

# Variability of Patient-Reported Experience between Different Tumour Groups Based on the Ambulatory Oncology Patient Satisfaction Survey

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## Background

- This study was a part of a comprehensive baseline evaluation of patient experience at the radiation oncology department of a tertiary cancer centre.

### Patient-reported experience

- an important measure of health care quality
- associated with improved treatment adherence and reduced costs
- The Ambulatory Oncology Patient Satisfaction Survey (AOPSS) - Pan-Canadian measure of patient-reported experience<sup>1</sup>.

### (PROSE)- Person-centered Radiation Oncology Service Enhancement

- multi-year programmatic initiative aiming to identify gaps in patient experience and target these in upcoming quality improvement projects
- includes clinicians with expertise in health services research, a fellow and a research assistant, with PROSE council consisting of experts and stakeholders in the oncology department and patients' advisors.

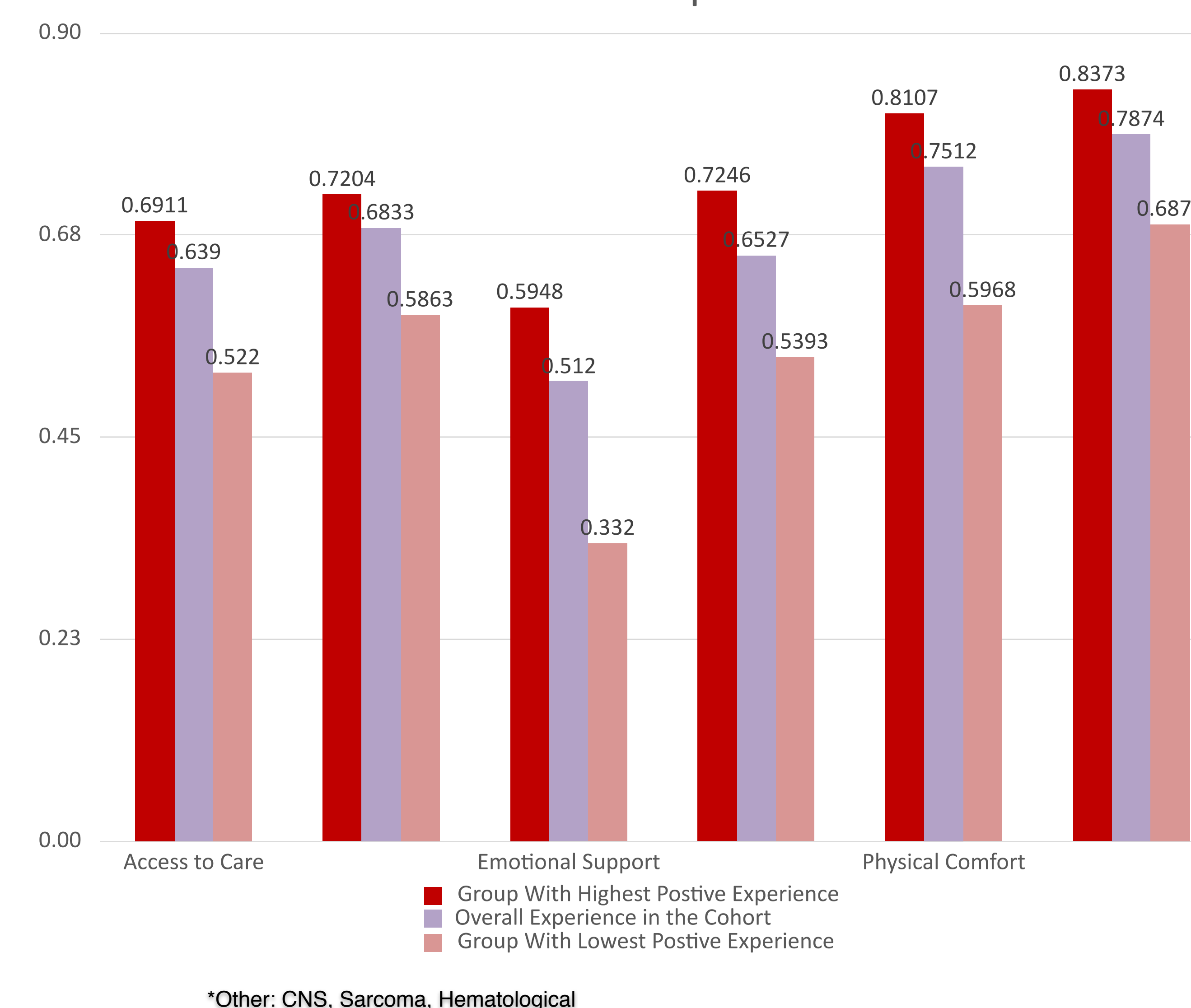
## Purpose

- to assess experience of patients receiving radiation therapy at the tertiary Cancer Centre
- to understand differences in dimensions of experience across tumor groups based on the responses to the AOPSS

Table 1: Eligible Responders to AOPSS by Tumour Group

Cancer Site	Number/Percentage of Respondents
Breast	72 (32.7%)
Genitourinary (GU)	38 (17.3%)
Other*	28 (12.7%)
Intrathoracic (Lung)	26 (11.9%)
Gastrointestinal (GI)	25 (11.4%)
Gynecological (Gyne)	16 (7.2%)
Head and Neck (H&N)	15 (6.8%)

Figure 1: Variation of Positive Experience by Tumour Groups



## Methods

- AOPSS - validated 96-question survey measuring six dimensions of experience.
- The survey was distributed in 2019 to patients who were receiving or had received ambulatory cancer care in the past 6 months across the province.
- This analysis was limited to patients who indicated they had received radiotherapy at the index tertiary cancer centre
- Dimension scores calculated per the standard method of the National Research Corporation as the average percentage of positive responses for questions in each dimension.
- Descriptive analysis with the focus on dimension score differences among the tumor groups.

## Results

- 220 patients met the inclusion criteria (Table 1).
- 112(51%) were older than 65 years of age
- 128 (58%) were females
- 165 (75%) diagnosed within the past 18 months
- 143 (65%) intent of treatment was curative, while 62 (28%) was palliative
- Breast and GU tumor groups reported the highest scores across all dimensions of care, while GI tumor group reported the lowest scores (Figure 1).

## Conclusions

- Patient-reported experience was variable among tumor groups.
- Overall, more positive experiences were reported consistently in some tumor sites (breast, GU) which likely have better access to resources.
- The results differed from the baseline patient experience as measured by the real-time Your Voice Matters (YVM) questionnaire (CARO 2020 Abstract #178)

## References

1. CPAC: Patient experience <https://www.systemperformance.ca/cancer-control-domain/person-centred-perspective/patient-satisfaction>