

Quality of care in Quebec's oncology outpatient clinics: a comparison of patients' and professionals' evaluations

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CAHSPR 2013, Vancouver

ACKNOWLEDGEMENTS

- Canadian Cancer Society Research Institute
- Ministry of Health and Social Services of Quebec

INTRODUCTION

- Quality of care at the heart of national cancer programs
- Generally recommended to take into account patients' and professionals' perspectives
- Lack of comparative studies in oncology

STUDY QUESTIONS

- Which aspects of the quality of care are evaluated most positively or negatively by cancer patients and professionals?
- On what aspects do patients and professionals evaluations differ, and where are they similar?

METHODS (1)

- Surveys of cancer patients and professionals in 2011
- 15% of Quebec's oncology outpatient clinics (n=9)
- 1379 patients (Response rate: 80%)
 - ≥18 years
 - > 1 visit in past year
- 155 professionals (Response rate: 67%)
 - work at the clinic on regular basis for ≥ 3 months

METHODS (2)

- Instruments

	Items
WHO's responsiveness	
Timeliness (TIM)	4
Communication (COM)	5
Pt-Centered Care (PCC)	5
Qual. Phys. Envir. (QPE)	5
Continuity (CONT)	9
Total	28

- Data analysis

- Comparisons of subscale mean scores by type of professionals: Kruskal-Wallis chi-square test
- Comparisons of mean patient's and professionals' score for each item and subscale: mixed model analysis

Table 1. Patients' characteristics (n=1379)

Characteristics	%
Gender	
Female	62
Age in years	
Mean (SD) 61(11.7)	
Cancer type	
Breast, colorectal, broncho pulmonary	62
Hematopoietic	14
Other	22
Time since diagnosis	
< 1 year	56
1- 3 years	27
≥ 3 years	17

Table 2. Professionals' characteristics (n=155)

Characteristics	%
Gender	
Female	82
Age in years	
Mean (SD)	45(10.5)
Type of profession	
Nurse	57
Physician	20
Other	23
Experience (years) in oncology	
<3	23
3- 9	43
≥10	34

