

# OEI for Patients WG

*Enhancing Patient Involvement in Cancer Care and Research*

**Unicancer's strategy in patient partnership :  
application in a CCC, the Henri Becquerel Center**



 **Emmanuelle HOCHE**

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# Presentation of the federation

- 18 Comprehensive Cancer Centers (+ 2 affiliated centers)





# Presentation of the federation

- 3 missions

Care / Research / Training

- 4 shared values



Human above all



Excellence



Solidarity



Innovation



# Patient partnership in France



Based on a legislative and regulatory framework:  
⇒ Laws, circulars and certifications from 2002 to date.



# Strategy of Unicancer

**A strategic plan for 2019-2022 with 3 priorities:**

## **Axis 1: the patient, co-pilot of his care**

- **Taking greater account of patient experience & results valued by patients**
- Promoting equal access to healthcare
- Providing long-term support and better territorial coverage

## **Axis 2: CCC at the forefront in the fight against cancer**

- Working on quality, e-health, innovation, partnerships

## **Axis 3: Expert network with a regional focus**

- Expanding services, developing town-hospital network, taking part in prevention initiatives





# Strategy of Unicancer

## An ongoing strategic plan for 2023-2025:

- Strengthening actions on patient experience/partnership, the role of patients and caregivers...

## A charter signed by the 18 top managers of the CCCs.



# In practice...

## 2020: creation of a dedicated working group

- To encourage the CCCs to strengthen patient partnership initiatives;
- To support them in a very practical way :
  - ✓ Offer thematic guides;
  - ✓ Feedback on flagship initiatives (webinars);
  - ✓ Support for projects deployment (structuration of patient partnership, recruitment...);
- To create opportunities for collaborations between CCCs:
  - ✓ Research in peer-support;
- To be a relay between the CCCs and any outside bodies, in France and abroad (OEI).





# Application in a CCC : the Henri Becquerel Center



At the beginning, the top management wanted to integrate patients' views into the building project of the CCC.





# Enhancing the patient partnership in the Henri Becquerel Center

2018

Becquerel-LAB

- To structure the patient partnership deployment process within the establishment
- To integrate the patient perspective into the building project
- To extend the device to all departments concerned by patient partnership

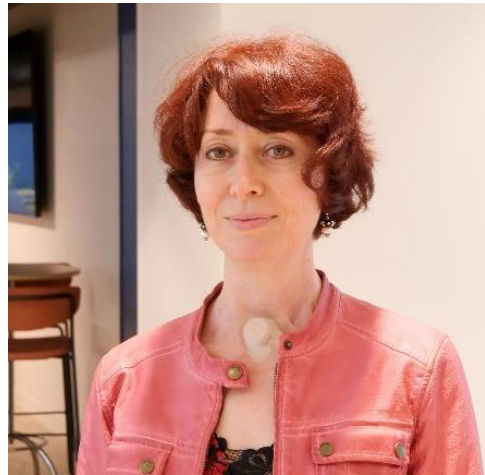
Patient Experience Office:

- To facilitate the implementation and to follow-up the actions related to the patient experience, including the patient partnership (supported by Becquerel-LAB).

2021



# The Becquerel-Lab device:



Virginie BILLARD



Lydia COURTIN



Patricia DELAUNAY



Gaëlle PENNAMEN



Charles MENDRAS



Françoise ROGLER



**Emmanuelle  
HOCHÉ**

All members are involved in individuals projets, such as:

**Main projet:**

- Creation of an alternative communication tool for ENT patients

**Main projet:**

- Onco-sexology training for healthcare professionals

**Main projet:**

- Participation in a questionnaire to identify supportive care needs

**Main projet:**

- Organization of white visits (preparation visits) for people with autism
- Involved in the Disability Committee

**Main projet:**

- Onco-sexology training for healthcare professionals

**Main projet:**

- Involved in the Culture Comittee
- Contribution to the creation of an imaging exam preparation website

- Patient partnership manager (CHB)
- Patient experience projet manager (Unicancer)
- Coordinator of the Becquerel-LAB





## The Becquerel-Lab device:

Some examples of collective involvement:

- Building project (sensory workshops, space planning, cocoon tests, signage/orientation...);
- Onco-sexology training (questions that patients/caregivers ask);
- Reflections on early access to test results by the patient;
- Communication supports;
- Improving the content of Multi-Media Terminals (socio-aesthetic tutorials, videos of recipes with oral nutritional supplements to improve compliance...);
- Collaboration PREMs and PROMs;
- Certifications (OECD, HAS, WELL);
- Survey on perceptions of comfort by healthcare professionals and patients



# The Becquerel-Lab device:

One of the best examples:

- Ambulatory surgery passport (document created to strengthen the link between the private nurses and the hospital in a context of outpatient breast surgery).

Jury Prize at the SPX Awards 2025  
Category “Integrating the patient experience into communication”.





# The Patient Experience Office:

## Objectives

- To demonstrate the commitment of the top management and the institution
- To facilitate the implementation and follow-up of actions related to the patient experience, including the patient partnership (led by the Becquerel-LAB)
- To monitor the progress of projects related to the Patient Experience and respond to proposals / requests from professionals / patients / companies.

