

Patient satisfaction with wait-times for prostate and lung cancer treatment in Newfoundland and Labrador

Dana Ryan, MA; Maria Mathews, PhD

Division of Community Health & Humanities, Faculty of Medicine,
Memorial University

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- Co-Is: Donna Bulman, Kathy Fowler, Veeresh Gadag, Marshall Godwin, Matthew Piercey, Bill Pollett, Sharon Smith
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Research question

- What influences prostate and lung cancer patients' satisfaction with wait-times for radiation or chemotherapy?
- Hypothesis: for interval from first visit with an oncologist to start of radiation or chemotherapy, shorter wait times will be associated with higher satisfaction

Background

- Improving radiation wait times a Health Accord priority
- Few studies have examined relationship between wait times and wait-related satisfaction
 - NS study found poor correlation between satisfaction and waits for treatment
- Understanding satisfaction important to improving patient experiences and health system confidence

Methods - Recruitment

- Patients recruited at cancer clinics across NL, cancer lodge and through mailed invitations using Cancer Registry
- Eligibility (project)
 - 19+, English proficient, NL resident
 - First breast, lung, prostate or colorectal cancer diagnosis
 - Diagnosed between January 1, 2009 and June 30, 2011
 - Seen in cancer clinic (and started treatment)
- Eligibility (this study)
 - Lung or prostate cancer
 - Primary treatment = radiation or chemotherapy
 - Consent to review cancer clinic chart

Methods – Data Collection

- **In-person survey of cancer patients**
 - Conducted by trained research staff, with scripted prompts and visual aids
 - dates in care seeking process, satisfaction with interval specific wait times, clinical and screening history, socio-demographic characteristics
- **Cancer clinic chart**
 - demographic characteristics, stage, availability of and completeness of needed clinical data, treatment (types, priority rating) dates in treatment process

Wait times

- Time from first visit with an oncologist to start of treatment based on chart data:
 - First visit with a radiation/medical oncologist
 - Start of radiation/chemotherapy treatment
- Grouped into
 - Short wait (\leq median specific to cancer type and treatment)
 - Long waits ($>$ median specific to cancer type and treatment)

Wait time related-satisfaction

- Satisfaction based on:
 - Using a scale where 1 is ‘Very Dissatisfied’ and 5 is ‘Very Satisfied’, in general, how satisfied are you with time from your first visit with an oncologist (cancer doctor) to starting treatment at the Cancer Clinic?
- Grouped into
 - Unsatisfied (1-3)
 - Satisfied (4-5)

