



Patient Satisfaction Report Cancer Committee September, 2008

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Plan

- ❖ To review and disseminate Press Ganey Patient Satisfaction data on an ongoing basis
- ❖ To develop and implement targeted improvement initiatives on areas that score below 90
- ❖ To track impact of initiatives over time

The Press Ganey Scoring Scale

Responses are converted
to a 0-to-100 scale in the reports

<u>Survey</u>				<u>Report</u>
Very Poor	1	→	0	Very Poor
Poor	2	→	25	Poor
Fair	3	→	50	Fair
Good	4	→	75	Good
Very Good	5	→	100	Very Good



Press Ganey Survey – Results/Response Rates

Question	2006	2007	2008 (Jan to June)
Overall Score	87.7	87.9	88.3
# of Respondents	640	694	350

Press Ganey Survey – Results/Response Rates

Question	2006	2007	2008 (Jan to June)
Scheduling Your Visit			
Ease of reaching office staff on phone	86.9	87.3	87.7
Wait time: calling & 1st sched appt	86.7	87.9	86.8
Courtesy of staff taking your calls	91.6	92.7	91.8

Question	2006	2007	2008 (Jan to June)
Registration			
Ease of Registration process	89.2	89.2	89.1
Wait in registration area	84.9	84.6	84.4
Helpfulness of Registration staff	89.9	91.1	91.1
Info regarding financial obligation	80.5	80.9	83

Press Ganey Survey – Results/Response Rates

Question	2006	2007	2008 (Jan to June)
Facility			
Facility cleanliness	91.6	91.4	90.8
Ease of finding way around facility	81.3	80.7	82.5
Waiting area comfort	84.3	82.9	84.5
Changing room privacy	86	86.1	89.5
Courtesy of valet parking staff (new measure)	-	-	90
Question	2006	2007	2008 (Jan to June)
Radiation Therapy			
Wait time in RT area	87.7	88.5	91.5
Expln what to expect during RT	91.5	90.3	92.5
RT staff concern for comfort	92.6	92.4	94.7
RT staff courtesy	93.2	93	95
Managing RT side effects explained	86.8	88.7	91.8
Skill of the RT staff	93.4	93.4	95.2
Avail RT nurses speak w/on phone	89.4	89	91.4
Comfort of RT area	88.4	88.6	90.4

Press Ganey Survey – Results/Response Rates

Question	2006	2007	2008 (Jan to June)
Chemotherapy			
Wait time in CT area	85.4	85.2	86.5
Expln what to expect during CT	90.2	89.1	88.3
CT staff concern for comfort	91.4	91.8	91.6
CT staff courtesy	93.4	93	93
Managing CT side effects explained	89.1	87.9	86.8
Comfort of the CT treatment area	85.9	86.5	86.4
Skill of the nursing staff	92.3	92	92.5
Chemo nurses to speak w/on phone	88.6	88.2	88.1

Question	2006	2007	2008 (Jan to June)
Personal Issues			
Emotional needs addressed	83.8	85.4	85.1
Kept family informed as what to expect	84.8	85.2	84.9
Sensitivity to difficulties/inconviences	85.9	85	85.5
Home care instructions	87.4	85.9	85.8
Concern for privacy	88.2	87.9	88.6

Press Ganey Survey – Results/Response Rates

Question	2006	2007	2008 (Jan to June)
Overall Assessment			
Care coordinated among Drs/caregvr	90.2	90.7	91
Care given at this facility	93.2	93.3	92.9
Likelihood of recommending services	94.6	94.9	94.6

Question	2006	2007	2008 (Jan to June)
Special Services			
Diagnostic imaging personnel	90.3	89.3	89.7
Billing services	80.3	81.8	80.1
Quality of info prvided by pharmacy	83.2	84.3	81.5
Social Work services	82.7	83.7	83.8
Dietitian & nutritional educ services	86.1	83.7	79.9

Question	2006	2007	2008 (Jan to June)
Lab			
Courtesy of person taking blood	90.4	90.3	88.7
Skill of the person who took blood	89.8	90.1	89

Press Ganey Survey – Results/Response Rates

Question	2006	2007	2008 (Jan to June)
Oncologist			
Dr sensitivity to emotional impact of diag	90.8	91.1	92.8
Dr concern for diag/trt options ques	92.4	91.9	94.1
Dr's discussion of Rx options	90.9	90.9	91.7
Waiting time to see the physician	78.6	77.7	79.2
Diag expl in words you could understand	91.2	91.1	92.3
Management of pain & other symptoms	89.9	89.6	91
Inclusion in treatment decisions	88.6	86.9	90.4

Question	2006	2007	2008 (Jan to June)
Nurses			
Caring manner of the nurses	94.3	93.6	92.6
Nurses answer to your questions	91.1	91.6	91.5
Nurses explanation of what was done	90.7	90.9	90.8
Disch inst regard med, side effects	90.7	89.2	90.1