## Coordination

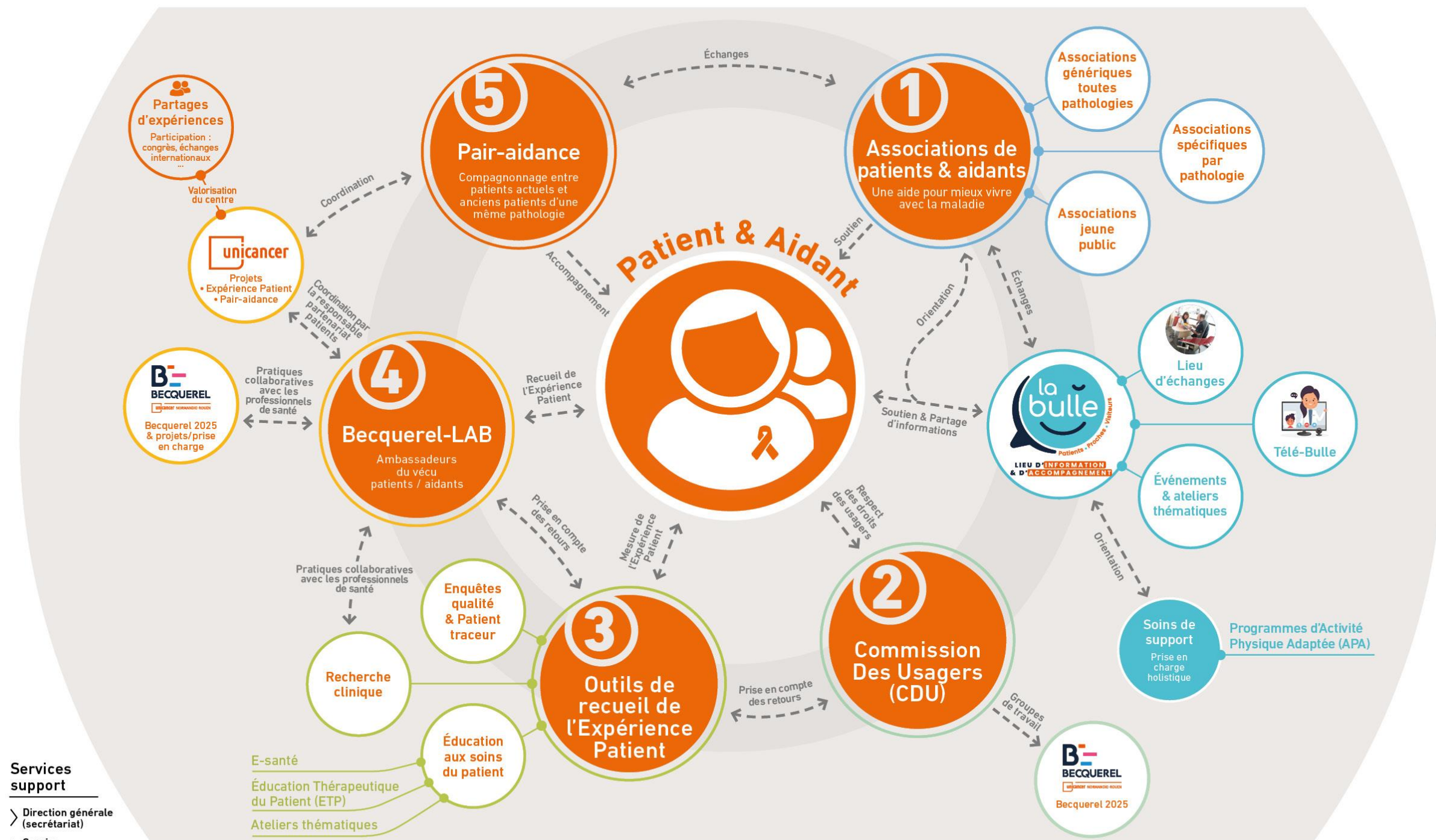
- Patient/caregiver' associations
- Users' Committee (a legal committee which aims at defending users' rights)
- All the tools and ways of collecting patient experience (research, quality surveys...)
- Patient partnership (Becquerel-Lab)
- Peer-support





# Cartographie de l'expérience patient

COORDINATION : BUREAU DE L'EXPÉRIENCE PATIENT



**Services support**

- > Direction générale (secrétariat)
- > Service qualité
- > Service communication

Membres du bureau de l'expérience patient : Artus PATY, Directeur Général Adjoint - Dr Olivier RIGAL, Oncologue médical, coordinateur du service de médecine et soins de support - Dr Nathalie CONTENTIN, Présidente de CME, hématologue, Responsable qualité  
 Elisabeth BERTRAND, Directrice des soins - Pr Mikael DAOUPHARS, Directeur de l'enseignement - Marie PARAIN, Responsable communication - Émilie DUVAL, Responsable relations usagers, Nathalie LE MOAL, Présidente de CDU  
 Hélène ADAM FIZET, Responsable des secrétariats médicaux - Emmanuelle HOCHÉ, Responsable partenariat patients - Sarah INGÉ, Cheffe de projet actions prévention - Caroline LECACHEUR, Ingénieure qualité









# THANK YOU

for your attention

**Emmanuelle HOCHE**

✉ [e-hoche@unicancer.fr](mailto:e-hoche@unicancer.fr)

📍 Unicancer / Centre Henri Becquerel