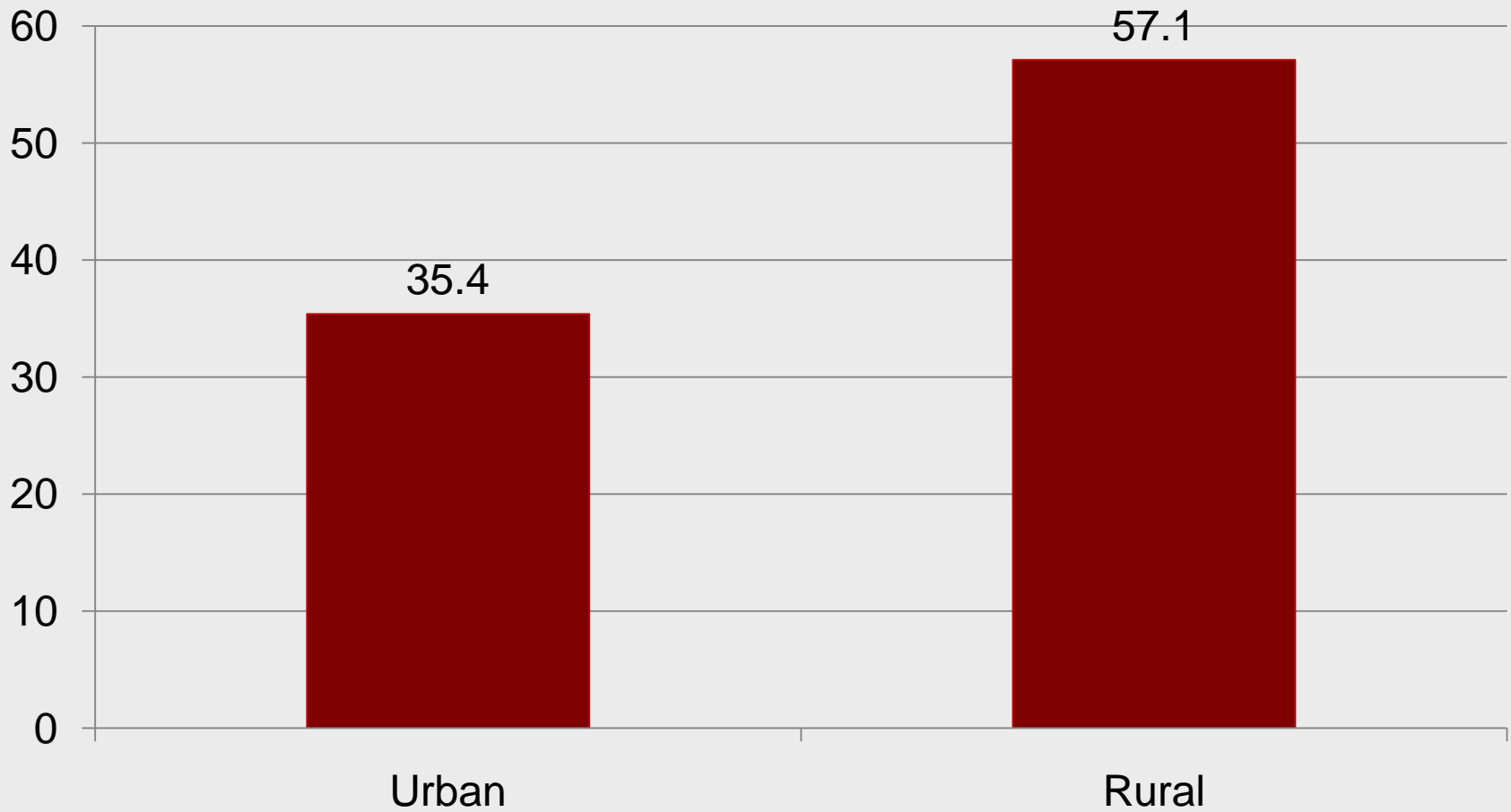
Results

- 335 of 652 (51.4%) willing patients were eligible and completed survey
 - 90 prostate cancer patients
 - 54 lung cancer patients
- Excluded
 - 12: did not consent to chart review
 - 2: missing dates in charts
 - 33: primary treatment neither radiation nor chemotherapy
- Study sample
 - 59 prostate cancer patients
 - 38 lung cancer patients

Wait times: first visit to start of treatment

- Prostate: radiation n=59
 - median: 67.0 days
 - range: 5 - 541 days
 - 90th percentile: 127.0 days
- Lung: radiation n=25
 - median: 20.0 days
 - range: 0 - 55 days
 - 90th percentile: 50.6 days
- Lung: chemotherapy n=13
 - median: 16.0 days
 - range: 0 - 365 days
 - 90th percentile: 239.4 days

