



Title	Treatment and Care as Assessed by Patients and Health Care Professionals – An Analysis Based on Patients Treated for Colorectal Cancer – A Health Technology Assessment
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Aim

To investigate how patients and healthcare professionals (ie, nurses and doctors) assess the technical, interpersonal (ie, psychosocial), and organizational aspects of treatment and care; and to analyze the degree to which their assessments correlate.

Conclusions and results

Analyses of the correlation between patients' and healthcare professionals' responses generally showed that the correlation between the answers to rather factual questions ranged from moderate to nearly perfect ($0.19 \leq K \leq 0.95$). On the other hand, the patients' and the healthcare professionals' answers to more subjective questions only correlated weakly ($-0.01 \leq K \leq 0.22$).

The analyses of whether patients differentiate between various aspects of treatment and care showed that in all cases the patients' assessments of technical quality correlated closely with their interpersonal and organizational experiences during the hospital stay. In most cases the correlations were positive.

In a Danish population undergoing treatment for colorectal cancer, there were significant differences in perceptions of care between patients and health professionals. In particular, health professionals and readers of reports on patient evaluations ought to remember that the patient's perspective is just one source of information to be used in assessing hospital and health care.

Recommendations

The study highlights the necessity of collecting and comparing several types of information, including the assessments of both patients and healthcare professionals, if a complete view of quality in the Danish health service is desired.

Methods

The study included 527 patients and focused on patients operated for colorectal cancer and the healthcare professionals who treated them. Using this patient popu-

lation enabled researchers to correlate the questionnaire responses to individual patients' disease-specific and diagnosis- and treatment-related information stored in the Danish Colorectal Cancer Database. Information on 336 of the 527 patients (64%) was available in the Danish Colorectal Cancer Database.