Psycho-education for the cancer workforce Who needs to know?

> Dr Alex King Consultant Clinical Psychologist Imperial College Healthcare, London

healthcare that is psychologically minded

**OUT VISION** 

# Recommended model of professional psychological assessment and support

	Level	Group	Assessment	Intervention
	1	All health and social care professionals	Recognition of psychological needs	Effective information giving, compassionate communication and general psychological support
l suppor	2	Health and social care professionals with additional expertise	Screening for psychological distress	Psychological techniques such as problem solving
Self help and informal support	3	Trained and accredited professionals	Assessed for pychological distress and diagnosis of some psychopathology	Couselling and specific psychological interventions such as anxiety management and solution-focused therapy, delivered according to an explicit theoretical framework
Self	3	Mental health specialists	Diagnosis of psychopathology	Specialist psychological and psychiatric interventions such as psychotherapy, including cognitive behavioural therapy (CBT)

# Table 8. Specialist cancer nurse workforce by Cancer Alliance, vacancy rates, WTE, England 2017

Cancer Alliance	Filled	Vacant	Total	Vacancy rate	Not known
Cheshire and Merseyside	223	16	239	7.0	0
East Midlands	244	9	253	3.7	0
East of England	404	16	419	3.9	0
Humber, Coast and Vale	105	2	107	1.9	0
Isle of Man	4	0	4	-	0
Kent and Medway	68	4	71	5.3	0
Lancashire and South Cumbria	128	1	129	0.8	0
National Cancer Vanguard: Greater Manchester	328	12	339	3.6	0
National Cancer Vanguard: North Central and North East London	197	15	212	7.4	2
National Cancer Vanguard: North West and South West London	282	30	312	10.8	0
North East and Cumbria	254	11	265	4.3	0
Peninsula	120	4	124	3.0	1
Somerset, Wiltshire, Avon and Gloucestershire	207	4	211	1.9	0
South East London	122	2	124	2.0	0
South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	110	5	115	4.8	0
Surrey and Sussex	190	8	197	4.0	0
Thames Valley	128	9	137	7.0	0
Wessex	157	4	161	2.4	0
West Midlands	407	13	419	3.1	0
West Yorkshire	174	4	178	2.1	0
Total	3,851	166	4,017	4.3	3



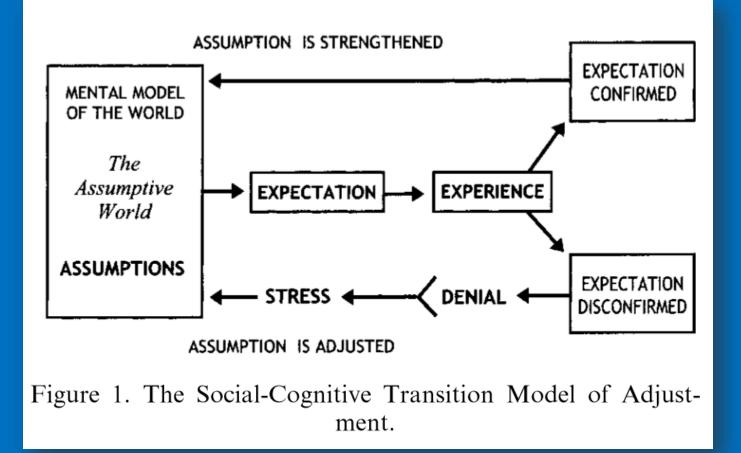
# Cancer Workforce Plan

### Phase 1: Delivering the cancer strategy to 2021



# the model

Brennan, J. (2001) Adjustment to Cancer – Coping or Personal Transition *Psycho-oncology*, 10, 1-18.



# universal



# communication skills

# attachment

(emotional) self-efficacy

a language of adjustment

### **Cancer Workforce Plan**

with them; and 72% of respondents said that the possible side effects of treatment(s) were definitely explained to them in a way they could understand (which meant that over a quarter didn't completely understand).

However, when things go wrong, communication is often cited as the cause, Marie Curie's 'A long and winding road' provides us with some of the evidence to support this. There is a wealth of communication skills training available, but although the NHS often develops the content, others roll out the training so that NHS employers end up paying to access that content.

