Patient Satisfaction Data
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Ambulatory Oncology Patient Satisfaction Survey (AOPSS)

- 1st RCN project as a network

- The AOPSS is a standardized instrument from NRC Picker (83-item survey) to assess the overall cancer patient experience

- It is used in multiple provinces in Canada and in the US

- The survey items are mapped among 6 dimensions covering different facets of care
  - Emotional support
  - Coordination and continuity of care
  - Respect for their preferences
  - Physical comfort
  - Information, communication and education
  - How well they were able to access their care
AOPSS - Methodology

• Surveys are mailed to a randomly selected group of patients who received a treatment in one of the RCN hospital

• Sampled over 2000 patients across the RCN institutions, with an average of 44.3% response rate

• Institutions are receiving their results 4 times a year and a compilation of data on an annual basis. Results of the institutions can be compared to the network’s results and to the Canadian average
AOPSS General Results - 2014

Access to Care: 67% (Canadian), 55% (RCN)
Coord & Cont of Care: 68% (Canadian), 66% (RCN)
Emotional Support: 53% (Canadian), 52% (RCN)
Info, Comm and Education: 65% (Canadian), 62% (RCN)
Physical Comfort: 73% (Canadian), 76% (RCN)
Respect for Patient Pref's: 80% (Canadian), 76% (RCN)
AOPSS – Our best results as a network

- OP knew enough about therapy: RCN 85.10% (85%) vs. Canadian 85%
- Treated with dignity and respect: RCN 92.40% (93.30%) vs. Canadian 93.30%
- Family involved in care: RCN 93.30% (94.60%) vs. Canadian 94.60%
- Would recommend providers at hospital: RCN 91.80% (90.70%) vs. Canadian 90.70%
- Rate OP care: RCN 98.10% (97.90%) vs. Canadian 97.90%
AOPSS Specific Results – Areas for improvement

- Wait longer than expected for OP chemo
- Enough info re: relationship changes
- Enough info on emotional changes
- Wait for consultation appt. explained
- Enough info on sexual activity changes

RCN Average vs Canadian Average
AOPSS-driven projects

Emotional support
- Improving Patient Experience and Health Outcomes Collaborative (IPEHOC)
- Finding Common Ground

Access to care
- Reducing chemotherapy wait times
- Implementing self-check-in system
- Improving the experience in the chemotherapy waiting room

Information, education and communication
- Continuum of information regarding radiotherapy treatment and its effects
Patient Experience

As per the Canadian Partnership Against Cancer, patient experience refers to:

“The sum of an individual’s perception, expectations and interactions related to their health and care throughout their cancer journey”
Thank you!