

Assessment of Patient Satisfaction among Cancer Patients

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KEYWORDS

Patient satisfaction, Health care professionals, Treatment, health care services, Organization facilities.

ABSTRACT

Aim:The aim of this study was to assess and investigate the assessment of patient satisfaction among cancer patients by using The European Organization for Research and Treatment of Cancer (EORTC) has developed the PATSAT-C33 Scale. The study include Doctor, nurse, counsellor, services of organization among cancer patients. **Introduction:** Cancer is a major public health concern worldwide, characterized by the uncontrolled growth and spread of abnormal cells. It encompasses a broad range of diseases that can affect virtually any part of the body. The complexity and severity of cancer necessitate comprehensive medical interventions, which can include surgery, chemotherapy, radiation therapy, and immunotherapy. As such, the treatment journey for cancer patients is often prolonged and arduous, posing significant physical, emotional, and psychological challenges. In this context, patient satisfaction has emerged as a critical metric for evaluating the quality of cancer care. It encompasses various dimensions of the patient experience, including the effectiveness of communication with healthcare providers, the level of emotional support received, the efficiency of care coordination, and the overall comfort and convenience of the treatment environment. High levels of patient satisfaction are associated with better adherence to treatment protocols, improved clinical outcomes, and enhanced overall well-being. Patients' satisfaction with an encounter with health care service is mainly dependent on the duration and efficiency of care, and how empathetic and communicative the health care providers, it is favoured by a good doctor-patient relationship. **Materials and Methods:** The aim of this study was to assess and investigate the **assessment of patient satisfaction among cancer patients** by using the European Organization for Research and Treatment of Cancer (EORTC) has developed the PATSAT-C33, a standardized questionnaire specifically designed to assess patient satisfaction with cancer care. The PATSAT-C33 includes 33 items that cover various domains of patient satisfaction, including Doctor-patient communication, nursing care, counselling support, Hospital environment, Information provision Overall satisfaction. Each item is rated on a 5-point Likert scale, ranging from 1 (Poor) to 5 (Excellent). **Results and Discussion:** Table no – 5 shows that The largest group of patients rated their satisfaction as **good (38 %)**, indicating they were generally satisfied, Almost as many patients rated their satisfaction as **very good (37.3 %)**, showing they were quite pleased. A significant number of patients rated their satisfaction as **excellent (18%)**, indicating they were very happy with their experience. A small number of patients rated their satisfaction as **Fair (5.3%)**, Very few patients rated their satisfaction as **Poor (1.3%)**. assessing patient satisfaction is an essential component in evaluating the quality of healthcare services provided to cancer patients. The satisfaction of cancer patients is significantly influenced by their interactions with healthcare professionals, including doctors, nurses, and counsellors (medico social workers), dietitians, physiotherapist etc. Each of these roles contributes uniquely to the patient experience. Conclusion:the assessment of patient satisfaction among cancer patients at the hospital demonstrates a high level of satisfaction, with the majority of patients rating their experience as Good, Very Good, or Excellent. This positive feedback reflects well on the hospital's quality of care, patient outcomes, and reputation. However, addressing the areas of moderate dissatisfaction is essential for continuous improvement and maintaining high standards of patient care.

Aim: - The aim of this study was to assess and investigate the assessment of patient satisfaction among cancer patients by using The European Organization for Research and Treatment of Cancer (EORTC) has developed the PATSAT-C33 Scale. The study include Doctor, nurse, counsellor and services of organization among cancer patients.

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therapy, and immunotherapy. As such, the treatment journey for cancer patients is often prolonged and arduous, posing significant physical, emotional, and psychological challenges. In this context, patient satisfaction has emerged as a critical metric for evaluating the quality of cancer care. It encompasses various dimensions of the patient experience, including the effectiveness of communication with healthcare providers, the level of emotional support received, the efficiency of care coordination, and the overall comfort and convenience of the treatment environment. High levels of patient satisfaction are associated with better adherence to treatment protocols, improved clinical outcomes, and enhanced overall well-being. **Patient satisfaction** is a measure level of the extent to which a patient is content with the healthcare services which they received from their healthcare providers. Patients' satisfaction with an encounter with health care service is mainly dependent on the duration and efficiency of care, and how empathetic and communicative the health care providers, it is favoured by a good doctor-patient relationship.

