

Switzerland - The Swiss Cancer Patient Experiences-2 (SCAPE-2) study, A multicenter cross-sectional survey of patient experiences with cancer care in the French- and German-speaking regions of Switzerland

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Overview

Identification

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Overview

ABSTRACT

Collecting patients' experiences with care provision is essential to evaluate the quality of care in general, and responsiveness of care in particular, one of the core dimensions of high-quality care. After a first study conducted in 2018, we conducted a second study to collect patient experience data. Our main study objective was to explore experiences of care of people treated for any type of cancer in eight hospitals in the French- and German-speaking regions of Switzerland, and to explore whether these experiences differed by linguistic region, hospital, and cancer type.

The Swiss Cancer Patient Experience-2 (SCAPE) was a cross-sectional multicenter survey, conducted between September 2021 and February 2022, among cancer patients diagnosed with any type of cancer from four hospitals in the French-speaking region and from four hospitals in the German-speaking region. Data were collected with a self-administered questionnaire, including questions on experiences of care and the impact of COVID-19 on cancer care and patients as well as socio-demographic and clinical characteristics. Of the 6873 adult patients invited to complete the questionnaire, 3220 patients returned it (47% response rate) and were included in the analyses.

Patients rated their overall care at 8.9 on average on a 0-10 scale. Overall, experiences of care with diagnostic tests were positive, particularly the waiting time between the prescription of an examination and its completion, the usefulness of the tests performed, the trust in hospital staff and the fact that care was provided with respect and dignity. The experience is less positive with respect to information received at diagnosis, support for short- and long-term side effects of treatment and cancer, information about the impact of cancer on daily activities, difficulty finding a staff member to talk about concerns and fears, financial aspects of the disease, and loved ones' involvement.

KIND OF DATA

Self-reported data collected from paper and online questionnaire

UNITS OF ANALYSIS

Individual. N=3220

KEYWORDS

Cancer, Switzerland, patient survey, patient-reported experience measure (PREM), patient satisfaction, quality of care, COVID-19

Coverage

GEOGRAPHIC COVERAGE

French- and German-speaking regions of Switzerland

UNIVERSE

Adult patients diagnosed with any type of cancer recruited from four hospitals in the French-speaking region - Lausanne University Hospital (CHUV), Hôpital Fribourgeois (HFR), Geneva University Hospitals (HUG), Hôpital du Valais (HVS) and from four hospitals in the German-speaking region - Cantonal Hospital of Grisons (KSGR), Luzern Cantonal Hospital (LUKS), University Hospital Zurich (USZ), Zug Cantonal Hospital (ZGKS).

Producers and Sponsors

PRIMARY INVESTIGATOR(S)

Name	Affiliation
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FUNDING

Name	Abbreviation	Role
Swiss Cancer Research foundation	SCR	Grant no HSR-4946-11-2019

OTHER ACKNOWLEDGEMENTS

Name	Affiliation	Role
Aebi, Stefan	Department of Oncology, Luzern Cantonal Hospital	Oncology director, responsible for the study site
Anchisi, Sandro	Department of Oncology, Hôpital du Valais	Oncology director, responsible for the study site
Bettini, Adrienne	Department of Onco-hematology, Hôpital Fribourgeois	Oncology doctor, responsible for the study site
Biennu, Christine	Center for Primary Care and Public Health (Unisanté)	Patient Partner in steering committee
Chalandon, Yves	Department of Oncology, Geneva University Hospitals	Onco-hematology director, co-responsible for the study site
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
Dürr, Donat	Department of Oncology, Zug Cantonal Hospital	Oncology director, responsible for the study site
Ganz-Blättler, Ursula		Patient Partner in steering committee
Patients with cancer		Completed the questionnaire
Peters, Solange	Department of Oncology, Lausanne University Hospital	Medical oncology director, responsible for the study site
Wickj, Andreas	Department of Oncology, University Hospital Zurich	Oncology director, responsible for the study site
Von Moos, Roger	Department of Oncology, Cantonal Hospital of Grisons	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-2 Questionnaire including 128 closed questions (79 questions on experiences of care; 23 questions on the impact of COVID-19; 12 questions on health status; 14 questions on socio-demographic characteristics) and 3 free-text sections.

Data Collection

Data Collection Dates

Start	End	Cycle
2021-09-13	2022-02-28	N/A

Data Collection Mode

Paper and online questionnaire, self-administered at home.

Questionnaires

SCAPE-2 Questionnaire including 128 closed questions (79 questions on experiences of care; 23 questions on the impact of COVID-19; 12 questions on health status; 14 questions on socio-demographic characteristics) and 3 free-text sections.

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.

Data Appraisal

No content available