Wait times: % patients with long waits community of residence*

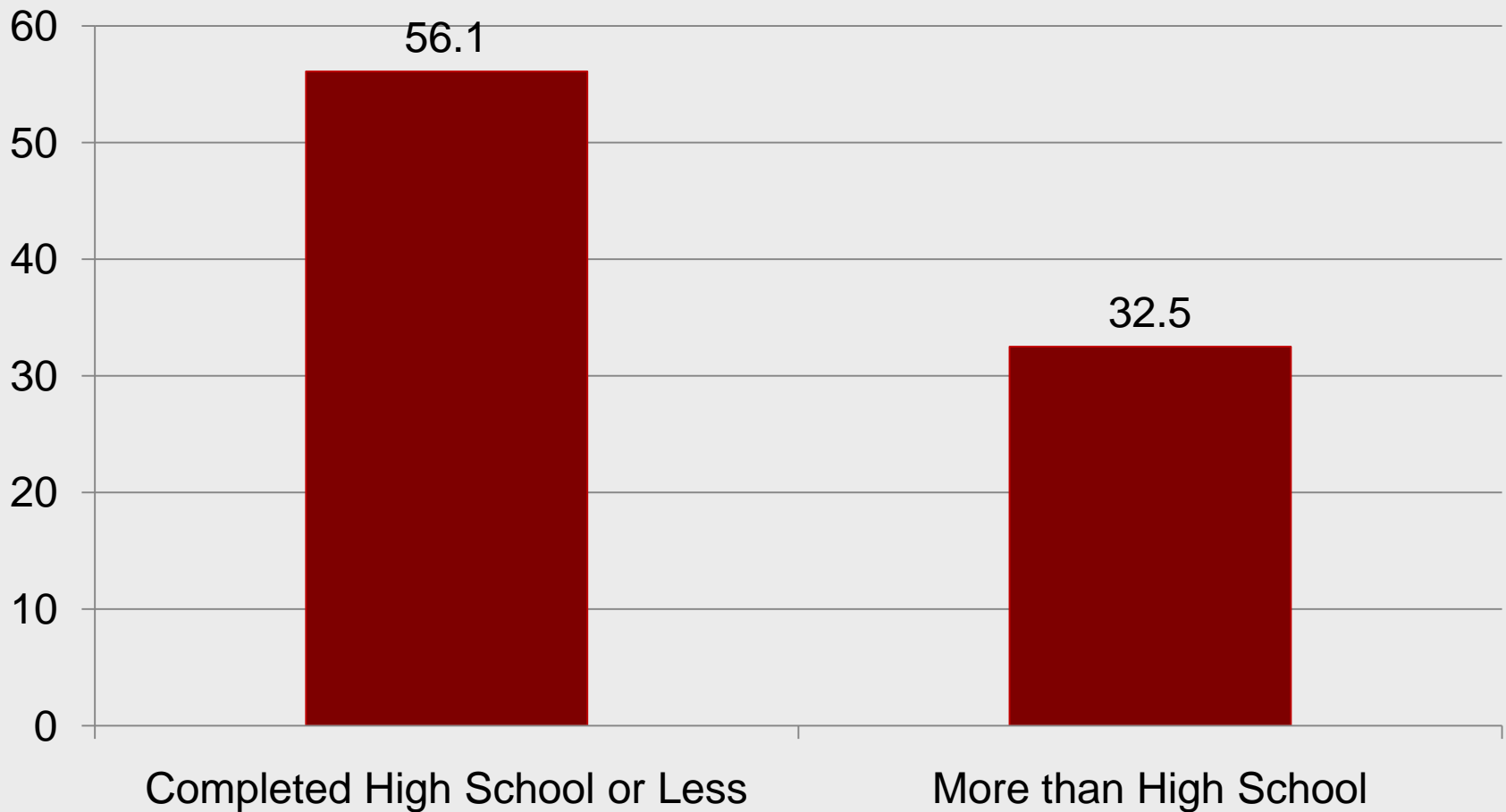


n=
Median=

48
36.00

49
63.00

Wait times: % patients with long waits level of education*



