Patient Satisfaction with Outpatient Care
Cancer patients treated in outpatient units continue to report a high degree of satisfaction in most domains of care they receive, although there has not been a substantial change since 2004.

<table>
<thead>
<tr>
<th>Goal</th>
<th>As of this report</th>
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<tbody>
<tr>
<td>Patient satisfaction with outpatient care</td>
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</tbody>
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What's new this year?
These results present new data for 2006. Also new this year, data is being reported by all six domains of care.

See table on next page.
Patient Satisfaction

Average Cancer Patient Satisfaction Scores for Outpatient Care, 2004-2006

Source: Ambulatory Oncology Patient Satisfaction Survey, 2004-2006
Patient Satisfaction

Emotional Support

<table>
<thead>
<tr>
<th>Cancer Centre</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
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<tbody>
<tr>
<td>All cancer centres</td>
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<td>Windsor</td>
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<td>London (Toronto)</td>
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<td>Grand River (Kitchener, Hamilton)</td>
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<td>Niagara Health</td>
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<td>Peel</td>
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<td>Sunnybrook Hospital</td>
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<td>Royal Victoria</td>
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<td>Sault Area*</td>
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<td>Thunder Bay</td>
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Notes:
*Data not available for all years, as these are new cancer centres
**Surveys are still in the field for these programs so data may not be complete
***Surveys have just gone out for these centres so there is no data
Patient Satisfaction

Coordination and Continuity of Care

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Patient Satisfaction

Respect for Patient Preferences

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## Patient Satisfaction

### Physical Comfort

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<td>Princess Margaret Hospital</td>
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<td>Southlake (Newmarket)*</td>
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Patient Satisfaction

Information, Communication & Education

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What do the results show?

- In 2006, a very moderate increase in patient satisfaction was reported in all six domains over the previous year (Emotional Support: 57%, Coordination and Continuity of Care: 67%, Respect for Patient Preferences: 77%, Access to Care: 71%, Information, Communication, Education: 64%, Physical Comfort: 78%).

- Patients in all cancer centres rated physical comfort highest and emotional support lowest (average scores: 78/100 vs. 57/100 in 2006).  

  *Figure 1, 2, 5*

- Mean scores varied across cancer centres in all domains. In 2006, the ranges by domain were as follows (Figures 2 to 7):
  
  - Emotional Support: 51.4%-61.2%
Coordinated and continuity of care: 58.6%-71.3%
Respect for Patient Preferences: 68.7%-80.5%
Physical Comfort: 71.7%-85.4%
Information, Communication and Education: 57.1%-69.8%
Access to Care: 57.1%-81.5%

**Why is this important to patient care?**
- Patient satisfaction surveys are a well-established method for measuring patient perceptions of care.
- Routinely monitoring patient satisfaction is essential to improving care and outcomes.1

**How does Ontario compare?**
- Other provinces have collected data on patient satisfaction that is not yet available but will be ready for comparison to Ontario for next years report. Along with Ontario, other provinces are collecting patient satisfaction data through the ambulatory oncology survey: Nova Scotia, Manitoba, Saskatchewan, Alberta, and British Columbia (BC only introduced it in 2006). Based on the six provinces using the same tool, we will be able to report on how Ontario performs benchmarked with the other provinces in the next report.

**What is being done?**
- The Ambulatory Oncology Patient Satisfaction Survey has been expanding to include additional cancer centres (three additional centres added in 2006).
- The first cancer-specific patient satisfaction survey was carried out in Ontario in 2004.
- Hospitals and cancer centres routinely measure patient satisfaction so they can identify where changes need to be made to continually improve the cancer patient experience.
- Targeted improvement strategies are specific to each hospital.

**Technical Information**

**Definition**
Questions from the Ambulatory Oncology Patient Satisfaction Survey were combined to form six domains of satisfaction with the cancer care experience:
- **Emotional Support:** the extent to which patients feel they received support for their emotional needs during care (seven questions)
- **Coordination & Continuity of Care:** patients' assessments of the
ease of transitions between different providers and settings for their cancer care (10 questions)

- **Respect for Patient Preferences**: patients' assessments of how respectfully they are being (nine questions)
- **Physical Comfort**: how well providers responded to patients' comfort needs (nine questions)
- **Information, Communication, Education**: how care providers interact with patients and communicate information (seven questions)
- **Access to Care**: patients' assessment with their treatment wait time and how it was handled by staff (eight questions)

**Data Source**
Ambulatory Oncology Patient Satisfaction Survey, 2004, 2005 and 2006:

- More than 60% patients in each of 2004, 2005 and 2006, who received care at one of 12 participating cancer centres or hospitals, responded to a mailed survey. (Only cancer centre scores are reported here.)
- 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 six 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).
  - Some surveys are still in the field and thus, once collected, may
change the results shown.
• Small hospitals are excluded because of the requirement that each participating hospital achieve a minimum sample size of 230 new patients.

Notes