

CAC Strategic Priorities

#	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"> Marketing team has increased from 1-15 people CSAT score in PSS survey - provision of information 97.2% Rebrand completed 	Value proposition project +2% increase in referrer knowledge gap.
2	Communications Training To highlight the importance of ongoing softskills 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. "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. 	Completion rates available on all training
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"> New global website launched with a focus on video education for patients. Informed by patient feedback 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. 	New global website launched with a focus on video education for patients. Provision of information CSAT 98.14
4	Allied Health Support To advocate for support services designed to facilitate holistic care for consumers.	<ul style="list-style-type: none"> While a lot of progress has been made at individual centres, we are yet to establish a national strategy where we can systematically link patients into all the ideal allied health services that they would need. This project is in development. 	National audit to be conducted
5	Involve the Support Person To encourage the participation of carers in all phases of treatment.	<ul style="list-style-type: none"> 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. We plan to provide information tailored to the care person on our website. To inform this content, we will engage advocacy group "Carers Couch" and host focus groups exclusively for 'carers' 	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
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. 	NSW pilot complete and evaluation conducted. Not financially viable. Long term goal of the digital transformation project. To be scoped.