

Switzerland - Swiss Cancer Patient Experiences (SCAPE) study, A multicenter cross-sectional survey of patient experiences with cancer care in the French-speaking part of Switzerland

Peytremann Bridevaux Isabelle, Eicher, Manuela

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Overview

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Overview

ABSTRACT

Collecting patients' experiences with care provision is essential to evaluate the quality and safety of care in general, and patient-centeredness in particular, one of the core dimensions of high-quality care. In Switzerland, patient experience data are collected nationally through a short survey for inpatient acute care, rehabilitation care and psychiatric care. To date, we lack data regarding cancer care, despite advocacy for specific surveys to account for the complex treatment pathways. Our main study objective was to conduct a cancer patient experience survey in the French-speaking part of Switzerland to provide robust evidence on the perceived quality of cancer care.

The Swiss Cancer Patient Experience (SCAPE) was a cross-sectional multicenter survey, conducted between October 2018 and March 2019, among cancer patients diagnosed with the six most frequent cancers from four large cancer centers in Romandy, the French-speaking part of Switzerland. Data were collected with a self-administered questionnaire, including questions on experiences of care as well as socio-demographic and clinical characteristics. Of the 7145 adult patients invited to complete the questionnaire, 3121 patients returned it (43.7% response rate). Of these, 2755 (88%) reported at least one eligible cancer (breast, prostate, lung, colorectal, melanoma, or hematological) and were included in the descriptive analyses.

Patients rated their overall care at 8.5 on average (1.4 standard deviation) on a 0-10 scale. Over 80% of patients reported positive experiences with diagnostic tests, clinical nurse specialists, and hospital care as inpatient (e.g. confidence and trust in doctors, treated with respect and dignity, enough nurses on duty). However, less than 50% of patients reported positive experiences in relation to the information received at diagnosis and about treatment side-effects and symptoms, and in relation to supportive care issues, in particular regarding psycho-social, financial, family- and survivorship-related aspects of care.

In this first overview of patient experiences with cancer care in Romandy, we identified areas of cancer care that are more positively and less positively evaluated by a large number of patients. Our results are currently being discussed with the participating cancer centers to guide local initiatives to further improve the quality and patient-centeredness of cancer care in Switzerland.

KIND OF DATA
Self-reported data collected from paper and online questionnaire

UNITS OF ANALYSIS
Individual. N=2755

KEYWORDS
Cancer, Romandy, Switzerland, patient survey, patient-reported experience measure (PREM), patient satisfaction, quality of care

Coverage

GEOGRAPHIC COVERAGE

French-speaking part of Switzerland

UNIVERSE

Adult patients with breast, prostate, lung, colorectal, melanoma, or hematological cancer from four hospitals in the French-speaking part of Switzerland: Lausanne University Hospital (CHUV), Hôpital Fribourgeois (HFR), Geneva University Hospitals (HUG), Hôpital du Valais (HVS)

Producers and Sponsors

PRIMARY INVESTIGATOR(S)

Name	Affiliation
Peytremann Bridevaux Isabelle	Center for Primary Care and Public Health (Unisanté)
Eicher, Manuela	Institute of Higher Education and Research in Healthcare (IUFRS) and Department of Oncology, Lausanne University Hospital

FUNDING

Name	Abbreviation	Role
Swiss Cancer Research foundation	SCR	

OTHER ACKNOWLEDGEMENTS

Name	Affiliation	Role
Anchisi, Sandro	Department of Oncology, Hôpital du Valais	Oncology director, responsible for the study site
Arditi, Chantal	Center for Primary Care and Public Health (Unisanté)	Study coordinator
Betticher, Daniel	Department of Onco-hematology, Hôpital Fribourgeois	Oncology director, responsible for the study site
Bienvenu, Christine	Center for Primary Care and Public Health (Unisanté)	Expert patient in steering committee
Dietrich, Pierre-Yves	Department of Oncology, Geneva University Hospitals	Oncology director, responsible for the study site
Duchosal, Michel	Department of Oncology, Lausanne University Hospital	Onco-hematology director, responsible for the study site
Griesser, Anne-Claude	Lausanne University Hospital	Member of steering committee
Matzinger, Oscar	Genolier clinic	Member of steering committee
Patients with cancer		Completed the questionnaire
Peters, Solange	Department of Oncology, Lausanne University Hospital	Medical oncology director, responsible for the study site

Metadata Production

METADATA PRODUCED BY

Name	Abbreviation	Affiliation	Role
Center for Primary Care and Public Health (Unisanté), University of Lausanne, Switzerland	Unisanté		Data publisher

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Sampling

Sampling Procedure

All patients meeting inclusion criteria.

Questionnaires

Overview

SCAPE Questionnaire including 94 closed questions (65 questions on experiences of care; 15 questions on health status; 14 questions on socio-demographic characteristics) and 1 free-text section.

Data Collection

Data Collection Dates

Start	End	Cycle
2018-10-22	2019-03-31	N/A

Data Collection Mode

Paper and online questionnaire, self-administered at home.

Data Collection Notes

Questionnaires

SCAPE Questionnaire including 94 closed questions (65 questions on experiences of care; 15 questions on health status; 14 questions on socio-demographic characteristics) and 1 free-text section.

Data Processing

Data Editing

Data from paper and online questionnaires were merged after careful verification of all coding. Data were checked for inconsistency (multiple check marks when only one allowed). We also considered hand written comments next to questions to edit the answer if necessary. Patients reporting a cancer that was not in the study inclusion criteria were excluded from the final dataset (n=366).

Data Appraisal

No content available