

INTRODUCTION

Breast cancer is one of the most common neoplasms among women worldwide. Early detection and appropriate treatment are essential to improve clinical outcomes and patients' quality of life. The Neomama project aimed to reduce waiting times for consultations and start neoadjuvant treatment for patients with breast cancer.

METHODS

This study followed patients diagnosed with breast cancer following the ICHOM methodology (International Consortium for Health Outcomes Measurement), the project was linked to the Value Office, with the Patient Navigation Center and Outcome Center, aiming to eliminate barriers and monitor the results that matter to the patient, such as quality of life domains and symptoms throughout their care journey for a period of up to 10 years.

CONCLUSIONS

The project aims to enhance patient-centered care in a large institution in southern Brazil, aligning with the institutional strategy to improve patient experience. It views the patient as a unique individual within a social context, considering not only their phenotype but also their background and environment. The focus is on providing effective and compassionate care to ensure an excellent treatment and care journey.

RESULTS

Since 2022, the breast cancer care line has continued to provide differentiated care, with 809 patients in follow-up and 189 patients in navigation (selection made based on a scale of need), during the period from January 2023 to May 2024. 2,011 interventions were carried out with symptom management at home and/or medical referrals, and health units, avoiding visits to the emergency room. In addition through the Neomama project, it was possible to reduce consultation times by up to 70% (comparison 2022-2023) and in patients who need to start chemotherapy treatment, the waiting time was reduced by 8 days, this initiative is carried out for SUS and non-SUS patients.

