Measuring Patient Satisfaction in Multidisciplinary Cancer Centers: Optimize Use of Results to Effect Change and Improve Processes

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BACKGROUND
Jefferson’s Kimmel Cancer Center’s multidisciplinary centers were established in 1994. The centers are a collaborative effort among radiation oncologists, medical oncologists, surgeons, and other specialists involved in leading-edge cancer treatments. The multidisciplinary center sees patients on the following days:

- Monday: Brain and Metastatic Uveal Melanoma
- Tuesday: Thoracic/Aerodigestive and Senior Adult Oncology
- Wednesday: Genitourinary and Liver
- Thursday: Small Renal Mass
- Friday: Senior Adult Oncology

INTRODUCTION
The multidisciplinary approach requires a coordinated effort among all clinicians in order to provide efficient, patient-centric care. Coordination can be challenging due to fixed exam room capacity, and the need for accurate comprehensive pre-visit preparation. Previous methods for collecting patient satisfaction data had been unsuccessful.

METHODS

- Surveys mailed to “NEW” patients
- Surveys numbered and tracked within an excel spreadsheet in order to identify which disease group about which patients were commenting
- Patient phone calls monitored to ensure clear explanation of visit was explained
- Areas needed for improvement identified

RESULTS

- Revised welcome packet, discharge process established
- Simplified the H&P form: one standardized form to be used by all specialties
- One resident completes H&P and reports out to entire team of physicians
- Quarterly business meetings held with key stakeholders to discuss survey results

PATIENT COMMENTS

- “Wait time between doctors could be improved”
- “The welcome packet was a huge help”
- “Well over 2 hour wait”
- “Too many trainees”
- “Questions asked were repeated”
- “I would certainly recommend this center to others”

Outcomes

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PROJECT OBJECTIVES

- Develop and deploy patient satisfaction tool
- Engage patient population in determining best practices
- Identify opportunities for improvement
- Increase efficiency in clinics
- Manage patient expectations
- Improve patient throughput time
- Monitor likelihood to recommend; explanation of what to expect