

Differences in the cancer patient experience across patient settings

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Introduction

- The Cancer Support Community (CSC) represents a global network of nonprofit, community-based organizations that provide professionally led support and education to cancer patients and their families.
- The majority of cancer patients are treated in community cancer centers or private oncology practices.
- Yet, little is known about the differences in patient experience across these practice settings with respect to patient engagements around treatment decision-making.
- To explore these differences and understand where there may be gaps in patient-centered care, we surveyed cancer patients and survivors who registered in the Cancer Experience Registry, an online initiative designed to track their psychosocial needs.
- The primary aims of these analyses were to:
 - Compare cancer-related care received across types of cancer treatment facilities.
 - Demonstrate differences in patient engagement and patient satisfaction related to treatment decision making across type of cancer treatment facilities.

Methods

- CSC convened and engaged a National Advisory Council of stakeholders and experts to generate a survey around priority topics.
- Nearly 6,000 cancer patients and survivors had joined the Cancer Experience Registry at the time of this analysis. Currently, there are over 7,300 enrolled.
- This analysis is limited to registrants who answered questions about their experience with making treatment decisions (n=788).

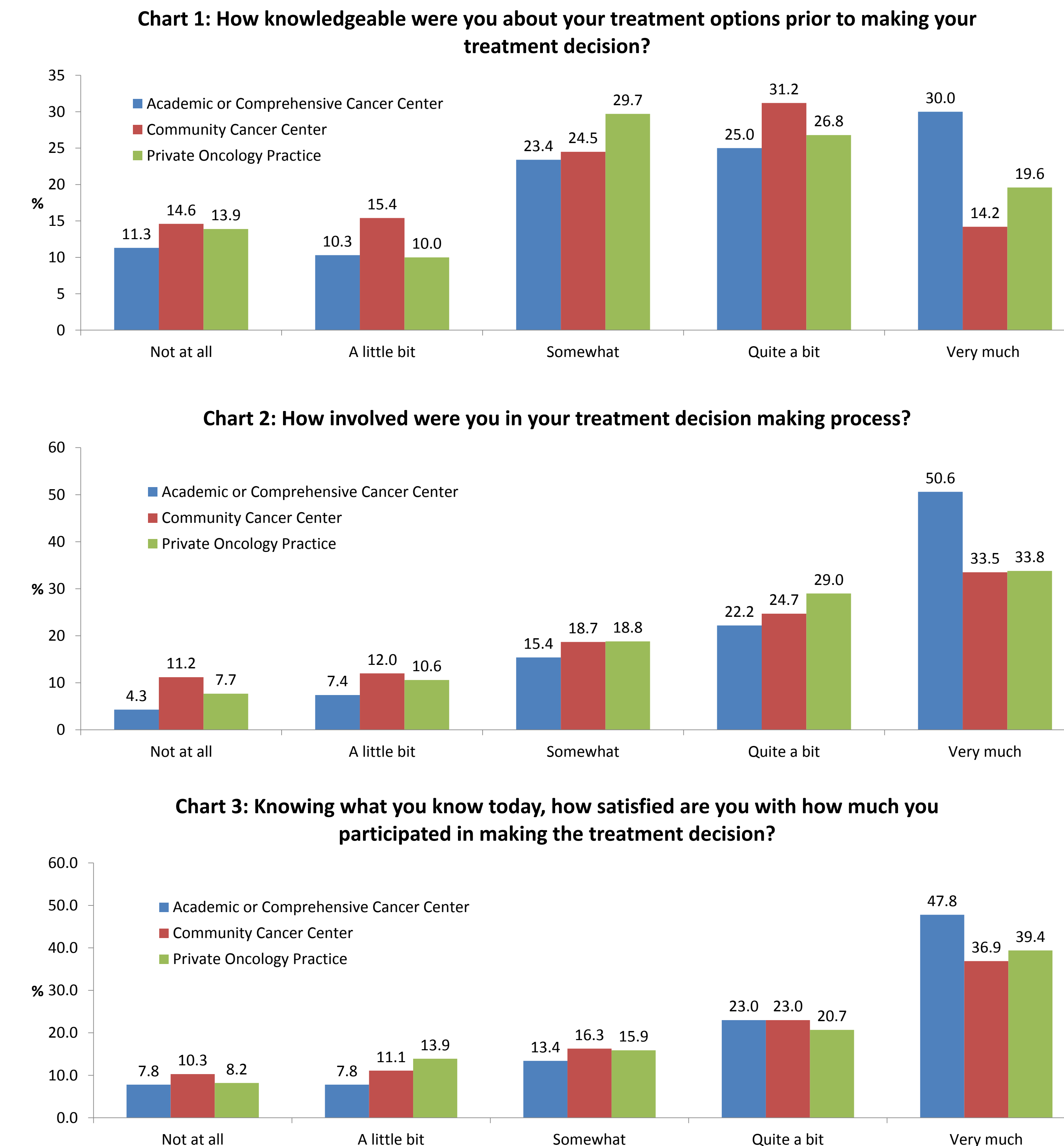


- CSC established the Cancer Experience Registry to track the immediate, ongoing and changing social and emotional experience of cancer survivors.
- The registry reaches cancer patients and survivors across the country and engages them to share their voices about issues that matter to them.
- Through the Cancer Experience Registry we are able to:
 - Garner, analyze and disseminate insights and knowledge in order to positively impact each individual's cancer experience;
 - Help the nation's health care systems to be more responsive to the needs of cancer survivors; and
 - Accelerate and enhance the productivity of research to improve quality outcomes.
- Currently, there are over 7,300 cancer patients and survivors in the Cancer Experience Registry from over 35 countries and representing more than 40 cancer diagnoses.

Anyone who has ever been diagnosed with cancer of any type can join the Cancer Experience Registry at:

www.CancerExperienceRegistry.org

Results



Summary of Results

- Respondents who received treatment at an academic or comprehensive cancer center reported:
 - Being more knowledgeable about treatments options (p=0.001) than those who received treatment at a community cancer center or private oncology practice
 - Being more involved in the treatment decision making process (p<0.001)
 - Receiving more treatment decision support (p=0.024)
 - Being more likely to receive enough treatment decision support (p=0.016)
 - Being more likely to speak to their health care team about clinical trials (p<0.001)
 - Feeling more satisfied with how much they participated in making the treatment decision (p=0.014)
- Findings suggest that cancer survivors who receive treatment at an academic or comprehensive cancer center feel more involved, knowledgeable, and satisfied with the treatment decision making process than those who receive care elsewhere.

Conclusion and Future Directions

- There continue to be discrepancies in the patient experience around making treatment decisions, particularly based on where treatment is received.
- Future efforts should target the development of innovative, patient-centered decision support programs that link patients to resources treated in community practice settings.

Sample Characteristics (n=788)

Most commonly reported cancer types in this sample include:

- Breast cancer (65.7%)
- Multiple myeloma (11.3%)
- Chronic myeloid leukemia (3.4%)
- Lung cancer (2.4%)

Characteristic	Proportion
Female	86%
Treatment Received	41%
Academic or Comprehensive Cancer Center	32%
Community Hospital or Cancer Center	27%
Private Oncology Practice	27%
Caucasian	91%
Education	70%
≥ College Degree	70%
	Median
Age	57 (range: 22-92)

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