

M9.3

Advances in Colorectal Cancer Management

09:00 Room 221

**Cancer Case Manager Programme (Colorectal)***Pang YK**Department of Surgery, Queen Elizabeth Hospital, Hong Kong*

Cancer Case Manager (CCM) Programme was endorsed as a new service caring model for cancer patients in Hospital Authority (HA). There is a patient-centred framework for quality cancer care delivery, which includes cancer case managers working within multi-disciplinary teams (MDTs), and an integrated clinical information sharing platform in the Clinical Management Systems (CMS) of HA. Service workflow on breast and colorectal cancer was developed and rolled out in seven clusters. In line with HA's strategic service plan, Queen Elizabeth Hospital/Kowloon Central Cluster has joined this programme and started the service in November 2011. A nurse, the CCM of colorectal cancer serves as patients' advocates and acts as a contact point to follow-up patients during the treatment journey by streamlining care pathway and logistic issues; coordinating the MDTs; and addressing patients' needs for education, psychosocial support and access to resources. These are aimed at achieving quality and cost-effective interventions and outcomes. Evaluation on quality of life and patient satisfaction survey had been conducted with encouraging results and feedback. Enhancement of this programme or extension to other diseases may be indicated for further discussion.

**Reference**

Central Oncology Committee Integrated Care Programs Department, Hospital Authority Head Office. (2011). Cancer Case Manager Program Operation Manual, August 2011.