MEASURING NEXT-OF-KIN SATISFACTION WITH HOSPITAL CANCER CARE – AS A FOUNDATION FOR IMPROVING QUALITY AND PATIENT SAFETY

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Background: Input from next-of kin experiences has the potential to improve work performance in hospital cancer care.

Objective: To explore similarities and differences in next-of kin satisfaction with cancer care in two Norwegian university hospitals.

Method: Questionnaire to next-of-kin including the 20-item **FAMCARE** scale, for which respondents are requested to score their experiences on a five-point scale (1=Very satisfied, 2=Satisfied, 3=Undecided, 4=Dissatisfied, 5=Very dissatisfied).

Data: 238 next-of-kin from two university hospitals and from five different units.
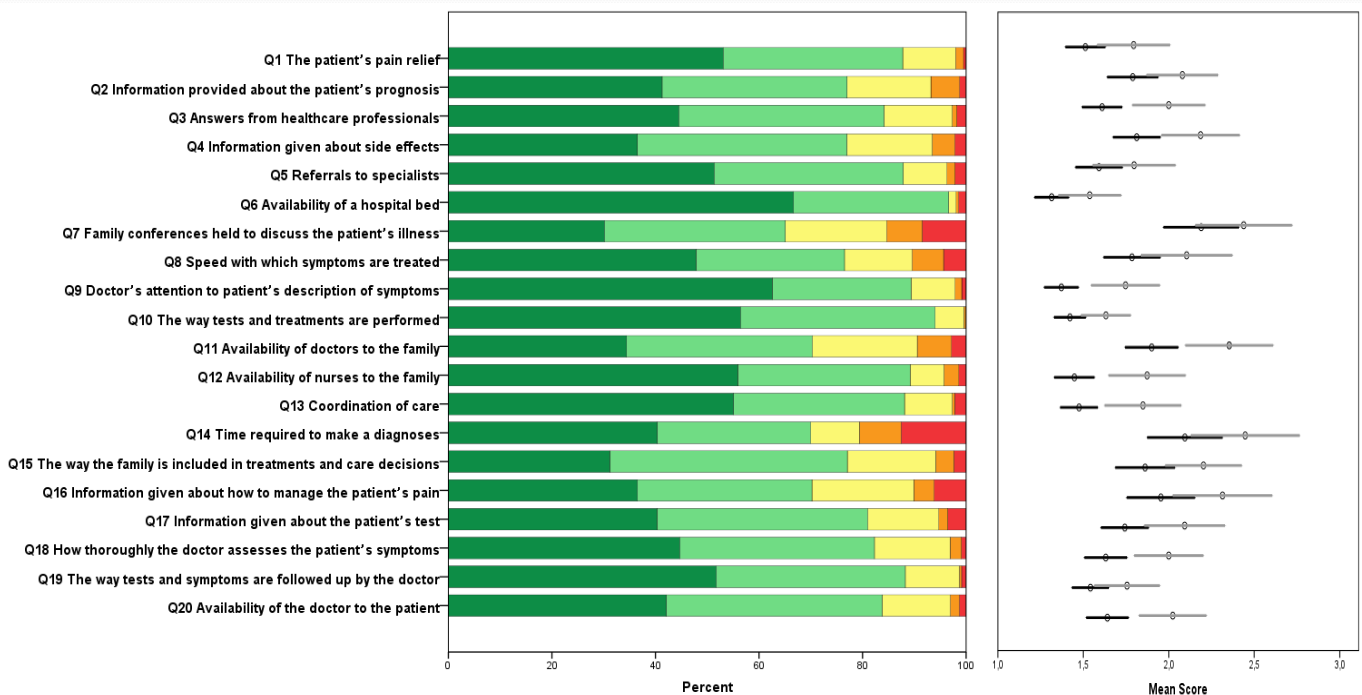
Result: Overall, the highest satisfaction with care was found in items Q6, Q9 and Q10. The respondents were most dissatisfied with items Q7, Q11, Q14 and Q16. There were several differences between the hospitals. After adjustment for sociodemographic information of the next-of-kin (age, gender, relation to patient, education), the patient (gender, age, clinical diagnosis) and location (inpatient/outpatient ward), statistically significant differences between the two hospitals were found in items Q2, Q3, Q4, Q6, Q9, Q1, Q18, Q19 (all p<0.05). The largest differences after adjustment were found in Q3, Q4 and Q9, which all had adjusted differences larger than 0.35.

Conclusion: Despite being subject to the same policy documents, there were substantial differences between the two hospitals, also after adjustment for sociodemographic and clinical variables. Further analysis and interpretation will be performed in addition to a qualitative content analysis of the text variables from the survey, as a foundation for suggestions of quality and safety improvement measures in the two hospitals.