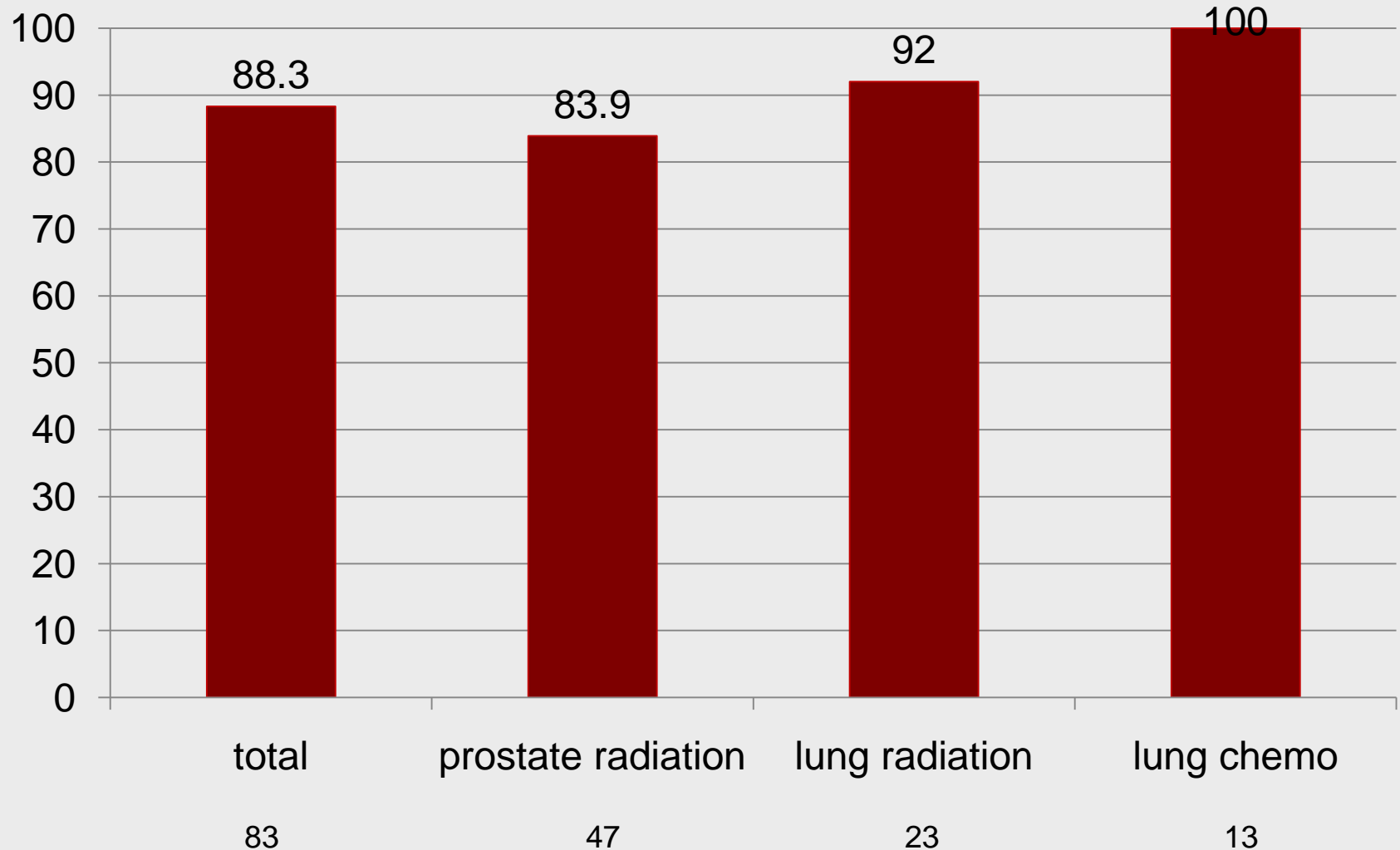
n=
Median=

57
44.00

40
52.50

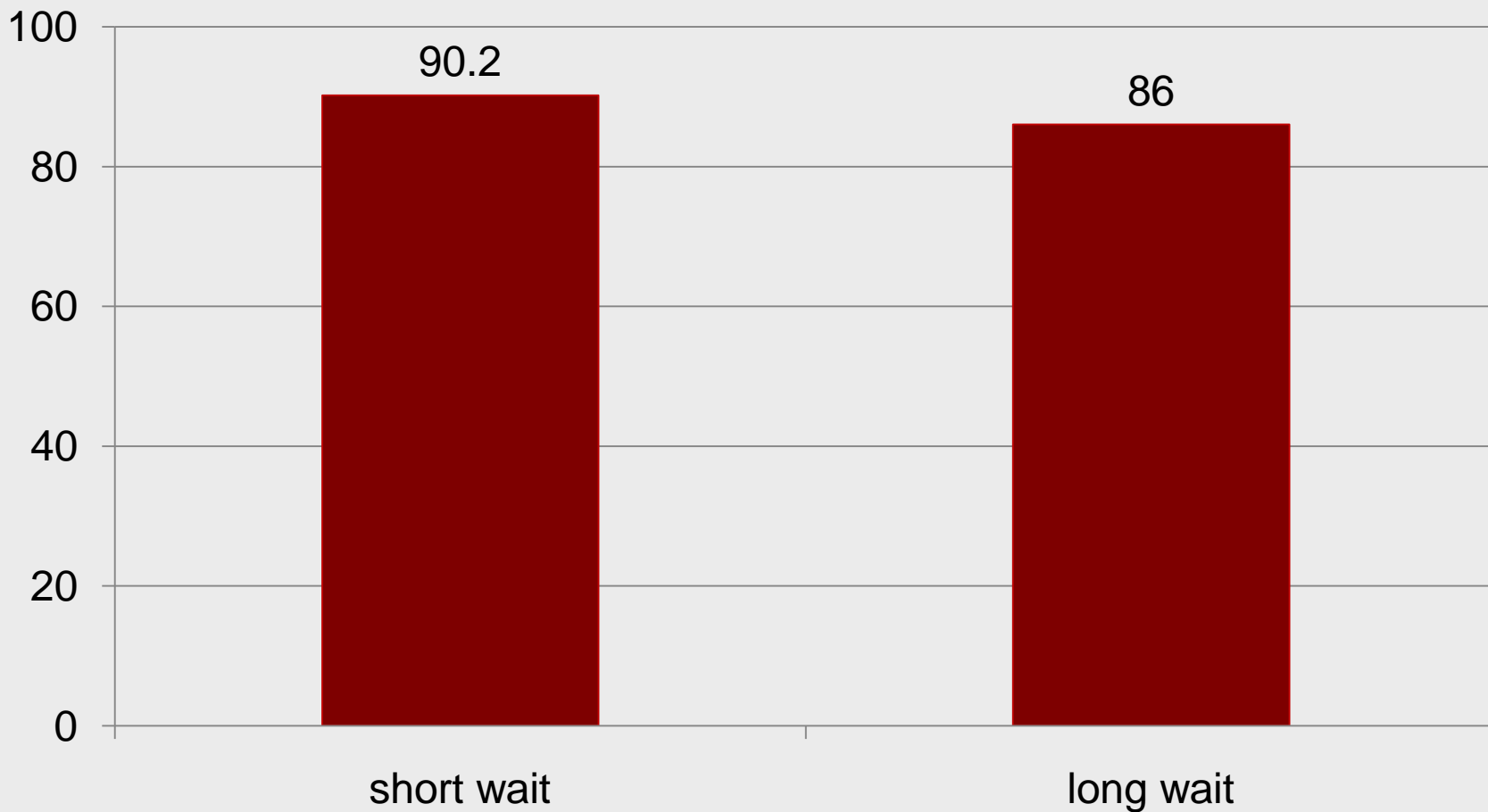
Satisfaction with wait times: first visit to oncologist to start of treatment

