

CAC Strategic Priorities | Progress Report | Up-dated April 2025

#	Item	Update	Metrics/ status
1	Consumer Choice To reinforce to potential patients that they have the right to make choices.	<ul style="list-style-type: none"> Brand, marketing, community and referrer engagement team onboarded. Teams are educating referrers about the benefits of radiation therapy and improving awareness of GenesisCare. CSAT score in PSS survey - provision of information 97.2% Rebrand completed 	<ul style="list-style-type: none"> National referrer satisfaction +80 NPS (2021, released in 2022) Value proposition project, +2% increase in referrer knowledge gap.
2	Communications Training To highlight the importance of ongoing soft skills training programs with a particular emphasis on the importance and impact of communication on the patient experience.	<ul style="list-style-type: none"> Resilience Program rolled out nationally PX Playbook includes a section about communication do's and don'ts – co-designed with consumers "Co-design" training module and in the Patient Experience (PX) Playbook. LinkedIn Learning which includes content on communication training. We have our People Leader and Doctor development programs for selected individuals which cover aspects of communication required by leaders. 	<ul style="list-style-type: none"> Resilience Program rolled out nationally "Partnering with consumers" training e-learning module (96% compliance) PX Playbook (97% compliance). Explanation of procedures and overall communication CSAT 98.32
3	Information Availability To ensure accurate, reliable and consistent information is available to all consumers so they can make informed decisions about treatment.	<ul style="list-style-type: none"> Website continually updated based on consumer feedback Patient principles developed e.g. easy to read, consistent and timely content, our information brochure structure has been reviewed and we are working with externals to better communicate the benefits of radiation therapy. Dedicated co-design session held during some CAC meetings focused on website navigation Welcome e-mails for new patients rolled out & "what to expect" video via SMS Introduction of two-way SMS to patients in SA, QLD and VIC 	<ul style="list-style-type: none"> Provision of information CSAT 97.23

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4	Allied Health Support To advocate for support services designed to facilitate holistic care for consumers.	<ul style="list-style-type: none"> • Distress Screen Thermometer: Nursing introduced allied health referral pathway for before, during and post treatment • In VIC, each site has their own allied health matrix • There is a tumour stream list which helps nurses to know what services are available for patients – EG the role of each patient support group • All head and neck patients see a Dietitian and Speech pathologist weekly (In Brisbane, the first private head and neck MDT was implemented). • In VIC, there is a dedicated prostate CNC who runs nurse led clinicals at some of the sites 	<ul style="list-style-type: none"> • Distress Screen Thermometer, metrics available on power BI.
5	Involve the Support Person To encourage the participation of carers in all phases of treatment.	<ul style="list-style-type: none"> • Carers journal developed. This initiative was co-designed with carers, led by a carer on the CAC committee We have made a concerted effort to encourage inclusion of the care person in our review of patient information and care planning. • We have included tips for 'caring for the care person' in the Patient Experience (PX) Playbook. • Carers survey conducted in 2023 and 2024 • Carer specific content creation for website, blogs and social, with practical tips and financial support for cancer carers • Carers are considered and involved in co-design projects 	<ul style="list-style-type: none"> • We have included tips for 'caring for the care person' in the PX Playbook To be scoped out as part of the digital transformation piece • Results from carers survey • Dedicated webpage & 2 x blogs • Carer representation on CAC / CRP
6	Aftercare To promote the provision of a holistic aftercare mentoring program to help bridge the 'what next' gap and help reduce feelings of vulnerability upon finishing treatment	<ul style="list-style-type: none"> • We collaborated with Cancer Council NSW to host a series of survivorship programs called ENRICHing Cancer. This NSW pilot helps inform our overall approach to aftercare. We plan to link this project with the allied health and wellbeing project to make sure there are consistent links into aftercare and allied health support. • Pilot – Nurse practitioner led Breast Cancer Survivorship Clinic, QLD (to be introduced at the Wesley). • Introduction of Breast Cancer Wellness Clinic in QLD • In Brisbane, there is a Doctor with special interested in survivorship and wellness available to all patients in that region. All breast patients can see this Doctor as well as patients who have scored above 5 in the distress screen thermometer at registration. • Prostate Cancer Specialist Nurses funded by PCFA located in all states provide ongoing survivorship support • Nursing team introduced end of treatment consult to discuss discharge and allied health support 	<ul style="list-style-type: none"> • NSW pilot complete and evaluation conducted. Not financially viable. Long term goal of the digital transformation project. To be scoped. • Wellbeing management plan conducted by nursing at the end of treatment