*In the short term*, HEE will produce a best practice resource guide in March 2018 identifying best practice in communication skills and bring it together in one place.

Communication skills training is included in all curricula but how it is taught, the length of teaching and content vary considerably *so in the longer term HEE* will work with the regulators to focus on the delivery of training, the experiential elements and what good looks like in terms of delivery. We will also work with the regulators and other Arms Length Bodies to ascertain the feasibility and desirability of encouraging annual update training in communication skills given the need to align levers to achieve this.



**Cochrane** Database of Systematic Reviews

# Communication skills training for healthcare professionals working with people who have cancer (Review)

Moore PM, Rivera S, Bravo-Soto GA, Olivares C, Lawrie TA

Moore PM, Rivera S, Bravo-Soto GA, Olivares C, Lawrie TA. Communication skills training for healthcare professionals working with people who have cancer. *Cochrane Database of Systematic Reviews* 2018, Issue 7. Art. No.: CD003751. DOI: 10.1002/14651858.CD003751.pub4.

www.cochranelibrary.com

### communication

# "CSTappears to have little measurable benefit to the mental or physical health, and satisfaction of people with cancer and does not appear to reduce 'burnout' in HCPs"

### bjh review

# A clinical review of communication training for haematologists and haemato-oncologists: a case of art *versus* science

### Deborah Christie<sup>1,2</sup> and Sarah Glew<sup>1</sup>

<sup>1</sup>Department of Child and Adolescent Psychological Services, UCLH NHS Foundation Trust, and <sup>2</sup>UCL Institute of Epidemiology and Public Health, London, UK

### Summary

The art of communication at times seems at odds with the science of medicine. Poor communication is associated with risks for patient and physician. Communication skills are highly relevant for haematologists and are associated with increased physician and patient satisfaction, positive psychosocial outcomes and possible health outcomes. Medical communication training has recently become widespread but is largely restricted to junior medical professionals. In

medicine, where physicians had little to offer aside from comfort and empathy, medical professionals today have immense healing capacity at their disposal. Whilst it may be self- evident that "*empathy and compassion without expertise in healthcare is 'quackery*", the reverse is far less obvious (DiMatteo, 1979). In the context of the broadening scientific basis of medicine over the last 100 years, observers have commented on how the historical art of physician-patient communication has declined (Feinmann, 2002; Maguire & Pitceathly, 2002). Illich (1974) argued that over-medicalisa-

Christie & Glew, 2017 - 10.1111/bjh.14606







## Peter Salmon & team

# 2017 Salmon & Young – goals, not 'skills'

"Similarly, whereas communication literature currently urges clinicians to engage patients in emotional discussion to comfort them, attachment theory reminds us that the key to comforting patients is helping them feel safe. Therefore, it explains why cancer patients and their families appreciate clinicians who are calm, confident and authoritative rather than engaging in emotional talk. It explains why clinical relationships in cancer need not be 'built' by clinicians' communication but can be present from the start in patients' minds, arising from their own dependence and the clinicians' expertise."





# self-efficacy

# Sage & Thyme

# Mike Connolly, Manchester

# self-efficacy

Sage & Thyme

Mike Connolly, Manchester

The SAGE & THYME	model
SETTING	If you notice concern - think first of the setting, create some privacy - sit down.
ASK	"Can I ask what you are concerned about?"
GATHER	Gather all of the concerns - not just the first few - "Is there something else?"
EMPATHY	Respond sensitively - "You have a lot on your mind."
TALK	"Who do you have to talk to or support you?"
HELP	"How do they help?"
YOU	"What do YOU think would help?"
ME	"Is there something you would like ME to do?"
END	Summarize and close - "Can we leave it there?"

# self-efficacy

# Sage & Thyme Mike Connolly, Manchester

### The SAGE & THYME model

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# does it scale?

does it stick?

does it 'help'?

