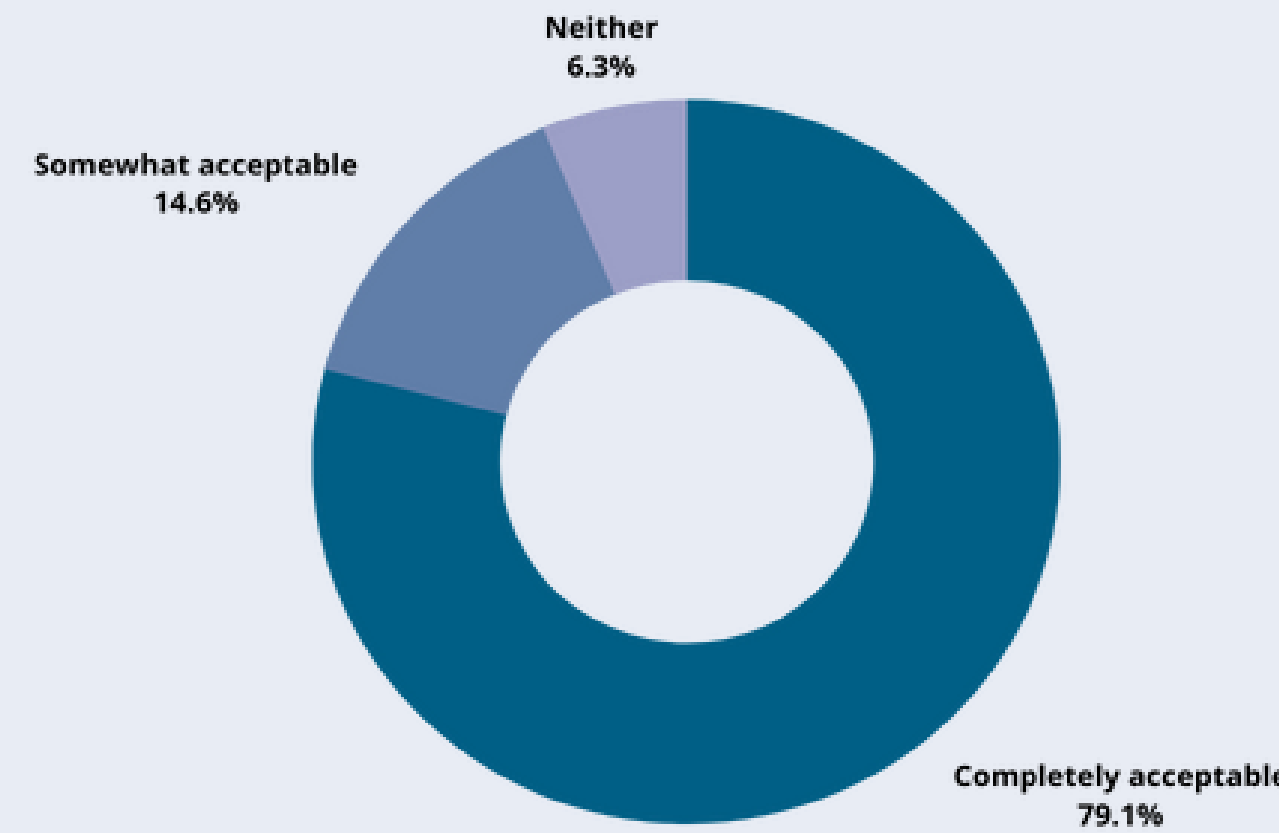


**Step 5:** Quantitative patient surveys were completed following the initial phone calls. Qualitative interviews were conducted following the palliative consult.



### Overall, how acceptable was the phone call?

The majority of patients (94%) contacted found the initial phone call somewhat or completely acceptable.



"That really made me feel good that yes, here we're going to get some actual concrete help."

Patient



#### Living well with Advanced Lung Cancer: Supportive Care

As a person with a new diagnosis of advanced lung cancer, you may be experiencing symptoms or have questions/concerns.

