

Unit of Patient-Perceived Quality

**Cancer patients' experiences of the overall treatment process - a Danish national survey**




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**National surveys in Denmark**

- Recurring national surveys conducted since 2000 - both inpatients and outpatients
- The first survey exclusively on experiences of cancer patients was conducted in 2008 (Ministry of Health and Prevention)




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**Objective**

To evaluate Danish cancer patients' experiences of the overall treatment process in the health care system

- Compare experiences between five regions and nine diagnoses



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**Designing the survey**

- Covering the overall treatment process
- Both inpatients and outpatients
- Contact with a public or private hospital during a six month period
- Diagnosis: lung-, breast-, prostate-, head/neck-, colon-, rectum-, ovary-, uterus- and collum cancer

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**Developing the questionnaire**

- Based on five user-panels – identifying the most important factors in a treatment process
- Knowledge of professional environments and existing national surveys
- Questionnaire validated though 18 cognitive interviews with cancer patients

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**Data material**

- Postal questionnaire – 45 questions and two open boxes (waiting time and other comments)
- Reminder after 14 days
- Response rate 68 percent (12.716 patients)

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### Best-rated areas

- Behaviour of hospital staff (95-98 % positive)
  - respectful communication
  - staff showing understanding and attentiveness to the patients' needs
- Skills of hospital staff (96-99 % positive)
  - confidence in the professional skills
  - receiving the best possible treatment (medical treatment/chemotherapy, radiation therapy and surgery)

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### Primary target areas

- Efforts and skills of the general practitioners
- Inter-sectorial cooperation
- Information
- Rehabilitation
- Follow-up plan

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### Efforts and skills of the general practitioners

- 8 % no confidence in the professional skills of the general practitioner
- 12 % negative rating of the overall performance of the general practitioner

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### Inter-sectorial cooperation

- 19 % negative rating of the collaboration between the hospital and the local home care/home nursing
- 16 % negative rating of the level of information given to the general practitioner by the hospital

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*I think it is a large problem that you no longer can contact the hospital after discharge but are referred to the general practitioner. I experienced severe pain starting a month after discharge and my own doctor could not help me. In this situation it would be nice to talk with a specialist at the hospital.*

*(Patient with colon cancer)*

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### Information

- Not sufficient information on late consequences (31 %)
- Not sufficient information on side effects (16 %)



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