Breast Survivorship Clinic
Follow-up Patient Satisfaction Survey
Abstract

November 14, 2011
Final
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Follow-up Patient Satisfaction Survey
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Submitted by:

Marilyn J. Greer, Ph.D.
Glenda Redworth, M.S.

Institutional Research
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Abstract  

The MD Anderson Cancer Center Breast 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 88 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.  

When the not applicable and don’t know responses were removed from the analysis, the majority of respondents either strongly agreed or agreed that the main reason for their visit was addressed to their satisfaction (98.8%), that they received as much information about their condition and treatment as they wanted from their health care provider (100.0%), and that they spent as much time with their health care team as they wanted (97.6%).  

Approximately 43.1% of the respondents either strongly agreed or agreed that the staff did everything they could to manage their emotional distress, while 55.6% 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, 100.0% of the respondents either strongly agreed or agreed that the staff did everything they could to manage their emotional distress, compared to 98.0% on the baseline survey.  

For sixteen of the nineteen (84.2%) topics listed on the follow-up survey, over 70% of the respondents indicated that they did not request information about it. On the baseline survey there were also sixteen of the nineteen (84.2%) topics over 70%.  

For all nineteen (100.0%) of the topics listed on the follow-up survey when the did not request information and don’t know responses were removed from the analysis, over 80% of the respondents were either very satisfied or satisfied with the information they received. On the baseline survey there were also all nineteen (100.0%) of the topics over 80%.  

Comparing the very satisfied or satisfied percents for the nineteen topics after removing the did not request information and don’t know responses from the analysis, three topics differed by 10% or more from the baseline survey to the follow-up survey:

<table>
<thead>
<tr>
<th>Topics Where the Satisfaction Increased on the Follow-up Survey</th>
<th>Baseline</th>
<th>Follow-up</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>n. Sexuality counseling</td>
<td>85.7%</td>
<td>100.0%</td>
<td>14.3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Topics where the Satisfaction Decreased on the Follow-up Survey</th>
<th>Baseline</th>
<th>Follow-up</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>f. Fatigue</td>
<td>100.0%</td>
<td>83.4%</td>
<td>-16.6%</td>
</tr>
<tr>
<td>g. Heart health</td>
<td>100.0%</td>
<td>87.5%</td>
<td>-12.5%</td>
</tr>
</tbody>
</table>

The results of the follow-up survey were favorable for the Breast 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, that they received as much information about their condition and treatment as they wanted from their health care provider, and that 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 Breast Survivorship Clinic monitor the patient satisfaction with the information about fatigue and heart health. We also recommend that the breast patient satisfaction survey be repeated annually to ensure that the Breast Survivorship Clinic routinely assesses the effectiveness of the Breast Survivorship Program.