Patient Satisfaction Pain Management of Cancer

Cancer patients in Ontario’s ambulatory oncology programs report a high level of satisfaction with the relief of their cancer pain.

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<td>Patient satisfaction with pain management</td>
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What’s new this year?
These results present new 2006 patient survey data.

See table on next page.
Satisfaction with pain management - For cancer patients reporting mild to severe pain - response to the question, "Do you think staff did everything they could to control your pain or discomfort?" 2004-2006

What do the results show?

0. In 2006, the majority of patients that reported mild to severe pain responded that staff did everything that they could to control their
pain or discomfort (71%).

0. In 2006, 96% of cancer patients (increase from 95% in 2005) who reported having "mild" to "severe" pain reported that their pain was either "completely" or "somewhat controlled" by pain management measures taken by staff.

0. Clearly, cancer-related pain management strategies are effective with the majority of patients receiving ambulatory services in Ontario cancer programs.

0. The range in response by cancer centre was 59%-79% for those patients that reported that their pain or discomfort was ‘completely’ managed.

**Why is this important to patient care?**

0. Pain is one of the most common symptoms experienced, and the one most feared, by cancer patients.

0. Pain management is important measure that indicates how the cancer system in performing from the patient's perspective.

**What is being done?**

0. Ontario's cancer programs are performing well on cancer pain management - as identified by the responses to the Survey.

0. In addition, there is work under way to use a standardized symptom assessment tool in all programs. The consistent use of a standardized tool will allow clinicians to better address pain and other symptoms.

**Technical Information**

**Definition**

0. This indicator looks specifically at those patients that reported mild to severe pain within the Ambulatory Oncology Patient Satisfaction Survey.

0. Cancer causes physical deterioration, significant emotional distress and pervades every aspect of life. Satisfaction with care is an important indicator since increase in satisfaction may also translate into improved quality of life.

**Data Source**

Ambulatory Oncology Patient Satisfaction Survey, 2004, 2005 and 2006:

0. More than 60% patients in each of 2004, 2005 and 2006, who received care at 1 of 12 participating cancer centres or hospitals, responded to a mailed survey. (Only cancer centre scores are reported here.)

0. In 2006, a total of 7273 surveys were sent to patients who received cancer care within a six-month time period. The overall response rate of completed surveys was 63.1% (total returned surveys = 4512; undeliverable surveys = 121). The response rate is high indicating that
cancer patients are interested in providing feedback on their experience with care.

Included in the analysis were patients who, at the time of the survey, had received cancer services in the previous 6 months.

**Data Quality**

**Completeness**
- Palliative care patients may not be well-represented in the survey results.

**Accuracy**
- Patients may not remember all of the elements of care that occurred in the previous six months (recall bias).
  1. Data from certain cancer centres (See figures) is still being collected and will be added at a later date.