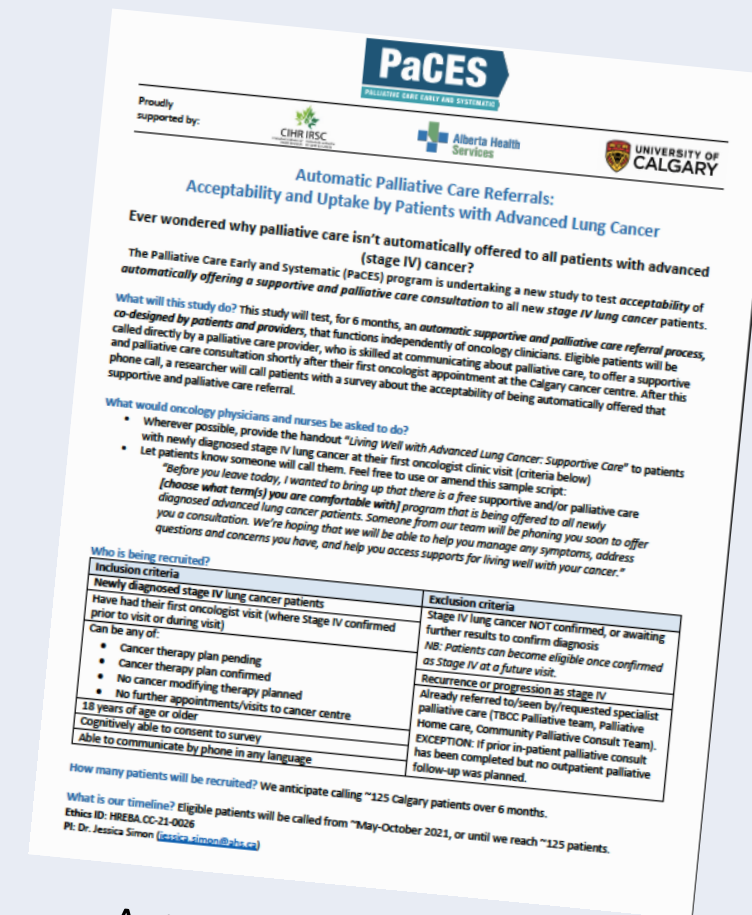
Supportive care is an added layer of support for you and your family. This is part of good cancer treatment & can improve your quality of life.

One of our cancer team members may be phoning you to offer a consultation appointment.

For more information about supportive care, visit:  
[albertahealthservices.ca/cancer/Pages/6325.aspx](https://albertahealthservices.ca/cancer/Pages/6325.aspx)



