



Réseau de
cancérologie
Rossey

Rossey
Cancer
Network

Patient Satisfaction Data

Manon Allard



Centre universitaire
de santé McGill



McGill University
Health Centre



Hôpital général juif
Jewish General Hospital



Centre hospitalier de St. Mary
St. Mary's Hospital Center

Ambulatory Oncology Patient Satisfaction Survey (AOPSS)

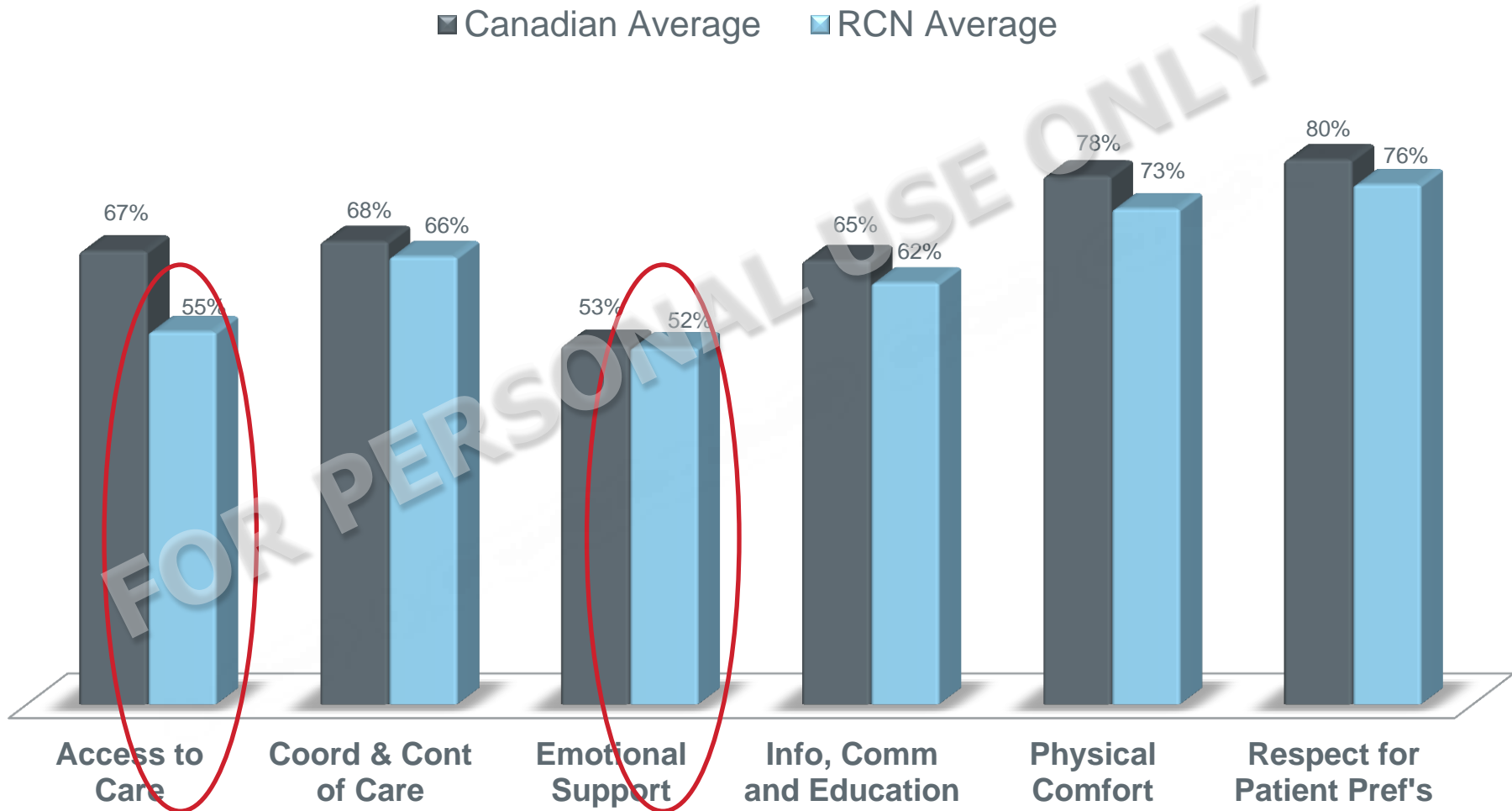
- 1st RCN project as a network
- The AOPSS is a standardized instrument from NRC Picker (83-item survey) to assess the overall cancer patient experience
- It is used in multiple provinces in Canada and in the US
- The survey items are mapped among 6 dimensions covering different facets of care
 - Emotional 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