Materials and Methods: The aim of this study was to assess and investigate the **assessment of patient satisfaction among cancer patients** by using the European Organization for Research and Treatment of Cancer (EORTC) has developed the PATSAT-C33, a standardized questionnaire specifically designed to assess patient satisfaction with cancer care. The PATSAT-C33 includes 33 items that cover various domains of patient satisfaction, including Doctor-patient communication, nursing care, counselling support, Hospital environment, Information provision Overall satisfaction. Each item is rated on a 5-point Likert scale, ranging from 1 (Poor) to 5 (Excellent). This scale enables a comprehensive assessment of different aspects of the patient's healthcare experience. The total number of patients 150 and period was one week (past 7 days). Patients who are admitted in the hospital returned completed questionnaire (including interview by medico social workers).

Inclusion Criteria:

- 1) Only 18 years above (adults) in-patients are included in this study
- 2) Those who are admitted for their treatment modalities including surgery, chemotherapy and also radiation therapy.
- 3) Those who are willing to participate in the study

Exclusion Criteria:

- 1) Those who are not interested to participate in the study
- 2) Less than 18 years cancer affected persons was not included in this study
- 3) Out patients are not included in this study

Results: - Table no – 1, Percentage of Gender of the Respondents

Gender	No of respondents , % (N)
Male	39.3 % (59)
Female	60.6 % (91)
total patients	100.00 (150)

Table no-1 shows distribution of Gender , Majority of the patients were females 60.6 % and the remaining were males 39.3 %.

Table no – 2, Percentage of Age of the Respondents

Age range	No of respondents , % (N)
18-40	7.3 % (11)
41-60	59.3 % (89)
61-80	32.6 % (49)
81+	0.6 % (1)
total patients	100.00(150)

Table no - 2 shows that more than half of the patients (59.3 %) were in the 41 to 60 years of age group followed by 61 to 80 years (32.6 %) of age and a slightly lesser were in 18 to 40 years of age group 7.3 % (11) patients.

Table no – 3, Percentage of Education of the Respondents

Education of patients	No of respondents , % (N)
Illiterate	47.33 %(71)
1 st to SSC	31.33 %(47)
Intermediate	4.00 %(6)
Degree above	17.33%(26)
Total patients	100.00 (150)

Table no - 3 shows that nearly half of the patients (47.33 %) were in the Illiterate of Education followed by 1st to SSC (31.33 %) of education and a slightly lesser were Degree above education group of (17.33 %) patients and remaining were with intermediate of education (4.00 %).

Table – 4. Percentage of Patient Satisfaction of Respondents

S.L NO	Statements	Poor % (N)	Fair % (N)	Good % (N)	Very Good % (N)	Excellent % (N)
1	Their awareness of the care and treatment you received previously?	0.66 (1)	2.6 (4)	66.00(99)	16.00(24)	14.6 (22)
2	The attention they gave to your physical symptoms?	0	2.00 (3)	39.3(59)	42.6 (64)	16.00(24)
3	Their thoroughness in treating your physical symptoms?	00.66(1)	3.3 (5)	31.3 (47)	46.00(69)	18.6 (28)
4	The information they gave you about your illness?	0.66 (1)	2.6 (4)	30.6 (46)	40.6 (61)	25.3 (38)
5	The information they gave you about your medical tests and treatment?	0	3.3 (5)	39.3 (59)	30.6 (46)	26.6 (40)
6	The attention they gave to your opinion about the choice of your treatment (in case of possible choices)?	0	1.3 (2)	34.00(51)	47.3 (71)	17.3 (26)
7	The interest they showed in you as a person?	0	2.00 (3)	36.00(54)	41.3 (62)	20.6 (31)

