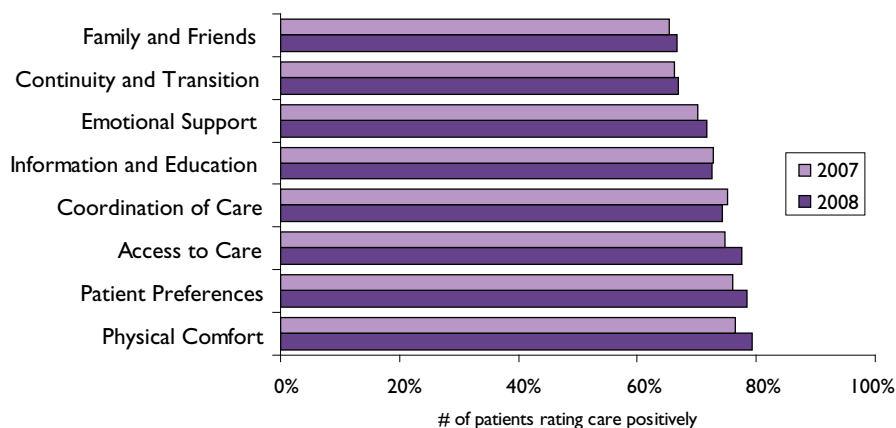


NSW Cancer Patient Satisfaction Survey

Overview

- In 2007, the Cancer Institute NSW, in collaboration with NSW Health, undertook the inaugural statewide cancer patient survey to better understand patient experiences with cancer services and address unmet needs. The survey, developed by NRC+Picker, measured patient satisfaction across eight dimensions of care (see Figure 1).
- In 2008, the Cancer Institute NSW repeated the survey. About 8,500 surveys were mailed and 587 cancer inpatients and 3780 cancer outpatients participated (response rate of 53.2%).
- The survey was administered again in 2009.

Figure 1 Dimensions of care – cancer inpatients



- Similar areas of strong performance were identified in 2008 and 2007 with ratings significantly improving for five questions, three of which related to nurses in 2008 (Table 1).

Results – cancer inpatients

- Care satisfaction was high in 2008 with 92.9 per cent of cancer inpatients reporting good, very good or excellent care. A total of 69.4 per cent of cancer inpatients would definitely recommend the hospital to their family and friends. These results were similar in 2007.
- Performance across the dimensions of care was comparable in 2008 and 2007 (Figure 1).

Table 1 2008 areas of strong performance - cancer inpatients

Question	2008 positive score	Identified in 2007	2007 positive score
Patients rated how well doctors and nurses worked together as good, very good or excellent	91.6%	Yes	90.4%
Staff treated patients with dignity and respect	84.8%	Yes	82.7%
Patients rated the availability of nurses as good, very good or excellent	85.6%*	Yes	79.7%
Patients rated the courtesy of nurses as good, very good or excellent	94.8%*	Yes	92.2%
Staff did everything to control pain	78.1%*	No	73.9%
Patients had confidence and trust in nurses	79.6%*	No	73.8%
Patients had confidence and trust in doctors	84.9%	No	86.8%
Patients rated the availability of doctors as good, very good or excellent	87.2%*	No	84.7%

* denotes that the 2008 result is statistically significantly different from the 2007 result.

- Of the seven 2008 areas for improvement four were reported in 2007 (Table 2). Performance on measures classified as areas for improvement in 2007 and 2008 was similar, with the exception of 'nurses responded quickly to call button' which statistically significantly improved from 50.1 per cent in 2007 to 54.8 per cent in 2008.