Figure 1. Patients' and professionals' mean subscale scores of quality of care

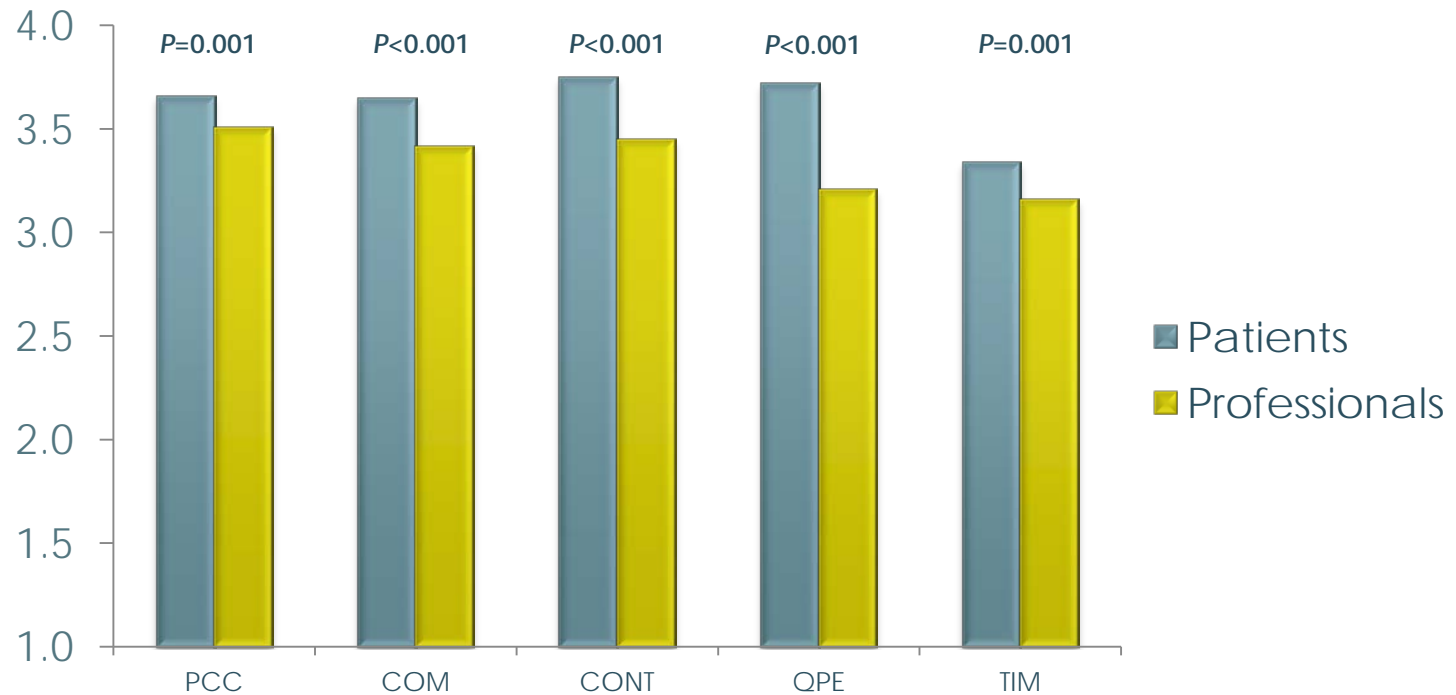


Figure 2. Patients' and professionals' mean item scores for Timeliness of services

