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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

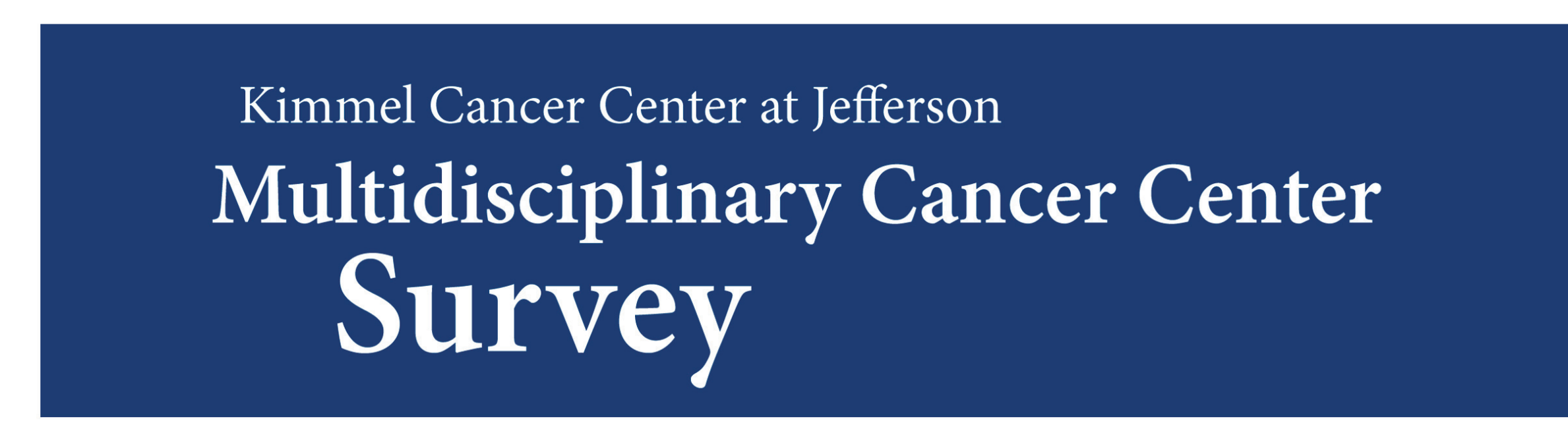
The multidisciplinary approach requires a coordinated effort among all clinicians in order to provide efficient, patient-centric care. Coordination can be challenging due to fixed exam room capacity, and the need for accurate comprehensive pre-visit preparation. Previous methods for collecting patient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

## 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

## METHODS

- Surveys mailed to "NEW" patients
- Surveys numbered and tracked within an excel spreadsheet in to 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



Kimmel Cancer Center at Jefferson  
**Multidisciplinary Cancer Center Survey**

Thank you for choosing the Kimmel Cancer Center at Jefferson for your care. Your satisfaction with your visit here today is very important to us. Please rate the services you received from our facility today. **Check the box that best describes your experience.** Space is provided for you to add additional comments if you wish.

Brain  
 Genitourinary  
 Senior Adult  
 Thoracic/Aerodigestive  
 Uveal Melanoma  
 Liver

Explanation of what to expect during your visit to the center  Very poor  poor  fair  good  very good  
Comments: \_\_\_\_\_

Waiting time upon arrival to your appointment  Very poor  poor  fair  good  very good  
Comments: \_\_\_\_\_

Degree to which staff treated you with respect and dignity  Very poor  poor  fair  good  very good  
Comments: \_\_\_\_\_

Degree to which your treatment options were explained by the doctors  Very poor  poor  fair  good  very good  
Comments: \_\_\_\_\_

Degree to which you found this experience helpful in the planning of your care  Very poor  poor  fair  good  very good  
Comments: \_\_\_\_\_

