High levels of anxiety negatively affect how education is received by newly diagnosed patients with cancer by decreasing comprehension, retention, and patient satisfaction. Research has repeatedly shown that, after a careful assessment of individual needs, effective patient education delivered during the initial phase of diagnosis and treatment can improve symptoms of anxiety and fear, improve self-care decisions, decrease side effects of treatment, and enhance quality of life. The educational intervention presented in this article aims to improve the current system of providing education for newly diagnosed patients with cancer by assessing each patient and presenting an individualized information program in a controlled environment prior to chemotherapy.

More than 1.5 million people in the United States were diagnosed with cancer in 2010 (American Cancer Society, 2010). No other disease state evokes such a life-threatening reaction to immediately hinder quality of life. Receiving effective information regarding diagnosis and treatment during this stressful time period is very beneficial in reducing anxiety, regaining a sense of control, and creating realistic expectations (Hinds, Streater, & Mood, 1995; Ream & Richardson, 1996; Wells, McQuellon, Hinke, & Cruz, 1995). Appropriate educational interventions also have been noted to support patients in coping with a newly diagnosed cancer (Mueller & Glennon, 2007). Oncology nurses frequently shoulder the responsibility of educating patients about their disease and the recommended therapy, potential side effects, and other vital information (Brant & Wickman, 2004; Luker et al., 1995). Oncology nurses also should be aware of the importance of providing timely, individualized instruction to patients newly diagnosed with cancer after assessing each patient’s needs and preferences (McPherson, Higginson, & Hearn, 2001; Stephens, Osowski, Fidale, & Spagnoli, 2008). Consequently, an educational presentation tailored to each individual and delivered prior to chemotherapy may help ensure better patient satisfaction and positive outcomes.

The purpose of this quality improvement project was to enhance the current system of providing information to patients newly diagnosed with cancer and their families. The delivery of individualized content prior to chemotherapy was evaluated in a controlled learning environment to accomplish this task.

**Background**

At an outpatient oncology clinic in northern Alabama, the protocol for patients newly diagnosed with cancer was to give all information concerning treatment and side effects on the first day of chemotherapy without any assessment of individual needs or preferences. This material is protected by U.S. copyright law. Unauthorized reproduction is prohibited. To purchase quantity reprints, please e-mail reprints@ons.org or to request permission to reproduce multiple copies, please e-mail pubpermissions@ons.org.

Karen S. Mann, RN, DNP, CRNP, is a clinical director and family nurse practitioner at the Blood and Cancer Center in Florence, AL. The author takes full responsibility for the content of the article. The author did not receive honoraria for this work. The content of this article has been reviewed by independent peer reviewers to ensure that it is balanced, objective, and free from commercial bias. No financial relationships relevant to the content of this article have been disclosed by the author, independent peer reviewers, planners, or editorial staff. (Submitted April 2010. Revision submitted July 2010. Accepted for publication July 25, 2010.)

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