

FROM SIDE EFFECTS TO SELF-EFFICACY: A QUALITY IMPROVEMENT INITIATIVE TO FACILITATE CONFIDENCE-BASED CANCER EDUCATION

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Background

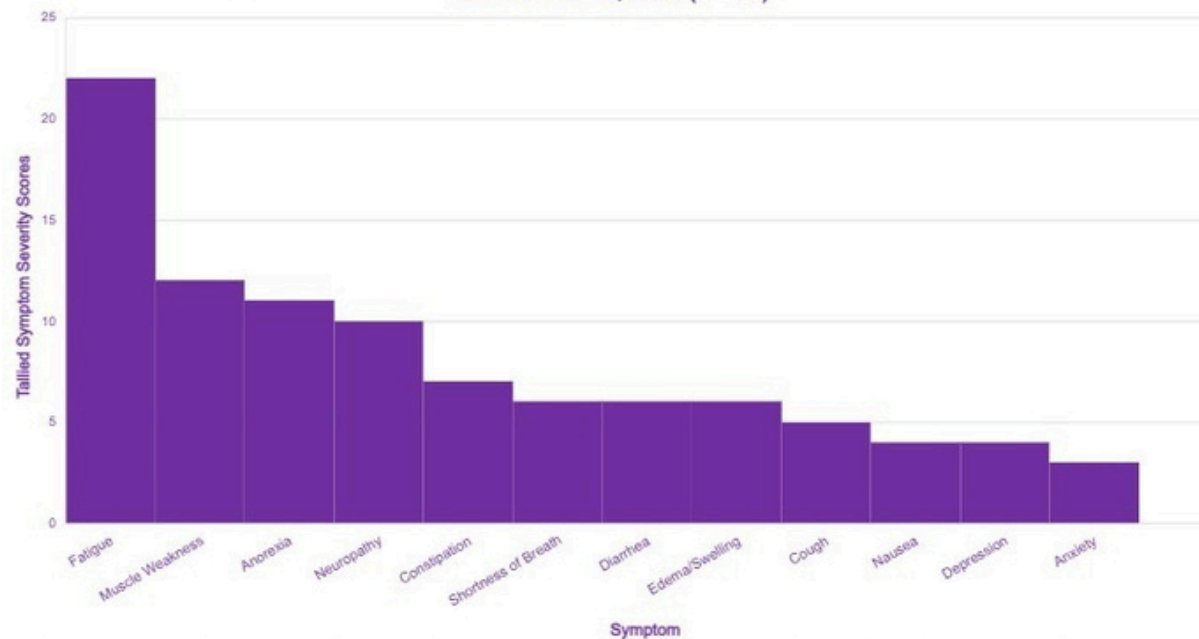
- The Oncology and Hematology Clinic at Michael Garron Hospital (MGH) treats a high volume of patients with newly-diagnosed solid tumour and hematologic malignancies
- Treatments include chemotherapy, immunotherapy, and hormonal therapy, all of which carry significant side effects
- Without timely intervention, these side effects worsen outcomes, disrupt cancer treatments, and strain healthcare systems

Current State Analysis

All oncology patients at MGH receive education on how to prevent and manage side effects before starting treatment. Despite this:

- Chart reviews (n = 35) showed patients were reporting a **high burden of cancer treatment-related symptoms**

Symptom Severity Scores in Baseline Patient Assessments Performed between September 22, 2025 and October 10, 2025 (n = 35)



- Patient experience surveys (n = 10) highlighted how patients were:
 - Not implementing the strategies they were taught on how to manage these side effects (**correct knowledge application**)
 - Not confident in managing these side effects (**self-efficacy**)

- Semi-structured staff interviews (n = 5; 3 RNs, 1 RD, 1 RSW) revealed inconsistencies with the clinic's existing patient education materials across three themes:

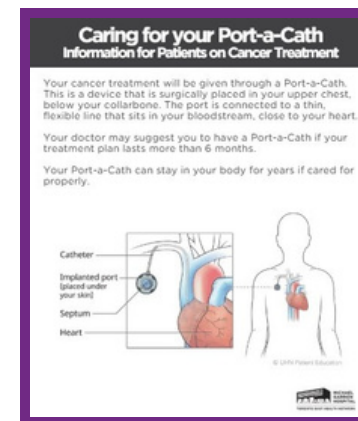


Project Intervention

This project aimed to improve rates of **correct knowledge application** and **self-efficacy** by **15%** among **newly-diagnosed patients on active cancer treatments** at MGH's Oncology and Hematology Clinic.

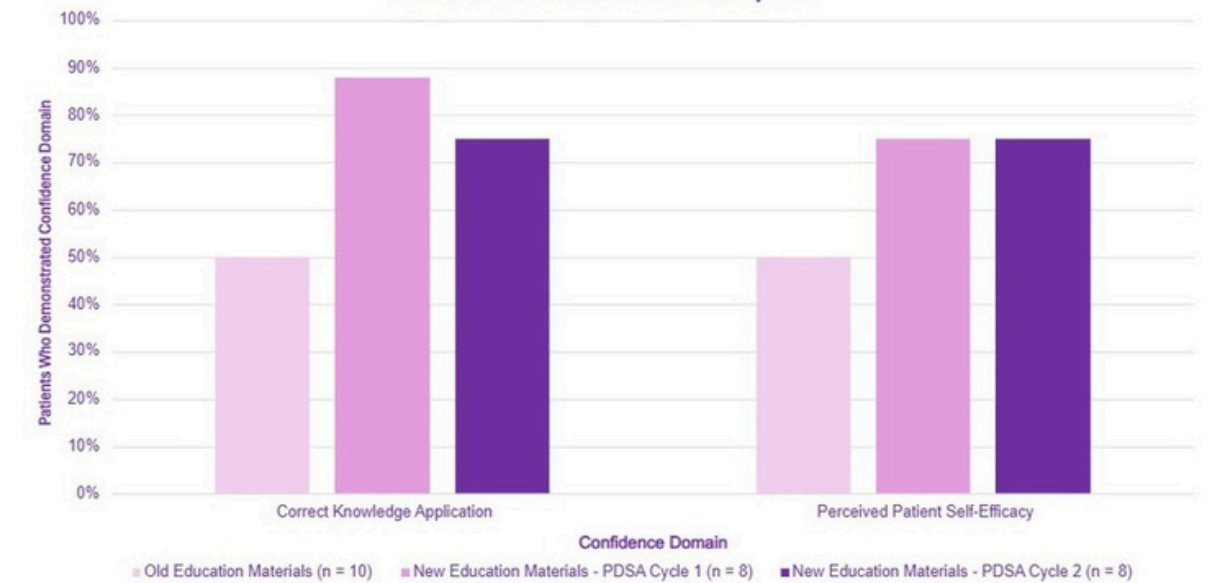
Throughout two Plan-Do-Study-Act (PDSA) cycles:

- A new teaching binder was developed and tailored to the patient population at MGH
- 14 new Symptom Management Guides were created, leveraging evidence-based health assessment tools
- 10 nurses (83%) were engaged in small-group sessions to review best practices in oncology patient education



Project Findings

Patient-Reported Confidence Levels Before and After the Introduction of New Health Education Materials to the Oncology and Hematology Clinic at Michael Garron Hospital



Standardized, high-quality patient education materials improved patient confidence:

Correct Knowledge Application
↑ 38%

Perceived Patient Self-Efficacy
↑ 25%

Future Directions

- Long-term data will highlight the project's impact on symptom burden, aiming to reduce delays in symptom management
- Nurse-led quality improvement projects offer scalable frameworks to strengthen patient education practices across oncology programs

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