# adjustment

# Adversity

Restoration



LeBoutillier et al (in press) "Conceptual framework for living with and beyond cancer: A systematic review and narrative synthesis". Psycho-oncology. doi 10.1002/pon.5046

# adjustment





# we need:

- relational vs. transactional

- real-world impact

- minimum for effective implementation

		mended model ological assessme	<b>^</b>	
	Level	Group	Assessment	Intervention
	1	All health and social care professionals	Recognition of psychological needs	Effective information giving, compassionate communication and general psychological support
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communication skills

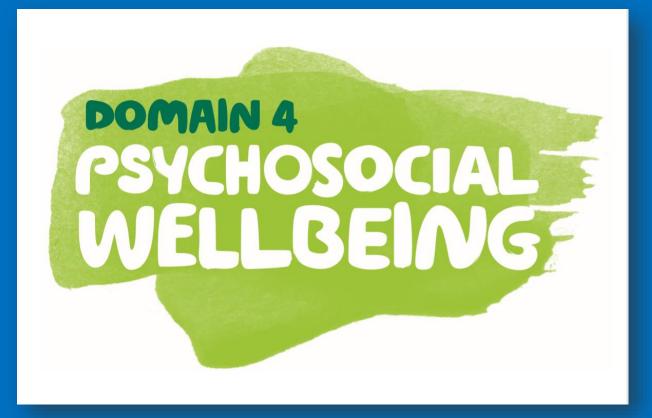
attachment

self-efficacy

adjustment

holistic assessment procedure

first-line psychological care skills



### **Essential**

- Demonstrates knowledge of the psychological effects of cancer and its treatment on individuals, particularly in relation to loss of confidence and fear of recurrence
- Understands the psychosocial consequences associated with living with and beyond cancer
- Communicates effectively and appropriate cultural and socio-economic backgrounds
- Makes appropriate decisions to seek help individual's mental wellbeing
- Uses local pathways to refer individuals wire appropriate services
- Understands individuals li leisure activi Specialist As essential,
- Has an awa the Equality
- As essential, plus:
  - Has a comprehensive under associated with living with an associated with living with an
  - Applies knowledge and expension effects, survivorship and folk wide range of diverse issues
  - Supports individual patients them as they live with and be
  - Helps patients to develop as mental wellbeing
  - Provides advice and interver of cancer and its treatment of
  - Makes appropriate intervent inappropriately disadvantage and treatment
  - Uses different approaches to thermometer, SPARC, conce
  - Uses complex strategies to a bad news about relapse and
  - Identifies when patients have mental near near near require referrance specialist services and facilitates this process eg psychiatric or clinical psychology services
  - Works with other agencies and services to ensure that cancer, late effects and survivorship care is fully integrated into the care plans of individuals with new and pre-existing mental health illness

# Leadership

- As specialist, plus:
- Demonstrates advanced communication skills eg counselling and motivational interviewing techniques
- Acts as an expert resource for other HCPs when dealing with complex and challenging communication issues
- Develops, implements and evaluates different approaches to assessing psychosocial needs eg distress thermometer, SPARC
- Works with other agencies to develop clear pathways for complex psychosocial support needs for individuals living with and beyond cancer
- Evaluates care and services developed to support psychological wellbeing in terms of patient outcomes and the effectiveness of service delivery

# holistic assessment

LONDON CANCER ALLIANCE Wer and South



#### London Holistic Needs Assessment

For each item below, please tick **yes** or **no** if they have been a concern for you during the last week, including today. Please also tick **discuss** if you wish to speak about it with your health professional. Choose not to complete the assessment today by ticking this box  $\Box$ 

l											
Date:				Practical concerns	Yes	No	Discuss	Physical concerns	Yes	No	Discuss
				Caring responsibilities				High temperature			
Name:		Housing or finances				Wound care					
		Transport or parking				Passing urine					
	al/NHS			Work or education				Constipation or diarrhoea			
numbe	er:			Information needs				Indigestion			
			st describes the	Difficulty making plans				Nausea and/or vomiting			
		stress you have		Grocery shopping				Cough			
during	the last we	eek, including t	today:	Preparing food				Changes in weight			
				Bathing or dressing				Eating or appetite			
10	Ext	treme distress	( <sup>10</sup> )	Laundry or housework				Changes in taste			
9			9-	Family concerns				Sore or dry mouth			
8			8-	Relationship with children				Feeling swollen	-	-	-
7			6-	Relationship with partner	-	-	-	Breathlessness	-	-	-
6			5 -	Relationship with others				Pain			
5			4-	Emotional concerns				Dry, itchy or sore skin			
4			3-	Loneliness or isolation				Tingling in hands or feet			
3			1.	Sadness or depression				Hot flushes			
2			0	Worry, fear or anxiety				Moving around or walking			
1				Anger, frustration or guilt				Fatigue			
0	No No	distress		Memory or concentration				Sleep problems			
				Hopelessness				Communication			
			$\smile$	Sexual concerns				Personal appearance			
								Other medical condition			
For health professional use			Spiritual concerns								
Date of	f diagnosis:	:		Regret about the past							
Diagno	-			Loss of faith or other spiritual							
				concern	-						
Pathwa	ay point:			Loss of meaning or purpose in life							
Pathwa	ay point:			Loss of meaning or purpose in life							

