

## Introduction

### Welcome to eTRIO

- This program has been designed to provide you with **practical strategies** and **skills** to use when **interacting with family carers**
- It contains strategies to help you **manage challenging situations with a patient's family** - such as anger, conflict, and dominance

#### ***I'M BUSY - WHY SHOULD I DO THIS?***

- Because it's likely you have never received any formal training on how to engage with (and manage) a patient's family
- Because developing a positive working relationship with family might take a bit longer at the start, but it is likely to pay off in the long term
- Because a substantial proportion of patient complaints are actually reported by carers/relatives- many of which relate to health professional communication (such as lack of communication / information / respect)
- Because being carer to a cancer patient is hard work. Family carers need relevant information and support to properly carry out their role
- Because carers are the ones who supervise and care for your patient at home- quality patient care shouldn't stop when they leave the clinic

