

## THE JOURNAL OF THE IRISH HEAD AND NECK SOCIETY

**Title:** Improving patient information resources – a multidisciplinary quality improvement project

**Body:** Background:

Patients in CUH/UCC Cancer Centre and Cork University Dental School and Hospital receive support from the Radiation Oncology Multidisciplinary Team to manage the side effects of radiotherapy treatment. Both patient and staff feedback identified that inconsistent messaging within the team and inaccurate and complicated information resources were leading to patient and clinician frustration, inappropriate use of oral care products and ineffective side effect management.

Methods:

This is a patient centred, multidisciplinary project conducted using the HSE Quality Improvement Guide and Toolkit 2024. Feedback was sought from patients, and multidisciplinary stakeholders were identified to contribute to newly drafted patient resources. A brief education session was offered to all healthcare staff in the Radiotherapy Department of CUH, the new resources were trialled and feedback was collated.

Results:

New patient information resources have been developed which are flexible to allow evidenced based information delivery in an accessible format at the appropriate time during radiotherapy. Comprehensive patient feedback is ongoing and will be presented at the conference. Staff educational sessions have been completed.

Conclusion:

This patient-centred multidisciplinary team project has improved patient information resources by increasing accuracy, availability, accessibility and timeliness of the information provided to patients while undergoing radiotherapy.

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