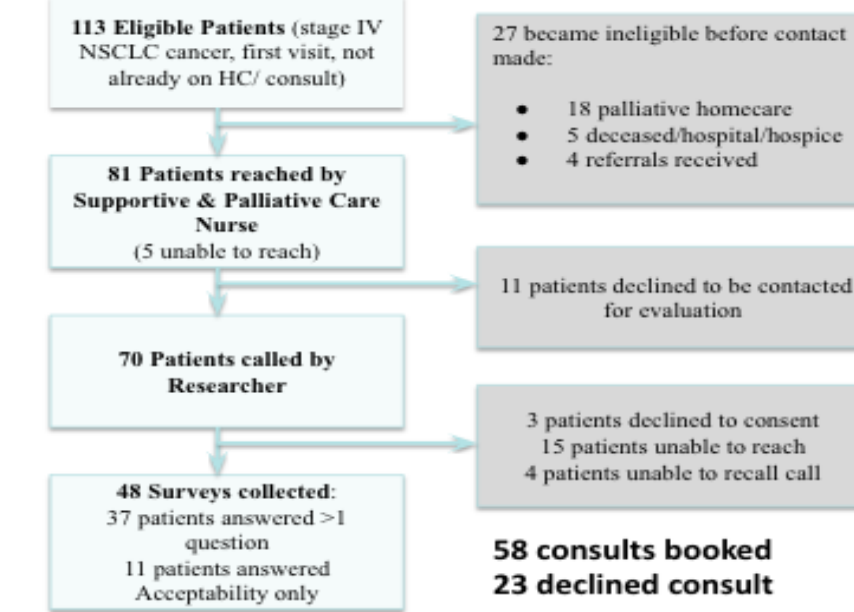
Clinic handout



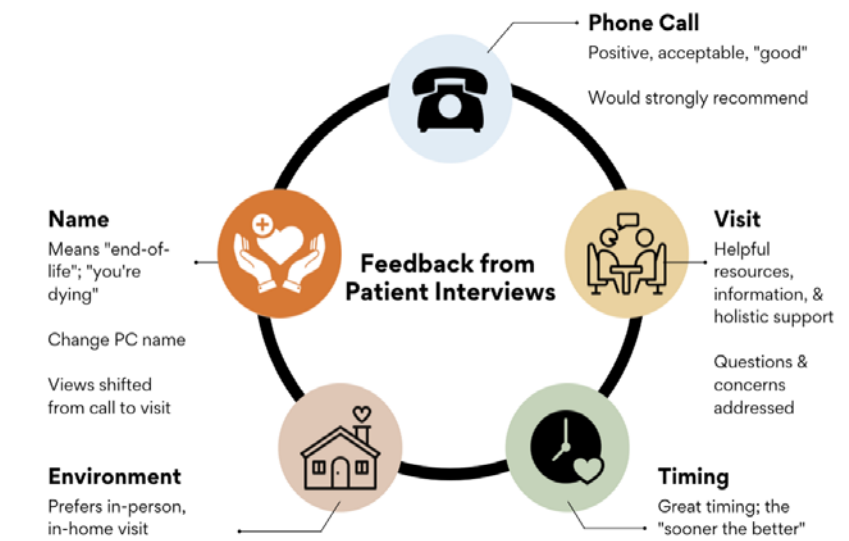
Automatic referral process

### RESULTS

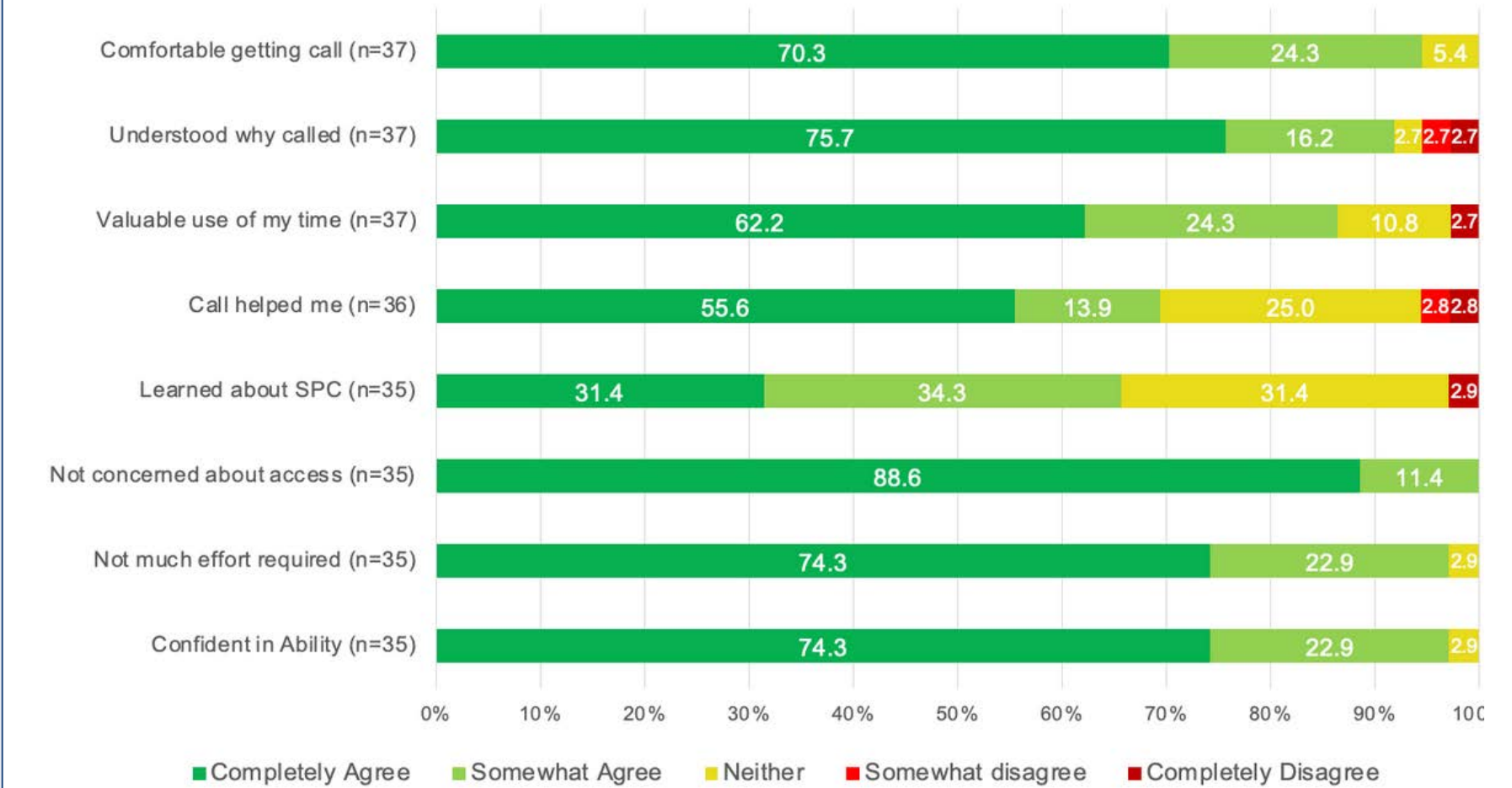
#### Patients contacted



#### Patient Interviews



### Acceptability Domains



### IMPACT

Following this research, automatic referrals to the palliative consult service continue as a standard of practice for advanced lung cancers, in Calgary. Opportunities are being explored to spread.