Adapted with permission from the NCCN Chrical Practice Guidelines in Oncology (NCCN Guidelines') for Distress Management V2.2033. O 2033 National Comprehensive Cancer Network, Inc. All rights reserved. The NCCN Guidelines' and Busingtions hermin may not be reproduced in any form for any purpose without the express written permission of the NCCN. To keep the most recent and complete version of the NCCN Guidelines, go online to NCCN org. NATIONAL COMPRESSIVE CANCER NETWORK', MCCP', NCCN GUIDELINES', and all other NCCN Content are trademarks counced by the National Comprehensive Cancer Network, Inc. 'With Mask Adamation Comprehensive Cancer Network, Inc. 'With Mask Adamation Comprehensive Cancer Network, Inc.' With Mask Adamation Comprehensive Cancer Network, Inc.'' With Mask Adamation Cancer Network, Inc.'' With Mask Adamation Comprehensive Cancer Network, Inc.'' With Mask Adamatic Comprehensive Cancer Network, Inc.'' With Mask Adamation Comprehensive Cancer Network, Inc.'' With Mask Adamation Cancer Network, Inc.'' With Mask A

Psycho-Oncology

Psycho-Oncology 20: 1076-1083 (2011)

Published online 4 August 2010 in Wiley Online Library (wileyonlinelibrary.com). DOI: 10.1002/pon.1815

### Identification of patient-reported distress by clinical nurse specialists in routine oncology practice: a multicentre UK study

Alex J. Mitchell<sup>1,2\*</sup>, Nadia Hussain<sup>3</sup>, Lorraine Grainger<sup>4</sup> and Paul Symonds<sup>2</sup> <sup>1</sup>Leicester General Hospital, Leicester, UK <sup>2</sup>Department of Cancer and Molecular Medicine, Leicester Royal Infirmary, Leicester, UK <sup>3</sup>Medical School, University of Leicester, Leicester, UK <sup>4</sup>Chemotherapy Department, University Hospitals of Leicester NHS Trust, Leicester, UK

\* Correspondence to: Leicester General Hospital, Leicester LE5 4PW, UK. E-mail: ajm80@le.ac.uk

### Abstract

Background: There is uncertainty regarding how well clinical nurse specialists are able to identify distress in cancer settings.

*Methods*: We examined recognition of patient-reported distress by nurse specialists across three sites in the East Midlands (UK). Clinicians were asked to report on their clinical opinion regarding the presence of distress or any mental health complication after routine assessment of 401 mixed cancer patients. Patient-reported distress was defined by the distress thermometer at a cut-off of 4 or higher.

*Results*: We found that the prevalence of patient-reported distress was 45.4%. The rates for mild, moderate and severe distress were: 23.4, 13.7 and 8.2, respectively. When looking for distress (or any mental health complication) nurse practitioners had a detection sensitivity of 50.5% and specificity 80.0%. Cohen's kappa suggested fair agreement between staff and patients. Examining predictors of distress, clinicians were better able to recognise higher severities of distress (adjusted  $R^2 = 0.87 P = 0.001$ ). There was lower sensitivity in palliative stages but no differences according to the type of cancer. There was also higher sensitivity but lower specificity in those clinicians with high self-rated confidence.

*Conclusions*: Nurses working in cancer settings have difficulty identifying distress using their routine clinical judgement and tend to make more false-negative than false-positive errors. Evidence-based strategies that improve detection of mild and moderate distress are required in routine cancer care.

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Keywords: cancer; distress; depression; identification; diagnosis; accuracy; sensitivity; specificity

# Processes <t

iutine cancer care. Invertight (?) 2010 John Wiley & Sons, Ltd.

