



## KEY POINT SUMMARY

## OBJECTIVES

The study examined ways to improve care at a lung cancer treatment facility

## DESIGN IMPLICATIONS

Cancer treatment facilities should include spaces for talking with families and comfortable sofas on which patients can lie down.

## Improving the Quality of Palliative Care for Ambulatory Patients With Lung Cancer

Von Plessen, C., Aslaksen, A.  
2005 | *British Medical Journal*  
Volume 330, Issue 7503, Pages 1309-1313

### Key Concepts/Context

This is a case study based at a Norwegian university hospital where people receive treatment for lung cancer. Many changes were made to processes at the treatment facility and a few to the physical plant. The interventions, in total, “increased satisfaction for patients and staff, reduced waiting time, and reduced variability of waiting time,” according to the paper.

### Methods

Data were collected during a focus group with 8 patients and 6 spouses, a written survey distributed to 26 patients before any changes were made and 28 after changes were made, discussions with nurses at their team meetings before changes were made, and a focus group with staff after changes were made. The researchers report that the clinic initially had a consultation room, chemotherapy room, and a hallway. The environment was modified by adding a “separate and more convenient room for talks with patients and families” (no additional details are available regarding this room), and “comfortable sofas that would allow patients to lie down” (no additional details available) in the waiting room (this may or may not be the hall, related information is not available).

### Findings

After changes were made patients and staff were more satisfied with the clinic.



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## Limitations

- It was not possible to isolate the effects of various changes made.
- Many details regarding modifications made to the physical environment were not provided in this brief report.