



Patient Experience in Radiation Oncology

Demetra Yannitsos^{1,2}, Petra Grendarova¹, Abdullah Al-Rashdan^{1,2}, Linda Watson³, Wendy Smith¹, Fiona Lochray², Jackson Wu^{1,2}, Lisa Barbera^{1,2}

University of Calgary Department of Oncology¹, Tom Baker Cancer Centre², CancerControl Alberta³, Calgary, Alberta, Canada

Background

- Understanding patient experience is essential to providing high quality person-centered care¹.

Person-centered Radiation Oncology Service Enhancement (PROSE)

- A multi-year programmatic quality improvement (QI) initiative established to improve patient experience and quality of care in the radiation oncology department at a tertiary cancer centre.
- The PROSE team includes experts in health services research, a fellow and a clinical program coordinator.
- The PROSE quality council includes, content experts, multiple stakeholders within the oncology department and patient advisors.
- This study was a part of a comprehensive baseline evaluation of patient experience for patients undergoing radiation treatment.
- This project utilized a Your Voice Matters (YVM) tool - a real-time validated outpatient oncology patient-reported experience measure (PREM) that collects data on patients' experiences with: contacting the clinic, arrival, interactions with healthcare providers, departure and overall experiences.

Purpose

- To assess the experience of patients in the radiation department and to identify gaps in patient experience that the PROSE program can target in upcoming quality improvement projects.



Person-centered Radiation
Oncology Service Enhancement



Table 1. Percent Positive Scores (%) for Initial Consultation Experiences by Tumour Group

Dimensions of Patient-Centred Care	YVM Question	Brain (n=25)	Breast (n=26)	GI (n=26)	Gyn (n=20)	H&N (n=25)	Lung (n=25)	Prostate (n=26)	Other (n=26)	Total Consultation (n=205)
Access to Care	Options available to contact clinic	62.5	40.0	50.0	20.0	0.0	33.3	20.0	33.3	32.7
	Convenient hours	71.4	87.5	82.6	90.1	72.7	68.4	87.5	77.3	79.5
	Clinic is easy to find	60.0	73.1	69.2	55.0	76.0	76.0	80.8	57.7	68.8
	Spent enough time	78.0	96.2	92.3	70.0	76.9	84.0	100.0	73.1	84.0
Information, Communication & Education	How the clinic responded	75.0	70.0	100.0	40.0	33.3	20.0	55.6	50.0	50.9
	Listened to you	88.0	92.3	84.6	85.6	88.5	72.0	88.5	84.6	85.5
	Explained things well	64.0	96.2	84.6	75.0	76.9	84.0	92.3	80.8	82.0
	Let you ask questions	98.0	100.0	88.5	95.0	84.6	88.0	100.0	88.5	92.5
Patient Preferences	Information provided	60.0	92.3	84.6	65.0	69.2	64.0	69.2	57.7	70.5
	Reception was polite	88.0	100.0	92.3	100.0	96.2	96.0	96.2	98.2	95.5
	Treat you with respect	100.0	100.0	92.3	100.0	88.5	88.0	100.0	98.2	95.5
	Involved in decisions	84.0	88.5	88.5	80.0	69.2	68.2	68.5	68.0	78.6
Physical Comfort	Wait room comfortable and clean	64.0	100.0	92.3	55.0	76.9	88.0	92.3	69.2	80.5
	Discussed symptoms	84.0	88.5	88.5	72.2	76.9	69.6	84.0	80.8	81.0
	Exam room comfortable and clean	64.0	92.3	88.5	65.0	76.9	84.0	92.3	76.9	80.5
	Emotional Support	56.5	78.3	60.0	27.8	41.7	54.5	68.3	42.3	53.8
Family & Friends	Involved friends or family	98.0	100.0	91.7	100.0	82.6	86.4	100.0	83.3	92.5
	Wait time past appointment*	36.0	76.9	42.3	10.0	26.9	52.0	30.8	23.1	38.0
	Wait time to check-in	80.0	88.5	88.5	73.7	88.8	78.9	72.0	77.8	79.8
	Wait time for appointment	48.0	73.1	65.4	31.8	50.0	56.0	53.8	57.7	55.3
Coordination of Care	Coordination of team	80.0	92.3	84.6	75.0	73.1	72.0	94.6	65.4	78.5
	Contact information provided	78.0	96.2	80.8	70.0	76.9	68.0	89.2	65.4	75.5
	Continuity & Transitions	68.0	88.8	80.0	75.0	69.2	84.0	80.0	76.0	74.2
	Next steps provided**	68.0	88.5	80.8	70.0	73.1	68.0	84.6	53.8	73.5
Colour Scale for Percent Positive Scores (%)	Clear guidelines/instructions given	68.0	88.5	80.8	70.0	73.1	68.0	84.6	53.8	73.5
	*YVM item with yes/no response. "No" is the positive response.									
	**YVM item with yes/no response. "Yes" is the positive response.									