> clinical nurse specialists identified: 40/94 people with mild distress (43%) 27/56 people with moderate distress (50%) 25/33 people with severe distress (76%)

# holistic assessment

	VOLUME 31 · NUMBER 29 · OCTOBER 10 2013										
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VOLUME	31 · NUMBER 29 · OCTOBER 10 2013										
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### Screening Alone Is Not Enough: The Importance of Appropriate Triage, Referral, and Evidence-Based Treatment of Distress and Common Problems

Linda E. Carlson, University of Calgary, Calgary, Canada

See accompanying article on page 3631

#### Health Research, or the Department of Health.

Authors' disclosures of potential conflicts of interest and author contributions are found at the end of this article.

Clinical trial information: NCT00960466. Corresponding author: William Hollingworth, PhD, School of Social and Community Medicine, Canynge Hall, 39 in either arm of the trial were referred to a clinical psychologist.

#### Conclusion

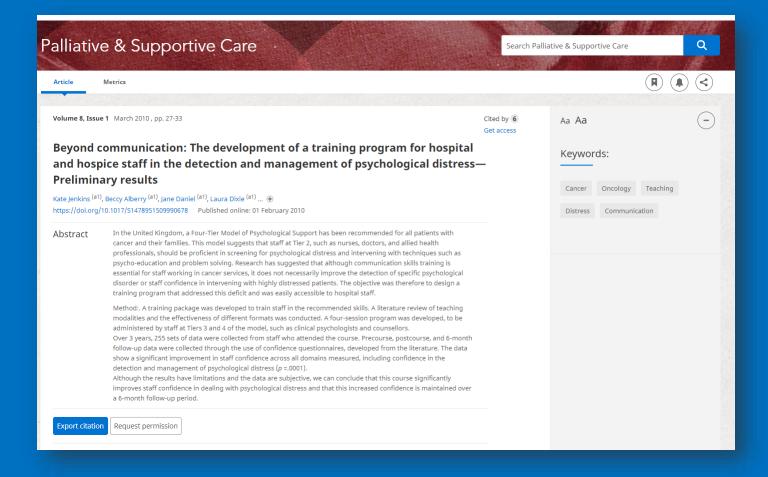
Patients with cancer have a high prevalence of distress. Needs assessment can be performed quickly and inexpensively. However, the DT&PL was not cost effective in improving patient mood states. It is important to explore the reasons for this so that oncology units can design better services to support patients.

J Clin Oncol 31:3631-3638. © 2013 by American Society of Clinical Oncology

# psychological skills

# training!

Jenkins & North Canada / McLeod FA-CBT / Mannix SMART trial



# psychological skills

### Knowledge

Understand stress, e.g. fight or flight model

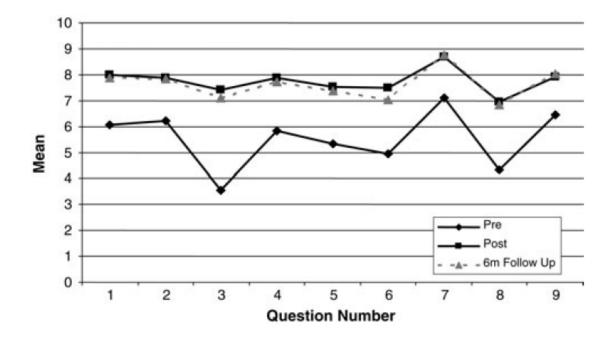
Depression interventions: activity scheduling Anxiety: breathing exercises, relaxation, distraction techniques Sleep hygiene Referral process

