

# Start The Talk: A web-based resource to help support children and teens when someone close to them has cancer

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 QI<sup>2</sup> Grant 2015

## BACKGROUND: WHY "START THE TALK"

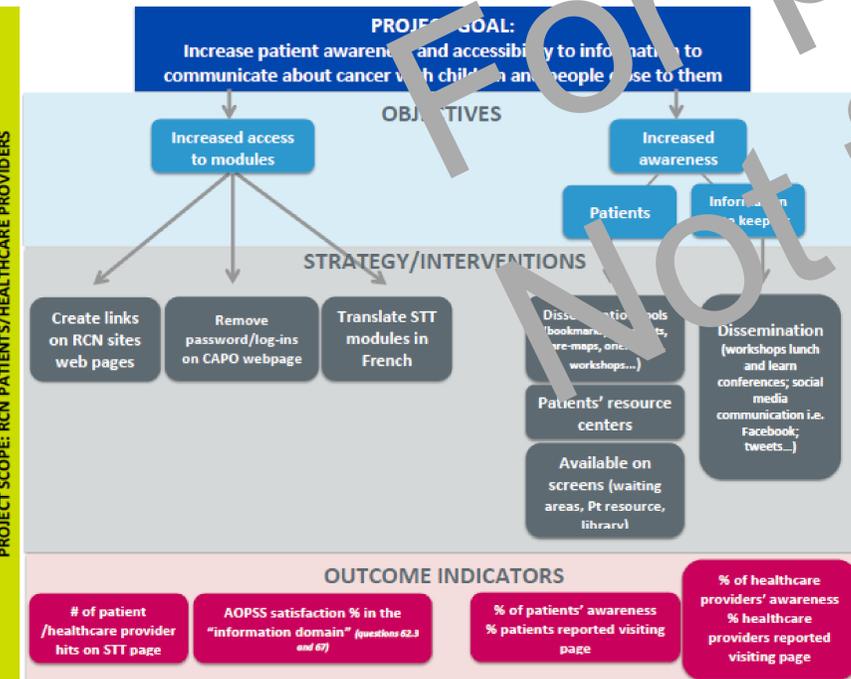
- A cancer diagnosis reverberates throughout the family system
- Patients don't always ask for emotional support or help with family relationships (partner and/or children) because they are unsure whether their concerns can be addressed
- Some healthcare team members and school-based educators feel ill-equipped or assume the patient and family are fine
- Long wait times to be seen for support following referrals
- Variability in types of resources and hospital-based programs

To respond to these challenges, in 2013, the Canadian Association of Psychosocial Oncology (CAPO) developed web-based interactive e-learning modules for healthcare and school-based professionals to support children and teens when someone close to them has cancer.

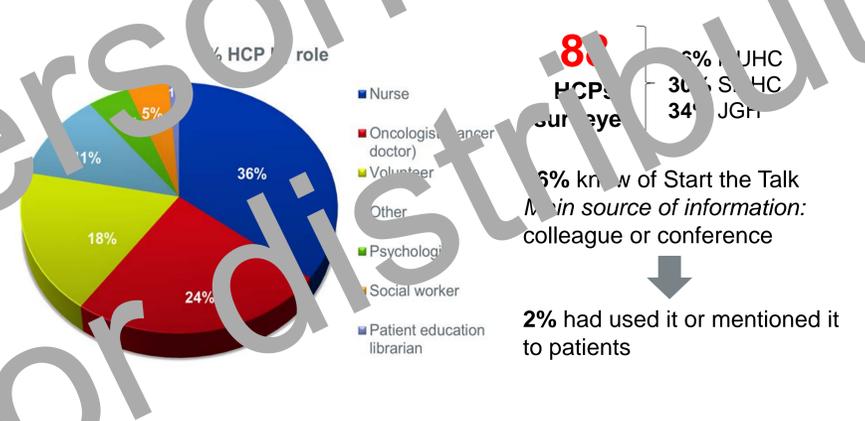
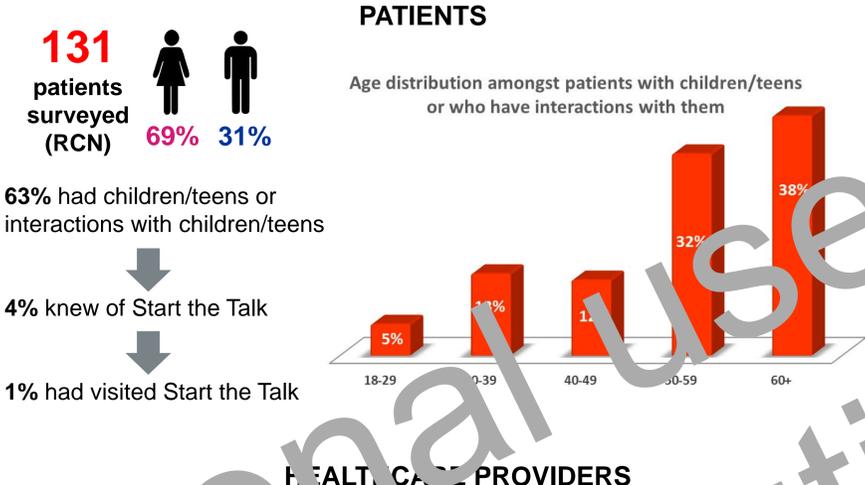
## PROBLEM STATEMENT

