

INTRODUCTION

Collecting patients' experiences with care provision is essential to evaluate and improve the quality and safety of care. In Switzerland, we lack patient experience data regarding cancer care, despite advocacy for specific surveys to account for the complex treatment pathways.

OBJECTIVES

To conduct a patient experience survey (SCAPE) in the French-speaking part of Switzerland to provide evidence on the perceived quality of cancer care throughout the cancer care pathway, from diagnosis to follow-up.

METHODS

Design: cross-sectional multicenter survey between October 2018 and March 2019

Population and setting: cancer patients diagnosed with the six most frequent cancers (breast, prostate, lung, colorectal, hematologic, skin) in 4 large hospitals in Romandy



Primary measures: positive experience scores, computed for 46 evaluative questions on care experiences collected with a self-administered questionnaire (Q)

Analyses: Descriptive analyses

FUNDING

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MAIN FINDINGS & CONCLUSIONS

Patients rated their overall care fairly high.

However, our study highlighted areas where experiences of cancer care in French-speaking Switzerland can be improved:

- Information provision and social support at diagnosis;
- Practical advice and support on (long-term) side-effects;
- Home care and support from health & social services, during and after treatment; and
- Information on financial help.

These results have driven local improvement initiatives at the participating hospitals, which were communicated to the study participants.



RESULTS

Response rate 43.7% (3121 / 7145 Q completed)

Characteristics of participants (n=2755)

Women		61.0%
Age	mean (SD)	63.9 (12.8)
Time since diagnosis	<1 year	27.7%
	1-5 years	47.8%
	> 5 years	24.5%
Type of cancer	Breast	40.1%
	Hematologic	15.9%
	Lung	15.0%
	Colorectal	10.5%
	Prostate	8.6%
	Melanoma	5.2%
	≥2 eligible cancers	4.7%

Overall rating of care

on a 0-10 scale, mean (SD): **8.5** (1.4)

Most positive experience scores ≥80%

- Waiting time before appointments and diagnostic tests
- Diagnostic tests: information before & explanations after
- Clinical nurse specialist
- Inpatient care: confidence and trust, respect and dignity, pain control

Least positive experience scores <60%

- Written information about cancer at diagnosis
- Told they could bring a family member or friend at diagnosis
- Practical advice and support on side-effects
- Information on long-term side-effects
- Home care and support from health & social services
- Information on financial help