### Skills

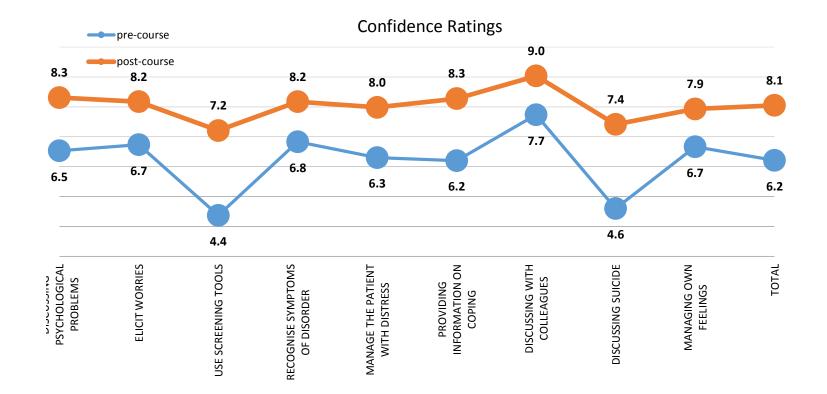
- Developing a supportive relationship with patient/relative Effective use of listening skills Using screening tools
- Making solution-focussed interventions, e.g. in strengths + resource
- Using interventions, e.g. worry tree
- Problem-solving with patients
- Risk assessment, e.g. suicide

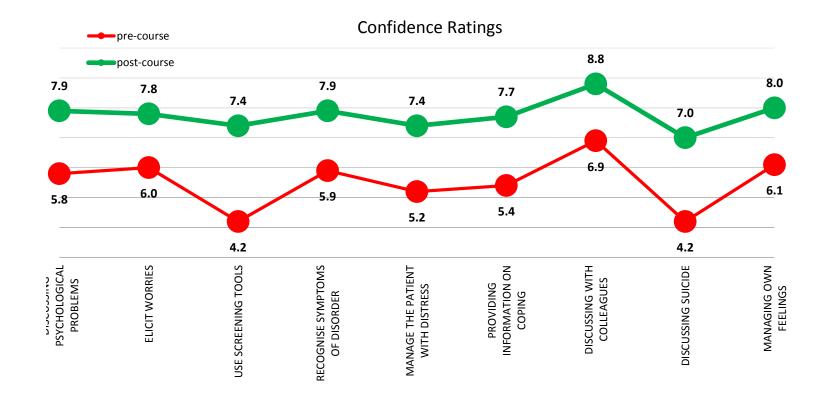
### Attitudes

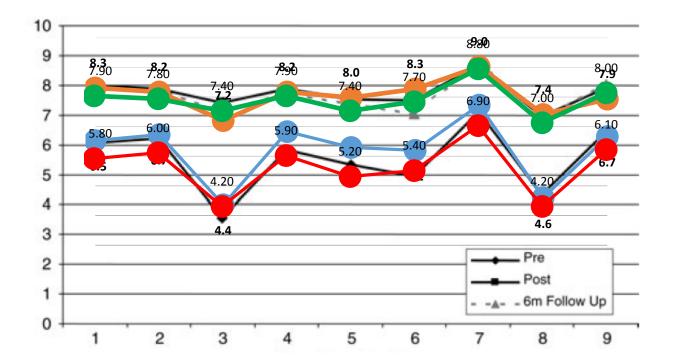
non-judgemental positive regard importance of follow-up importance of timely referrals/escalation



**Fig. 1.** Precourse, postcourse, and 6-month follow-up mean scores. Pre- and postcourse, N = 255; 6-month follow-up, N = 66. 1 = not at all confident, 10 = very confident.







### psychological skills

P. diagnosed with follicular lymphoma – initially advised to watch and wait.

Very distressed by concept of W&W, second opinion offered radiotherapy, now completed.

Reported always being a very anxious person, struggled pre radiotherapy with diagnosis but reported this as distress relating to W&W.

Information given on diagnosis and attended 3 x 1-1 sessions with CNS. Discussed worry tree and use, discussed online support, support worker number – none of these accessed.

Suggested course of antidepressants but declined.

Reviewed today - remains very tearful. Feels stuck, unable to move on.