8	The comfort and support they gave you?	0	4.00 (6)	25.3 (38)	45.3 (68)	25.3 (38)
9	The frequency of their visits/consultations?	0	0.66 (1)	34.00(51)	42.00(63)	23.33(35)
10	The time they devoted to you?	1.3 (2)	5.3 (8)	29.3 (44)	36.00(54)	28.00(42)
11	The attention they gave to your physical comfort?	1.3 (2)	4.00 (6)	58.6 (88)	24.6 (37)	11.3 (17)
12	The information they gave you about your care and treatment?	0	5.3 (8)	42.00(63)	36.00(54)	16.6 (25)
13	The advice they gave you On managing your physical symptoms?	0.66 (1)	10.00(15)	34.6 (52)	41.3 (62)	13.3 (20)
14	The interest they showed in you as a person?	2.00 (3)	5.3 (8)	37.3 (56)	44.00(66)	11.3 (17)
15	The comfort and support they gave you?	1.3 (2)	6.6 (10)	36.00(54)	36.6 (55)	19.3 (29)
16	Their promptness in answering your specific requests?	2.00 (3)	3.3 (5)	42.6 (64)	42.00(63)	10.00(15)
17	The time they devoted to you?	2.00 (3)	6.00 (9)	44.00(66)	33.3 (50)	14.6 (22)
18	The ease of recognizing the roles and responsibilities of the Different caregivers (doctors, nurses, physiotherapists, psychologists, etc.) involved in your care?	0	8.00 (12)	55.3 (83)	18.6 (28)	18.00(27)
19	The exchange of information between the different caregivers (doctors, nurses, physiotherapists, psychologists, etc.)?	0	4.6 (7)	39.3 (59)	41.3 (62)	14.6 (22)
20	The way doctors, nurses and other caregivers involved in your care seem to work together as a team?	0.66 (1)	5.3 (5)	36.00(54)	40.6 (61)	19.3 (29)
21	The exchange of information with other care services in the community (general practitioner, home care, nursing house, social services, etc.)?	0.66 (1)	7.3 (11)	38.6 (58)	38.6 (58)	14.6 (22)
22	The kindness and helpfulness of the technical, reception, laboratory personnel, etc.?	1.3 (2)	2.6 (4)	46.6 (70)	36.6 (55)	12.6 (19)
23	The information provided on the scheduling of medical tests,treatment or care?	0	2.00 (3)	34.6 (52)	44.00(66)	19.3 (29)
24	information provided on the overall supportive services available (social, psychological, physiotherapy, dietitian services, support group, etc.)?	1.3 (2)	6.00 (9)	50.00(75)	28.6 (43)	14.00(21)
25	The information provided by doctors, nurses and other caregivers on things you could do to improve your health or prevent illness?	1.3 (2)	4.6 (7)	36.00(54)	47.3 (71)	10.6 (16)
26	The waiting time for obtaining results of medical tests?	9.3 (14)	10.00(15)	36.00(54)	33.3 (50)	11.3 (17)
27	The waiting time for undergoing medical tests and/or treatments?	7.3 (11)	12.00(19)	38.00(57)	34.00(51)	8.00 (12)
28	The privacy given when you were examined or treated?	1.3 (2)	6.6 (10)	40.00(60)	41.3 (62)	10.6 (16)
29	The opportunity for your family or those close to you to be involved in your care (talking to doctors, receiving disease and care information, etc.)	1.3 (2)	5.3 (8)	34.6 (52)	32.6 (49)	26.00(39)
30	The ease of access (parking, means of transport, etc.)	2.6 (4)	17.3 (26)	30.6 (46)	17.3 (26)	32.00(48)
31	The ease of finding your way to the different departments in the hospital?	0.66 (1)	8.00 (12)	32.6 (49)	49.3 (74)	9.3 (14)
32	The environment of the building (cleanness, spaciousness, calmness, etc.)	3.3 (5)	6.6 (10)	18.00(27)	28.00(42)	44.00(66)

33	How would you rate the care you received in this hospital?	0	1.3 (2)	14.6 (22)	58.00(87)	26.00(39)
Total Patient Satisfaction Index		1.3 (2)	5.3 (8)	38.00(57)	37.3(56)	18.00(27)

Table no – 4 shows the European Organization for Research and Treatment of Cancer (EORTC) scale has developed the PATSAT-C33, **a standardized questionnaire specifically designed to assess patient satisfaction with cancer care.** Each and every aspect patient experience score explained in the above table, The PATSAT-C33 includes 33 aspects that cover various domains of patient satisfaction, Satisfaction score by assigning numerical values to each category (e.g., Poor = 1, Fair = 2, Good = 3, Very Good = 4, Excellent = 5) in the above table data collected from Surgical, Medical and Radiation in Oncology care, each component collected 50 respondents.