% satisfied



Satisfaction oncologist to treatment: % satisfied

Wait time oncologist to treatment



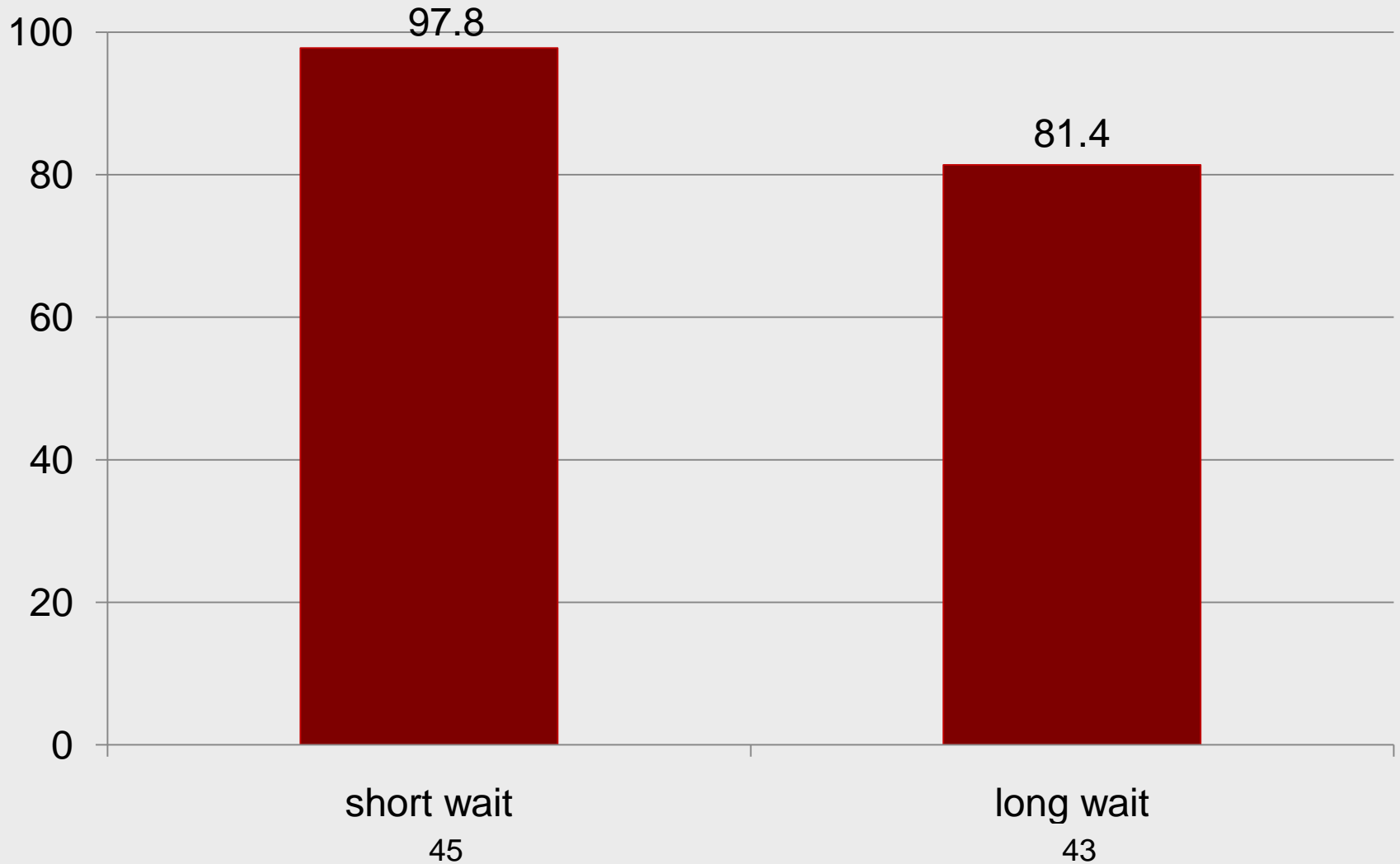
n=
Median=

51
35.00

43
79.00

Satisfaction oncologist to treatment: % satisfied

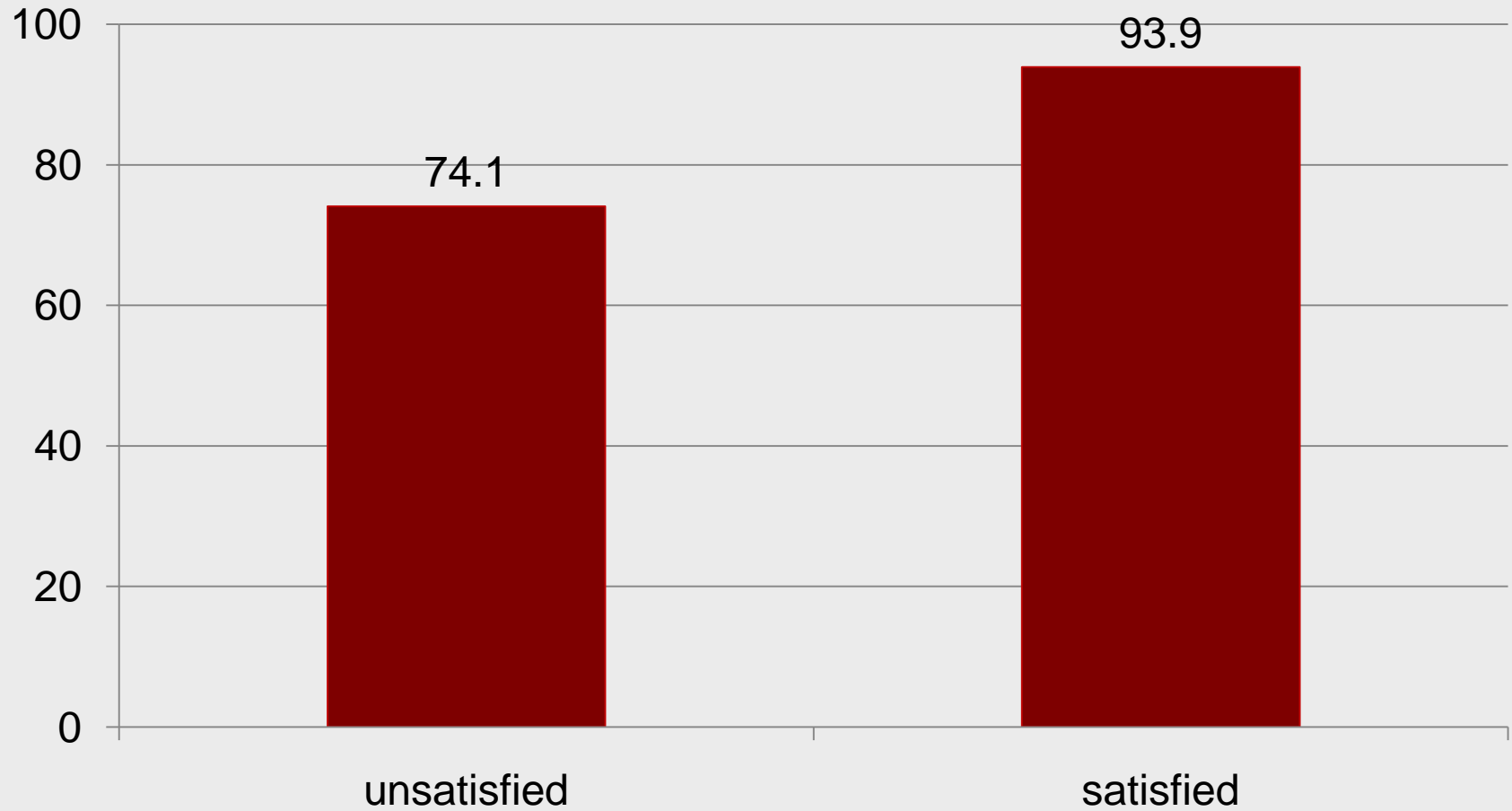
Wait time for diagnosis*



n=

Satisfaction oncologist to treatment: % satisfied

Satisfaction with wait time for diagnosis*



n=

27

66

Diagnosis versus treatment related waits

- Wait for diagnosis perceived as most stressful wait
- Influence of diagnosis-wait times consistent with other results in project
 - Waits for breast cancer surgery
 - Overall wait time (first visit HCP to treatment)
 - Qualitative interviews

