Head and Neck Survivorship Clinic
Follow-up Patient Satisfaction Survey
Abstract

December 1, 2011
Final
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Follow-up Patient Satisfaction Survey
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Institutional Research
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Abstract

The MD Anderson Cancer Center Head and Neck Survivorship Clinic conducted a follow-up patient satisfaction survey in early 2011 to determine the level of satisfaction with the multidisciplinary care and information patients received from the Survivorship Program. The results of this follow-up survey will be compared with the baseline survey which was conducted in the second half of 2009 with patients who were not in the Survivorship Program. There were 32 responses to the follow-up survey. The results of the survey will be used to increase the survivorship clinic’s effectiveness in providing patient care.

The majority of respondents either strongly agreed or agreed that the main reason for their visit was addressed to their satisfaction (96.3%), that they received as much information about their condition and treatment as they wanted from their health care provider (96.6%), and that they spent as much time with their health care team as they wanted (100.0%).

Approximately 67.8% of the respondents either strongly agreed or agreed that the staff did everything they could to manage their emotional distress, while 28.6% of the respondents indicated the question was not applicable to them. When the not applicable and don’t know responses were removed from the analysis, 95.0% of the respondents either strongly agreed or agreed that the staff did everything they could to manage their emotional distress, compared to 86.2% on the baseline survey.

For seventeen of the twenty (85.0%) topics listed on the follow-up survey, over 30% of the respondents indicated that they did not want information about it, compared to for sixteen of the twenty (80.0%) topics listed on the baseline survey.

For eighteen of twenty (90.0%) of the topics listed on the follow-up survey when the did not want information responses were removed from the analysis, over 80% of the respondents were either very satisfied or satisfied with the information they received, compared to all twenty (100.0%) of the topics on the baseline survey.

Comparing the very satisfied or satisfied percents for the twenty topics after removing the did not want information responses from the analysis, six topics differed by 10% or more from the baseline survey to the follow-up survey:

**Topics Where the Satisfaction Increased on the Follow-up Survey**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Baseline</th>
<th>Follow-up</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Body image</td>
<td>87.5%</td>
<td>100.0%</td>
<td>12.5%</td>
</tr>
<tr>
<td>b. Bone health</td>
<td>88.0%</td>
<td>100.0%</td>
<td>12.0%</td>
</tr>
<tr>
<td>c. Cancer education and recurrences</td>
<td>89.7%</td>
<td>100.0%</td>
<td>10.3%</td>
</tr>
<tr>
<td>q. Substance abuse</td>
<td>82.4%</td>
<td>93.3%</td>
<td>10.9%</td>
</tr>
</tbody>
</table>

**Topics Where the Satisfaction Decreased on the Follow-up Survey**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Baseline</th>
<th>Follow-up</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>m. Pain</td>
<td>100.0%</td>
<td>77.8%</td>
<td>-22.2%</td>
</tr>
<tr>
<td>o. Relationship health</td>
<td>88.8%</td>
<td>78.6%</td>
<td>-10.2%</td>
</tr>
</tbody>
</table>

The results of the follow-up survey were favorable for the Head and Neck Center since more than 90% of patients in the Survivorship Program agreed that their main reason for visiting the clinic was addressed to their satisfaction, they received as much information about their condition and treatment as
they wanted from their health care provider, and they spent as much time with their health care team as they wanted, and felt the staff did everything they could to manage the patient’s emotional distress. In addition, the majority of respondents were satisfied with the information they received on the various topics listed on the survey.

However, we recommend that the Head and Neck Survivorship Clinic monitor the satisfaction of pain and relationship health.

We recommend that the head and neck patient satisfaction survey be repeated annually to ensure that the Head and Neck Survivorship Clinic routinely assess the effectiveness of the Head and Neck Survivorship Program.