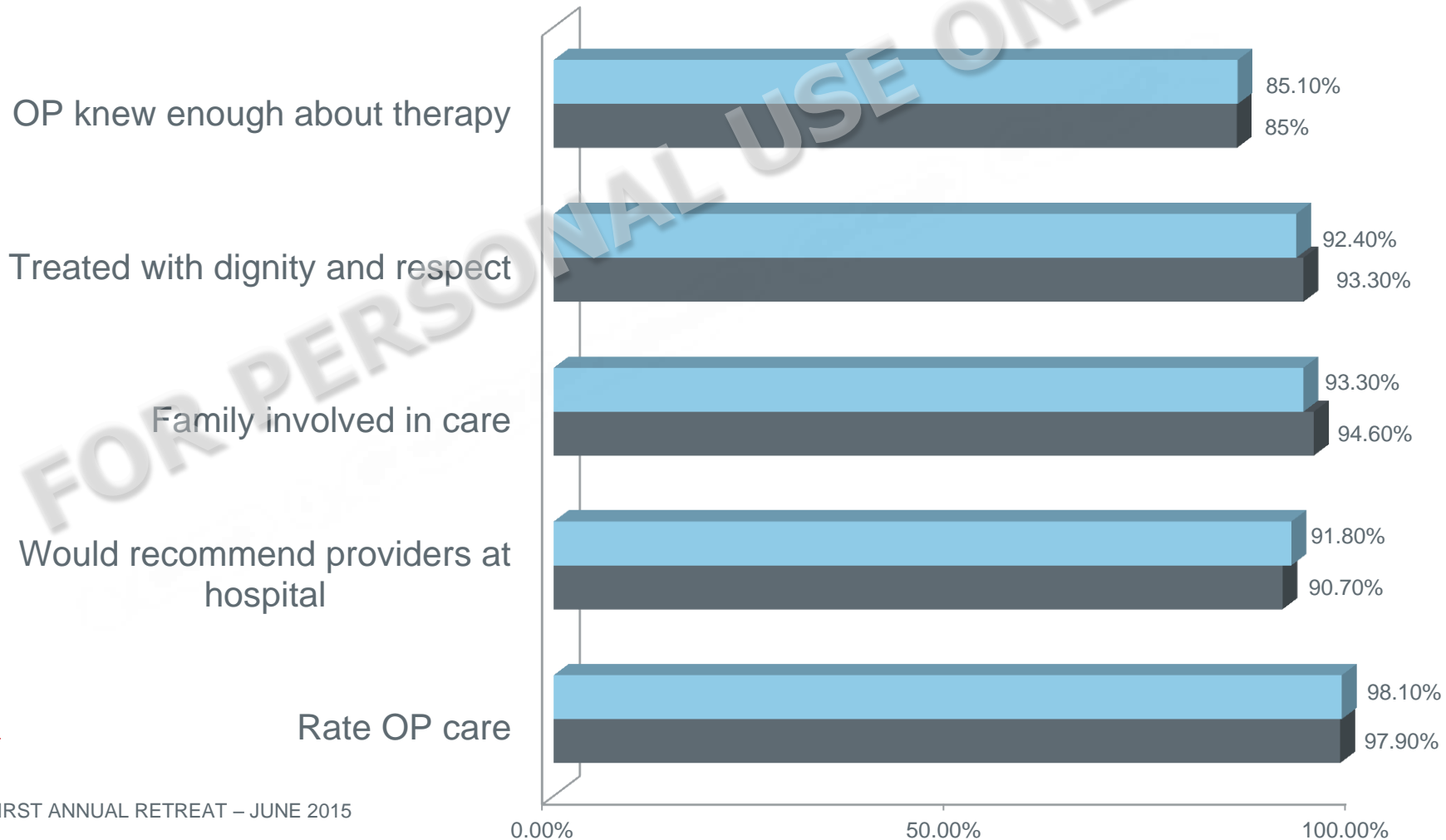


AOPSS General Results - 2014



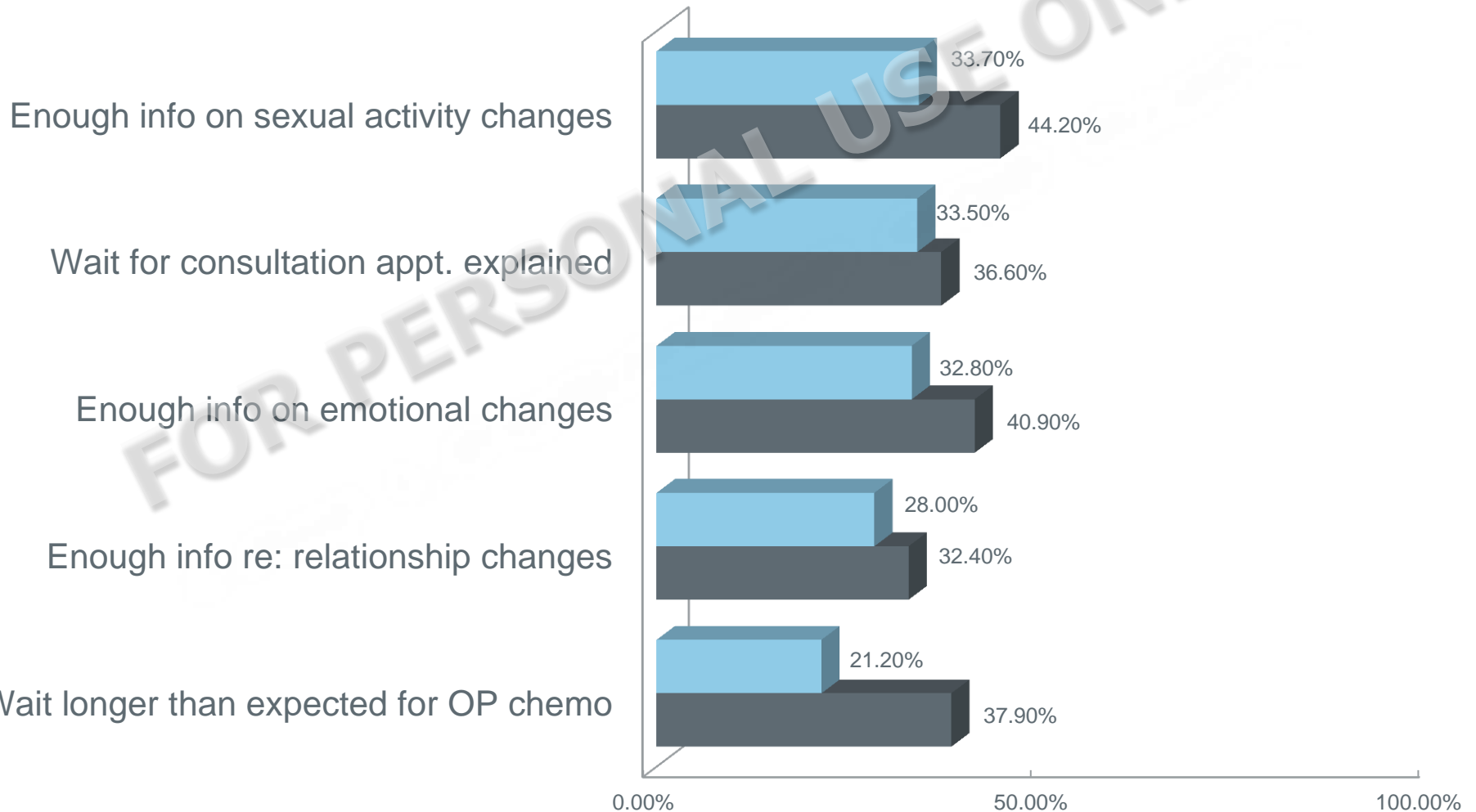
AOPSS – Our best results as a network

■ RCN Average ■ Canadian Average



AOPSS Specific Results – Areas for improvement

■ RCN Average ■ Canadian Average



AOPSS-driven projects

Emotional support



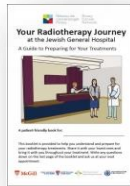
- Improving Patient Experience and Health Outcomes Collaborative (IPEHOC)
- Finding Common Ground

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”

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Thank you !



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