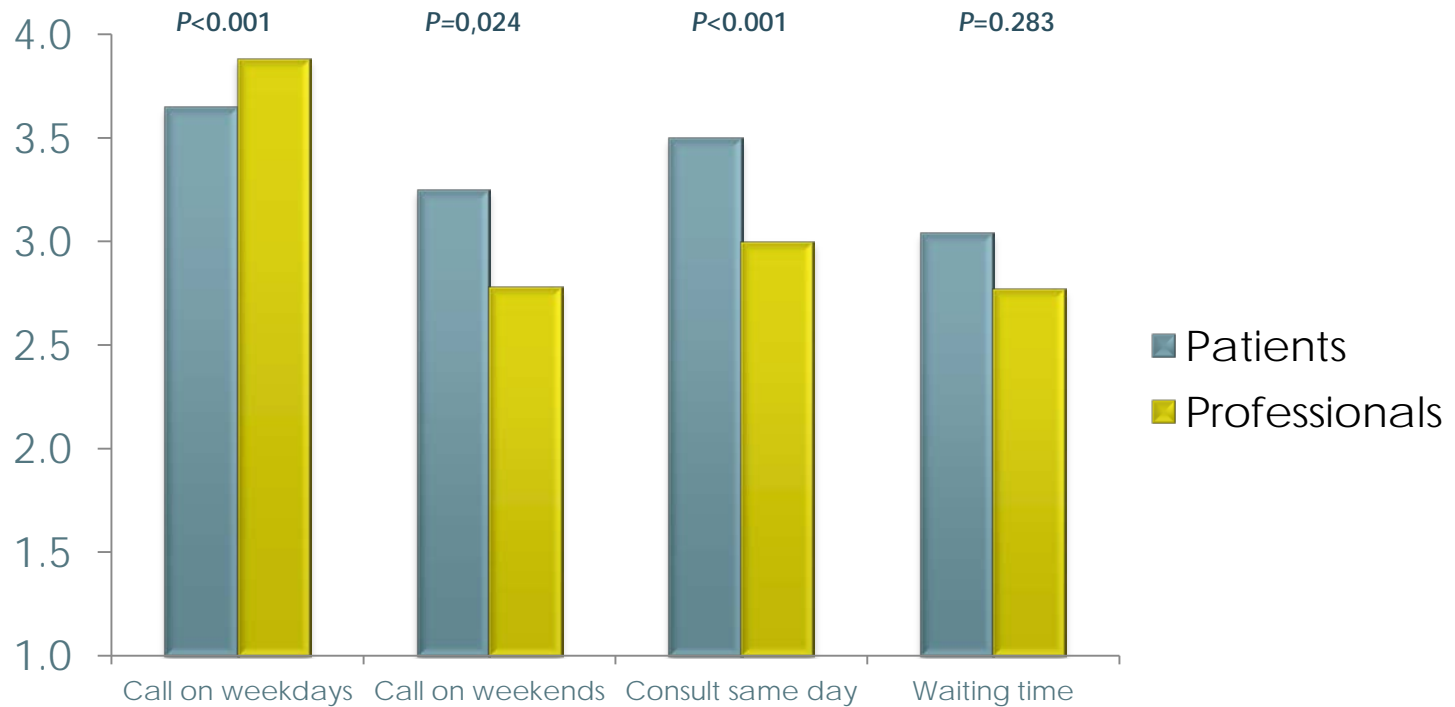
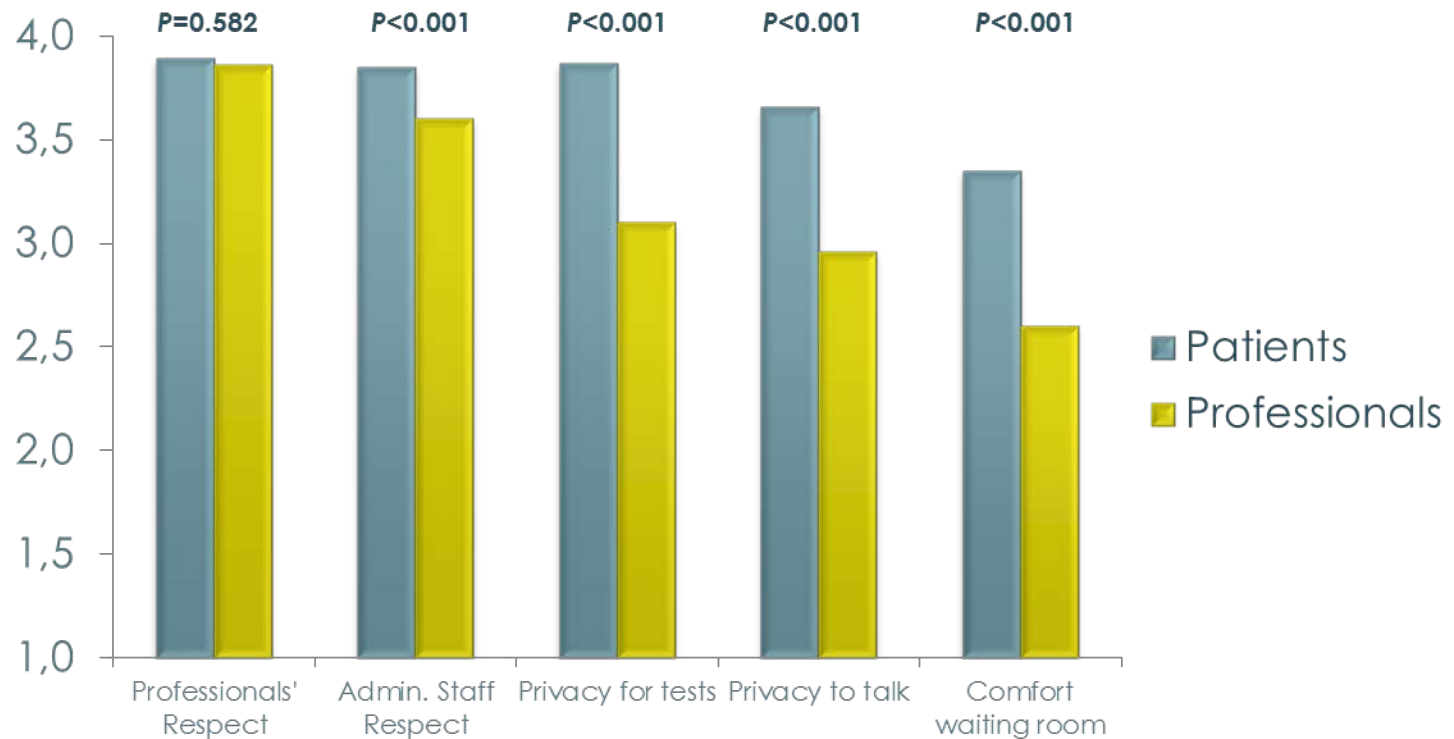


Figure 3. Patients and professionals' mean item scores for the Quality of the Physical Environment



DISCUSSION

- Strengths

- Both perspectives of quality of oncology services
- Assessment of several quality dimensions
- Use of valid and adapted instruments to oncology
- Analysis approach used

- Weaknesses

- Results from professionals: less generalizable
- Patients' recruitment in favor of higher scores

CONCLUSION

- Overall, positive perceptions of quality for patients and professionals
- Both groups share relatively common views
- Professionals tend to be more critical than patients