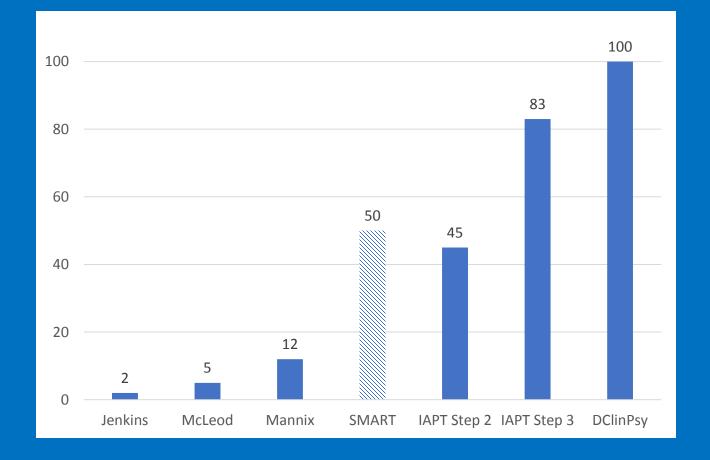
From a CNS point of view: K has had a start of treatment HNA and this has continued as per K's requirements.

She is aware of level 2 strategies ie worry tree, visualization and mindfulness.

She expressed to me several times that her friends were like family to her.

The fact that this bond has been strained and given her metastatic diagnosis it would be in her best interests to have formal assessment from a member of your team.

### Level 2



### psychological skills

## current development:

Jonnie Raynes / Bristol & SW driver : implementation gap what training will lead to different behaviour from professionals and patients? QI-methodology : co-design, iterative

### psychological skills

# supervision!

OUR EXPERIENCE COPD CBT paper (Barker 2014) overly complex cases restorative function practical priorities little bring-back

### enhanced

# IAPT!

# our experience CanTalk paper (Hassan 2018)

specialist pathway/medical knowledge
personal impact
adequacy of supervision
practicalities, flexibility – no protocol
negotiating iatrogenic distress
need for specialist services





- well-mapped competences

- ecologically valid training

- evidence of pathway impact

- fit for multimorbidity – flexible

# specialist

#### Level 3 level 4 Completed a substantive training in one or more • Completed a substantive mental health training that provides an psychotherapeutic models and holds full HCPC/UKCP/BACP in-depth understanding of the biopsychosocial evidence base. Completed specialist training (e.g. through in-role teaching and accreditation. • Completed specialist training (e.g. through in-role teaching and close supervision, and relevant formal courses) with specific close supervision, and relevant formal courses) with specific reference to cancer care. reference to cancer care. • Knowledge, through training and experience, of other mental health services. • In addition to being accredited to deliver interventions across a range of modalities, the professional is able to use formal methods to adapt, evaluate and disseminate interventions. Includes: psychotherapists, family therapists, counsellors, mental health therapists accredited in a particular Includes: clinical psychologists, consultant liaison modality (e.g. CBT accreditation by BABCP), social psychiatrists, counselling psychologists workers and mental health nurses with an accredited psychotherapeutic training. · Assess and intervene with complex presentations that include · Assess and intervene with complex presentations that include a psychosocial variables. combination of physical, social and psychological variables. • Able to make differential diagnoses / construct biopsychosocial Provide triaging with complex presentations that include psychosocial variables. formulations. Contribute to service developments aimed at enhancing the Lead the triaging process that includes complex biopsychosocial biopsychosocial care delivered by the organisation. presentations. • Provide supervision/consultation/training relating to Provide supervision/consultation/training relating to severe and psychosocial variables. enduring mental health issues especially in the context of risk • Lead service developments aimed at enhancing the Provide training placements to trainees in their professional biopsychosocial care delivered by the organisation. discipline to develop the future workforce Lead Psycho-oncology teams/services · Liaise with, and work in combination with other services and agencies (e.g. IAPT, community mental health) Provide training placements to trainees in their professional discipline to develop the future workforce

### specialist

# we need :

- postgrad psycho-oncology program
- cancer curriculum for mental health staff
- inpatients?
- decision-making?
- prescribing?

### specialist

we need evidence on clinical options that is segmented for adversity

healthcare that is psychologically minded

**OUT VISION** 

### we need

### optimise not minimise

### real-world impact

adjustment-informed endpoints

specialist training

Psycho-education for the cancer workforce Who needs to know?

Thankyou now get to work

@filoktimon

alex.king@nhs.net

https://www.imperial.nhs.uk/our-services/cancer-services/psycho-oncology

# References

NICE 2004 10G HEE Cancer Workforce Plan – Phase I Macmillan Macmillan 2017 Salmon & Young -Jenkins -Canada / McLeod -Mannix -SMART trial -

etc... https://www.mendeley.com/community/bpos2019/