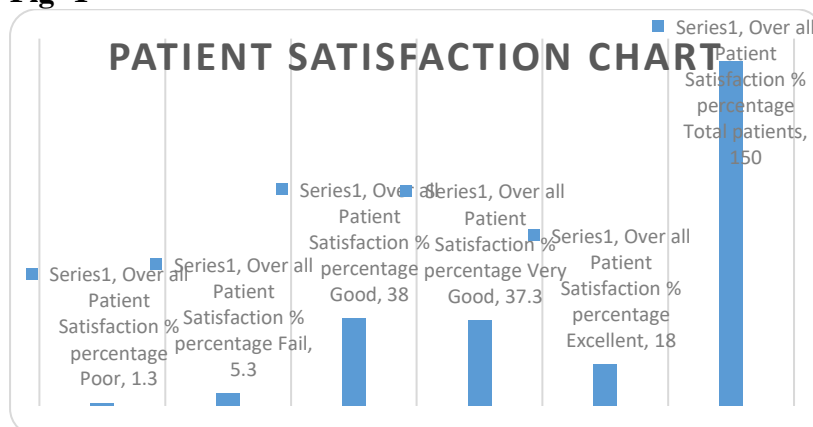
Regarding awareness of the care and treatment received two thirds (66 %) expressed as good. More than two fifths (43%) expressed very good to the attention given to the physical symptoms. A slightly higher proportion (46 %) stated very good regarding the thoroughness in treating physical symptoms. Two fifths (41%) expressed very good to the information given about illness. A similar proportion (40%) stated good to the information given about medical tests and treatment. Less than half (47.3 %) of the respondents expressed good about attention given to opinion on the choice of treatment. Two fifths (41.3%) stated very good on the interest showed as a person by doctor. Slightly higher proportion (45%) expressed as good on the comfort and support given by doctor . With regard to frequency of visits and consultation 42% expressed very good. Similar proportion (42%) expressed as excellent to the time devoted by doctor. More than half (58.6%) expressed good on the attention given to physical comfort. More than two fifths (42%) stated good about the information given on the care & treatment. Followed by a similar proportion two fifths (41.3%) expressed very good regarding the advice given to managing physical symptoms. A slightly higher proportion (44%) stated very good about the interest showed as a person by nurse. More than one third (36.6%) expressed as very good on the comfort and support given by nurse. More than two fifths (42.6%) expressed good to the promptness in answering specific requests. Slightly higher proportion (44%) expressed as good on the time devoted by nurse. More than half (55.3%) expressed good on the ease of recognizing the roles and responsibilities of multidisciplinary teams. Two fifths (41.3%) stated very good regarding the exchange of information between different healthcare professionals. Similar proportion (40.6%) stated very good with regard to the communication between doctors, nurses and other healthcare teams. Regarding the exchange of information with other care services in the community more than one third (38.6%) expressed as very good. A higher proportion (46.6%) stated good about the kindness and helpfulness of supportive staff. More than two fifths (44%) expressed very good to the information provided on medical tests, treatment and care. Half of (50%) the respondents expressed good about the information provided on the overall supportive healthcare services. Less than half (47.3%) expressed as very good to the information provided by doctors, nurses and other healthcare providers. More than one third (36%) stated good about the waiting time for results of medical tests. Similar proportion (38%) stated good to the waiting time for undergoing medical tests and treatment. Two fifths (41.3%) expressed very good on the privacy of examination and treatment. More than one third (34.6) stated good about the opportunity given to family and caregiver to interact with doctors for information about care and disease. Regarding the ease of access with parking and transportation around one third (32%) expressed as excellent. With regard to the environment of the building more than two fifths (44%) expressed as excellent. Finally, more than half (58%) expressed very good with regards to the care received in the hospital.

Table-5 Overall Patient Satisfaction.

Overall Patient Satisfaction % (N)					
Poor	Fair	Good	Very Good	Excellent	Total patients
1.3 (2)	5.3 (8)	38.00 (57)	37.3 (56)	18.00 (27)	100 (150)

Table no – 5 shows that The largest group of patients rated their satisfaction as **good (38 %)**, indicating they were generally satisfied, Almost as many patients rated their satisfaction as **very good (37.3 %)**, showing they were quite pleased. A significant number of patients rated their satisfaction as **excellent (18%)**, indicating they were very happy with their experience. A small number of patients rated their satisfaction as **fair (5.3%)**, Very few patients rated their satisfaction as **poor (1.3%)**. The results indicate that 75% of the patients are satisfied with the overall services they received, the majority of patients had a good experience and were happy with the care and treatment.

Fig -1



Discussion: - Assessing patient satisfaction is an essential component in evaluating the quality of healthcare services provided to cancer patients. The satisfaction of cancer patients is significantly influenced by their interactions with healthcare professionals, including doctors, nurses, and counsellors (medico social workers), dietitian, physiotherapist etc. Each of these roles contributes uniquely to the patient experience, Effective communication is critical. Ensuring that patients fully understand their diagnosis, treatment options, and care plans can significantly impact their satisfaction levels, the healthcare facility's environment, including cleanliness, comfort, and privacy, plays a significant role in patient satisfaction. Ensuring a comfortable and supportive environment can lead to higher satisfaction levels.

Conclusion: - the assessment of patient satisfaction among cancer patients at the hospital demonstrates a high level of satisfaction, with the majority of patients rating their experience as Good, Very Good, and Excellent. This positive feedback reflects well on the hospital's quality of care, patient outcomes, and reputation. However, addressing the areas of moderate dissatisfaction is essential for continuous improvement and maintaining high standards of patient care. By focusing on communication, support, accessibility, and the physical environment, the hospital can enhance patient satisfaction and achieve even higher levels of overall satisfaction.

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