Satisfaction with diagnosis related wait times

- Short wait \neq higher satisfaction
 - Patient experiences with screening influences satisfaction
 - Patients who participated in regular screening but had symptomatic cancer had longest waits and lowest satisfaction

Wait & wait related satisfaction

- Interval specific satisfaction not related to interval specific wait
 - Decreasing interval specific wait may not improve patients perceptions

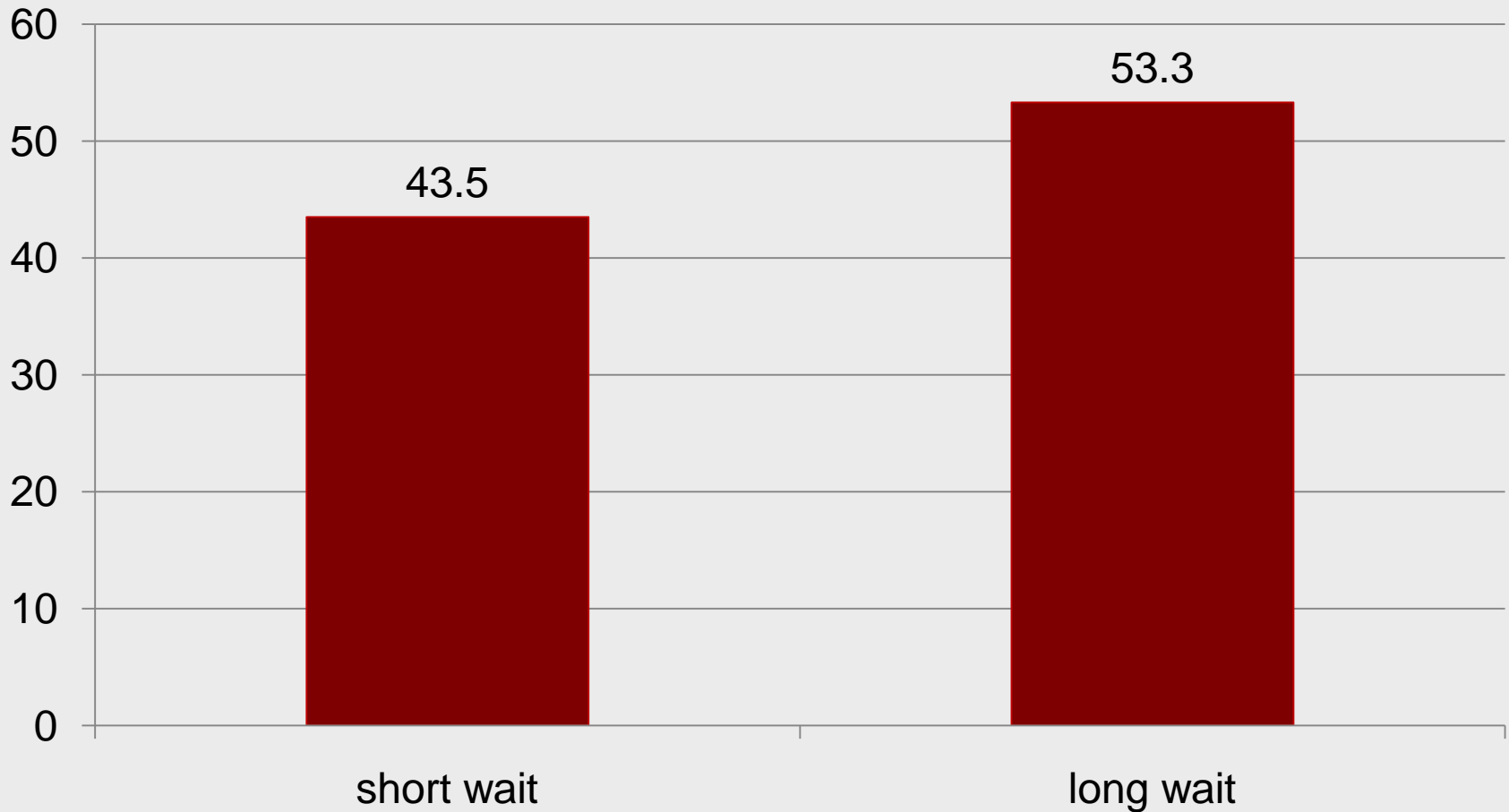
Limitations

- Retrospective design
 - Hindsight may improve perceived satisfaction
 - Patient recall of dates
- Small sample size
 - Insufficient power to detect differences or do multivariate analyses
- NL only, 2 cancers
 - Other provinces and cancers may vary

