

# COMMUNICATION MODULE

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there might be a need for a module:

- very important area in the oncology field
- Key element of patients' and carers' quality of life
- of the support they are offered
- Included in several of the EORTC modules: H&N, satisfaction, information

# Evaluated in different fields

- clinical practice in oncology departments and palliative care units;
- professionals training;
- clinical trials;
- symptoms management;
- screening.
- in the decision making **process**
- in the informed consent process.
- Patients' treatment adherence

# FACTORS RELATED TO COMMUNICATION

- **relation between communication and information** – frequently evaluated combined
- We already have the QLQ-INFO25
- **qualitative aspects of the communication process:** empathy, support, emotional communication (talking about emotions), barriers to communication, beliefs of those who participate in the communication (patients' expectations...).

# FACTORS RELATED TO COMMUNICATION 2

- Communication skills
- Satisfaction with care and communication frequently related and evaluated combined
- Patients, carers and professionals
- Patients' preferences
- Communication through new technologies