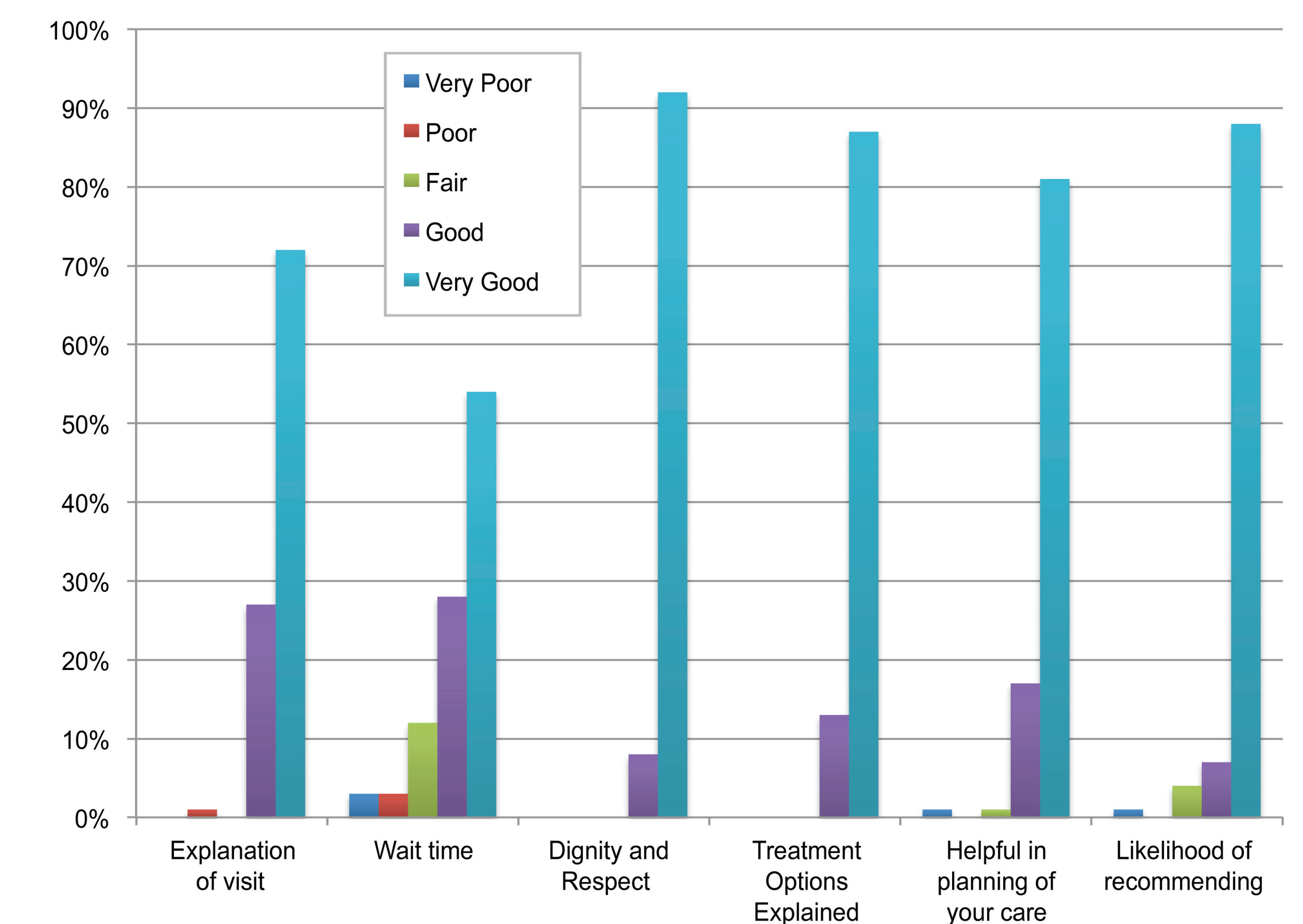
Likelihood of recommending our multidisciplinary center to others  Very poor  poor  fair  good  very good  
Comments: \_\_\_\_\_

How could we improve your experience?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Patient's name: (optional) \_\_\_\_\_ Telephone number: (optional) \_\_\_\_\_

If you wish to discuss your experience here by phone you may call Mary-Kate Cellmer at 215-503-6740.

## 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

- 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