Conclusion

- Treatment related satisfaction unrelated to treatment related wait times
 - Or to traits related with those with long waits
 - related to length and perception of wait time for diagnosis
- For patients, diagnosis experience influences perception of other treatment related waits
 - Highlights importance of timely diagnosis
- Further research is needed to test these findings

Wait times: % patients with long waits: Wait time for diagnosis

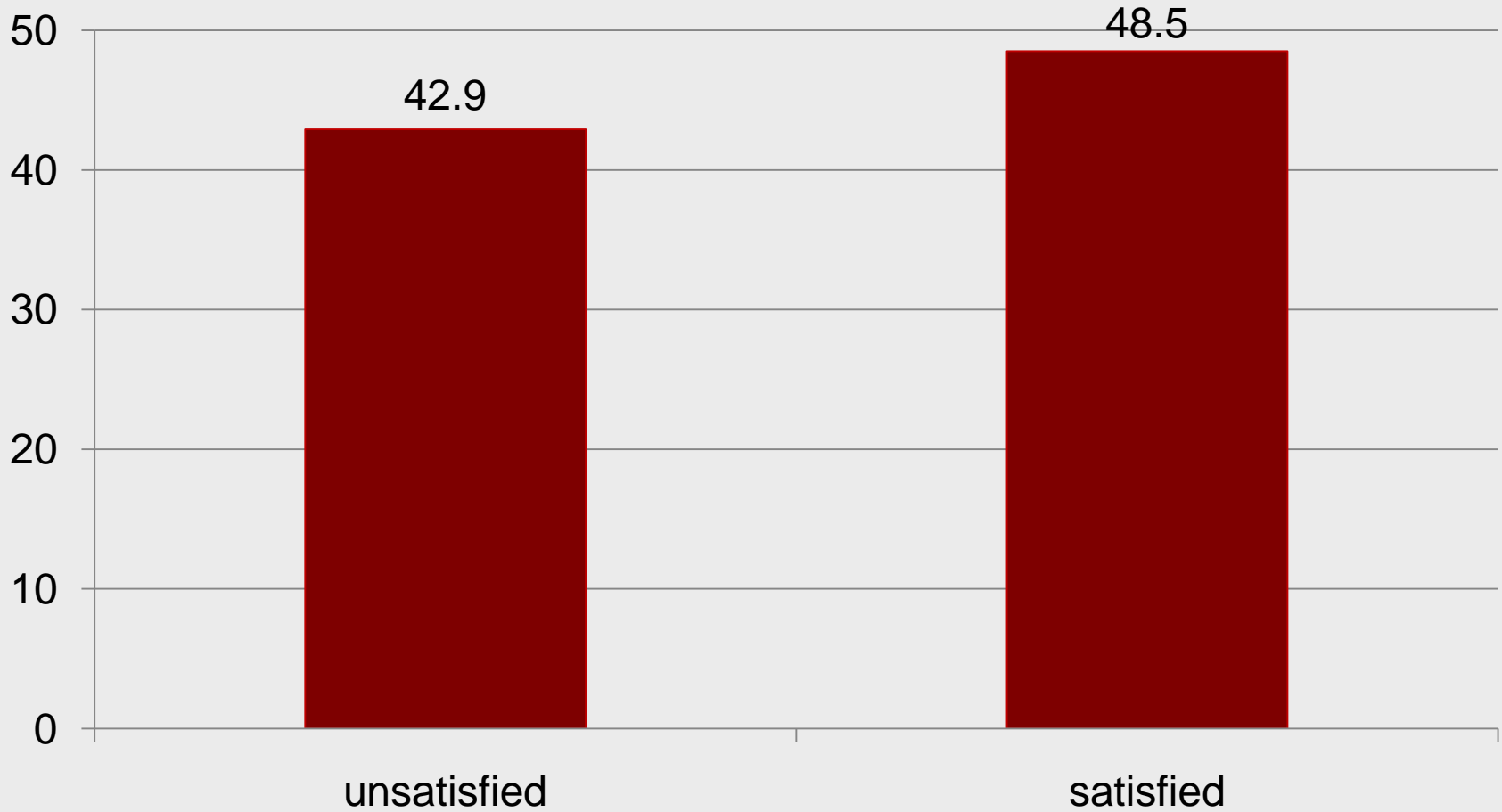


n=
Median=

46
49.50

45
48.00

Wait times: % patients with long waits: Satisfaction with wait time for diagnosis



n=
Median=

28
48.50

68
49.50