Table 2. Percent Positive Scores (%) for Treatment Experiences by Tumour Group

Dimensions of Patient-Centred Care	YVM Question	Brain (n=25)	Breast (n=26)	GI (n=26)	Gyn (n=20)	H&N (n=25)	Lung (n=25)	Prostate (n=26)	Other (n=26)	Total Treatment (n=205)
Access to Care	Options available to contact clinic	44.4	6.0	25.0	28.6	40.0	0.0	40.0	0.0	28.5
	Convenient hours	83.3	100.0	91.7	78.0	88.0	74.1	100.0	95.5	89.7
	Clinic is easy to find	64.0	64.3	61.5	45.0	78.0	65.4	80.8	54.5	84.6
	Spent enough time	88.0	89.3	96.2	90.0	80.8	63.0	93.0	81.8	85.0
Information, Communication & Education	How the clinic responded	55.6	40.0	50.0	42.9	60.0	25.0	80.0	0.0	45.4
	Listened to you	98.0	94.4	96.2	100.0	100.0	77.8	96.2	88.4	93.5
	Explained things well	84.0	89.3	96.2	90.0	92.3	66.7	88.5	86.4	88.5
	Let you ask questions	100.0	92.9	100.0	100.0	92.3	85.2	96.2	95.5	95.0
Patient Preferences	Information provided	87.5	85.7	92.3	85.0	84.6	66.7	96.2	68.2	82.9
	Reception was polite	92.0	92.9	100.0	100.0	100.0	85.2	100.0	90.5	94.9
	Treat you with respect	96.0	98.4	96.2	100.0	96.2	81.5	96.2	90.9	93.5
	Involved in decisions	94.0	92.9	91.7	95.0	96.2	91.7	92.0	81.0	86.7
Physical Comfort	Wait room comfortable and clean	64.0	64.3	53.8	50.0	69.2	51.9	80.8	59.1	62.0
	Discussed symptoms	84.0	88.5	91.7	95.0	88.5	80.8	91.3	85.0	87.9
	Exam room comfortable and clean	88.0	89.3	92.3	75.0	76.9	70.4	92.0	90.9	84.4
	Emotional Support	61.9	68.0	66.7	58.9	71.4	42.1	75.0	64.3	62.4
Family & Friends	Involved friends or family	95.7	98.0	95.8	100.0	95.8	85.2	96.0	95.2	94.7
	Wait time past appointment*	20.0	10.7	34.6	25.0	26.9	22.2	19.2	18.2	22.0
	Wait time to check-in	75.0	92.9	68.5	85.0	73.1	73.1	92.3	100.0	84.6
	Wait time for appointment	36.0	57.1	42.3	30.0	42.3	30.8	46.2	36.4	40.7
Coordination of Care	Coordination of team	92.0	85.7	92.3	90.0	84.6	63.0	96.0	59.1	82.9
	Contact information provided	92.0	85.7	88.5	80.0	92.3	70.4	96.0	72.7	84.9
	Continuity & Transitions	100.0	92.9	100.0	100.0	96.2	82.8	96.2	95.2	96.5
	Next steps provided**	100.0	85.7	88.5	80.0	84.0	74.1	88.5	77.3	84.8
Colour Scale for Percent Positive Scores (%)	Clear guidelines/instructions given	72.0	85.7	96.2	85.0	84.0	74.1	88.5	77.3	84.8
	*YVM item with yes/no response. "No" is the positive response.									
	**YVM item with yes/no response. "Yes" is the positive response.									

Contact Information: Petra.Grendarova@albertahealthservices.ca

Tom Baker Cancer Centre, University of Calgary, 1331 29th St. NW, Calgary, Alberta T2N 4N2 Canada

AUTHOR DISCLOSURE: Financial Support through the PROSE initiative, Cadmus Fund, University of Calgary.

Methods

- Design – a real-time cross-sectional study using a YVM - a validated PREM tool with 28 core items.
- Consecutive patients were approached between May and August 2019 in the radiation department waiting areas.
- Patients completed the YVM related to their initial consultation or radiation treatment appointment.
- Percent positive scores were calculated for quantitative data as the average number of positive responses for each item.
- A content analysis was completed by two reviewers for open-text responses.
- Results were organized by dimensions of care.

Results

- Patient experience was more positive during treatment compared to consultations (Tables 1, 2).
- Most positive experiences include:
 - Patient's feel respected
 - Reception being polite
 - Inclusion of friends/family
- Least positive experiences (gaps) include:
 - Contacting the clinic
 - Emotional support
 - Wait times
- Lung patients had the least positive treatment experiences compared to all other tumour groups.
- Gynecology patients reported poorer physical comfort, especially during consultations.
- The content analysis revealed access to care, including parking and transportation, were the most common issues.

Conclusions

- Gaps in patient experience were evident across appointment types and tumour groups.
- This study indicates target areas for QI work aimed at improving patient experience.

References

- CIHI: Patient experience <https://www.cihi.ca/en/patient-experience>, accessed on May 2, 2019