Table 2 2008 areas for improvement – cancer inpatients

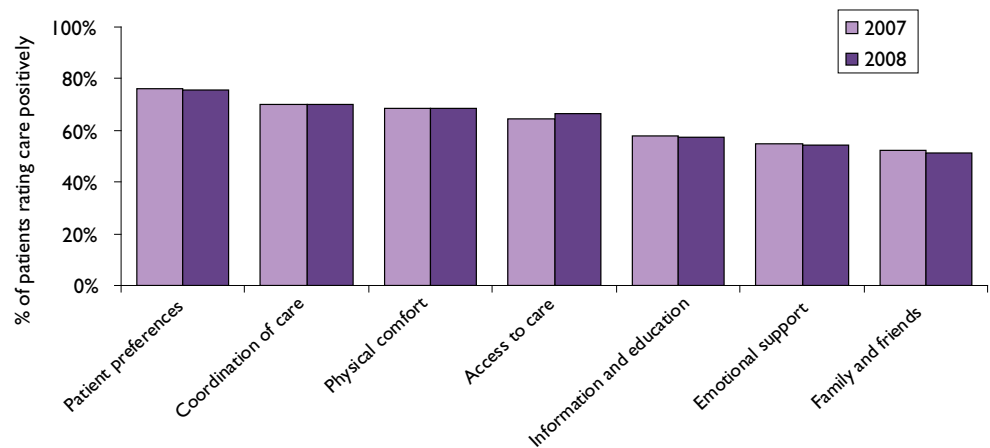
Question	2008 positive score	Identified in 2007	2007 positive score
It was easy finding someone to talk regarding concerns	63.6%	Yes	61.1%
Nurses discussed anxieties and fears	54.3%	Yes	54.0%
Nurses responded quickly to call button	54.8%*	Yes	50.1%
Care provider understood condition completely	72.0%	Yes	73.0%
Family was given information to help recovery	66.7%	No	65.3%
Staff explained the reason for delay in going to room/ward	67.0%	No	68.3%
Care received in the emergency department was very organised	71.9%*	No	77.2%

*denotes that the 2008 result is statistically significantly different from the 2007 result

Results – cancer outpatients

- Care satisfaction was high in 2008 with 97.4 per cent of cancer outpatients reporting good, very good or excellent care. A total of 81.6 per cent of cancer outpatients would definitely recommend the hospital to their family and friends. These results were similar in 2007.
- In both 2007 and 2008 the best performing dimensions were Respect for Patient Preferences and Coordination of Care while the worst were Information and Education, Emotional Support and Family and Friends (Figure 2).

Figure 2 Dimensions of care – cancer outpatients



- Five areas of strong performance were identified in 2008 of which four were reported in 2007. Positive score ratings across the two years were comparable (Table 3).

Table 3 2008 areas of strong performance – cancer outpatients

Question	2008 positive score	Identified in 2007	2007 positive score
Patients received the services they needed in past 6 months	76.2%	Yes	75.5%
Staff did everything to treat the cancer	83.5%	Yes	83.2%
Patients trusted staff with confidential information	80.5%	Yes	80.6%
Patients were treated with dignity and respect	86.8%	Yes	86.3%
Staff did everything to help with chemotherapy side effects	78.0%	No	77.1%

- Areas for improvement in 2008 and 2007 were similar, as were the positive score ratings across the two years (Table 4).

Table 4 2008 areas for improvement – cancer outpatients

Question	2008 positive score	Identified in 2007	2007 positive score
Staff went out of way to help	56.8%	Yes	57.1%
Patients received enough information on their rights/responsibilities	65.5%	Yes	67.3%
Staff did everything to control pain/discomfort	70.6%	Yes	71.1%
Staff told patients how to manage chemotherapy side effects	73.4%	No	75.0%

- Benchmarking with Canada was possible for six questions. NSW cancer outpatients rated the following items more positively than Canadians: a) knowing the next step in care; b) knowing who to go to with questions; c) never being given confusing or contradictory information; and d) waiting times for chemotherapy treatments. For NSW cancer outpatients, the expected waiting time from the scheduled appointment for radiation treatment was rated lower than the Canadian benchmark, as was help provided to determine how to pay for additional costs.

Conclusions

- In general, cancer patients are highly satisfied with the treatment they receive.
- There is a clear need for improved emotional support for both cancer inpatients and outpatients.
- Patients and their families need to be more actively engaged in the information and education provision process to enhance their understanding and to ensure that the right information is provided at the right time.

- In addition to AHSs' responses to their survey results the Cancer Institute NSW is developing a program aimed to address unmet needs related to the dimensions of care that received low positive score ratings or were identified as areas for improvement.

Further information

An electronic copy of the 2008 NSW Cancer Patient Satisfaction Report can be obtained from the Cancer Institute's website:
www.cancerinstitute.org.au/publications