Despite the availability of the Start the Talk (STT) modules on the CAPO website, issues were the following:

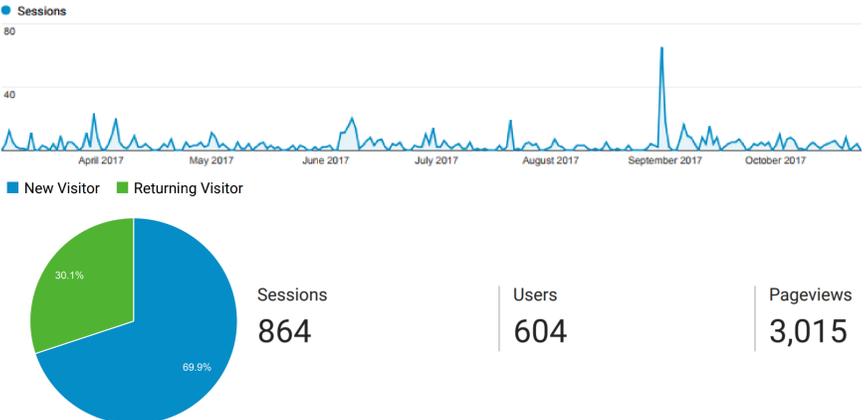
- Link to STT unavailable on 2/3 RCN hospital websites
- The modules were only available in English
- Required registration/login on CAPO website was a barrier to access
- Patients and family members were visiting STT modules although it was unclear that they could use them.



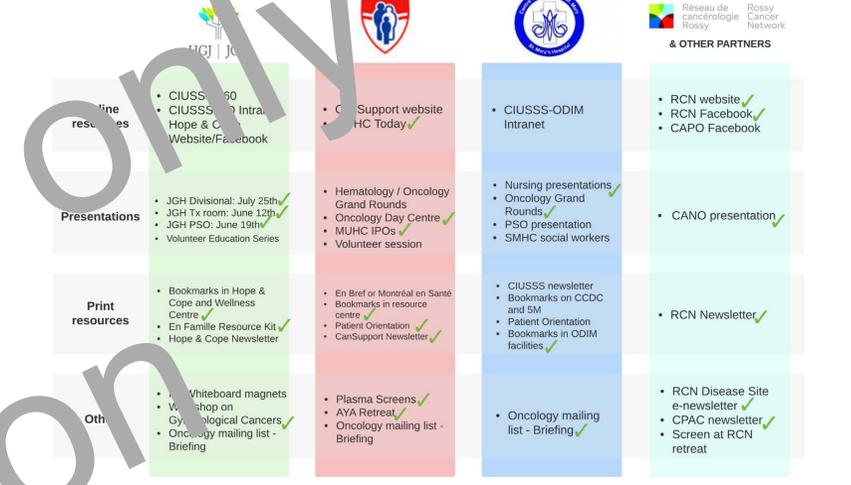
## BASELINE SURVEY RESULTS (SPRING 2016)



## SITE USAGE METRICS DURING DISSEMINATION (APRIL-OCTOBER 2017)



## UPDATED DISSEMINATION PLAN (AUTUMN 2017)



## LESSONS LEARNED

- It is not enough to create tools: a targeted multi-pronged dissemination plan is necessary as well as resources to carry it out
- Accessibility is essential (web-links, format and language)
- Understand patient population and specific trajectory, including needs and available resources to support patients
- Working with multiple sites, multiple media, multiple stakeholders
- Clinical engagement including leadership, grassroots staff and patient advocates, IT resources and staff
- Need to be aware of bureaucratic/financial processes and their impact on timelines
- Supplier and contractor issues need to be promptly and tactfully resolved

## TRANSLATION ACROSS THE RCN

- Bookmarks in active circulation
- Continued dissemination to empower interdisciplinary teams to address communication issues surrounding cancer in families
- Strategies across RCN hospitals being designed: whiteboard magnets for inpatient units
- Potential for spread locally, nationally and internationally: presentations to different organizations throughout the health network

**Le cancer est un sujet difficile à aborder avec les enfants et les adolescents.**

Talking to kids and teens about cancer is tough.

Parlons-en est un outil Web conçu pour les professionnels de la santé, les éducateurs, les patients et leurs proches.

Start the Talk is an online resource for healthcare professionals, educators, patients and those close to them.

Les 4 modules interactifs visent à renforcer le soutien émotionnel et psychologique aux enfants qui sont touchés par le cancer d'un proche.

Its 4 interactive modules are designed to increase emotional and psychological support for children who have contact with people living with cancer.

Visitez [Parlons-en](http://parlonsen.ca)

Visit [Start the Talk](http://startthetalk.ca)