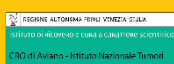


# GOOD EXAMPLE ON PATIENT-CENTRED CANCER CARE

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INTENT CE1047 project

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<b>Name of your Institute:</b>	Institute of Oncology Ljubljana (IO)
<b>Address:</b>	Zaloska cesta 2, SI-1000 Ljubljana, Slovenia
<b>Title of the good example:</b>	Collaboration of the Patient Council with the management of the Institute of Oncology Ljubljana
<b>Start date of the implementation:</b>	2014
<b>End date of the implementation:</b>	2015
<b>Dimension according to the INTENT Patient-Centred Cancer Care Model</b>	1. Patient centred culture
<b>Keywords:</b>	Patient centred culture Cooperation with the management Patient council
<b>Contact person:</b>	Elizabeta Radelj, Department of Public Relations Institute of Oncology Ljubljana Email: <a href="mailto:eradelj@onko-i.si">eradelj@onko-i.si</a>
<b>Further information:</b>	<a href="https://www.onko-i.si/onkoloski_institut/o_nas/organiziranost_instituta/strokovno_posvetovalni_organ">https://www.onko-i.si/onkoloski_institut/o_nas/organiziranost_instituta/strokovno_posvetovalni_organ</a>

## Objective of the good example

Main areas of activity:

- Care for quality and comprehensive medical treatment of patients
- Satisfaction of patients and caregivers with care at IO
- Successful cooperation of patients and caregivers with the management and other employees at IO

## Scope of the good example

Patient Council at IO was established in 2015 on the initiative of patients' associations and non-governmental organizations with the strong support of the IO leadership. It is a consultative body of IO management with its own rules of procedure. It consists of representatives of five Associations of Cancer patients (5 members). Among themselves, members elect a president. President and members are elected for three years. They are appointed by the general director of IO on the proposal of non-governmental organizations. Patient Council discusses issues together with IO management (General Director, Medical Director, and Head of Nursing and Patient Care Activities).

## Description of the implementation

1. Collaboration of patients with IO management was recognized as a very important issue.
2. The decision to form a patient council was made accordingly.
3. The procedure to formalize the place of the Patient council in the institution's organizational structure was started.
4. A patient council was established.

## Key success factors and barriers

A positive attitude towards the idea of patient collaboration with management was the key to success. There was a time barrier to reach this goal because it took some time to manage it formally.

## Lessons learned

Nowadays the patient council represents a close link in patient communication with the management of our institute. It represents the interests of patients treated at IO and their caregivers and the interests of cancer patients' associations and civil society. As it is formally implemented into the institute's organizational structure, it has as defined role as other institutional bodies.