

# Satisfaction Surveys for User of Cancer Consultation Support Center at Fukuoka University Hospital to Find a Problem for Cancer Specialist Counselor

Tomoko NAGAMI <sup>1)</sup>, Toshihiro TANAKA <sup>2)</sup>, Kumi YOSHIDA <sup>1)</sup>,  
Mariko IWATSUKI <sup>1)</sup>, Yasushi TAKAMATSU <sup>3)</sup>

<sup>1)</sup> *Department of Nursing, Fukuoka University Hospital, Fukuoka, Japan*

<sup>2)</sup> *Division of Oncology, Hematology and Infectious Diseases, Department of Internal Medicine, Faculty of Medicine, Fukuoka University Hospital*

<sup>3)</sup> *Division of Oncology, Hematology and Infectious Diseases, Department of Internal Medicine, Faculty of Medicine, Fukuoka University*

Correspondence to: Toshihiro TANAKA, M.D., Ph.D.,

## Abstract

**Background:** The Cancer Consultation Support Center was established in 2006, in response to the need for cancer information from cancer patients and their families. Since the patients' consultation content gradually becomes more complicated, the Cancer Consultation Support Center is a place that plays an increasingly significant role for patients and their families. Therefore, maintenance of a Consultation Support Center is underway at each designated cancer care hospital. In order to achieve the objective, it is generally agreed that specially trained staff and efforts are needed in future to ensure the quality of consultation support centers. However, the current efforts are focused mainly on how medical institutions and counselors should be. There is no survey of the problem from the user's perspective.

**Objective:** We investigated the problem of cancer care special counseling by receiving feedback directly from the user.

**Methods:** The subjects were the users who first attended the Fukuoka University Hospital Cancer Consultation Support Center between February 2016 and November 2016. We evaluated the satisfaction level of the Cancer Counseling Support Center by examining subjective data such as impressions, requests for counselors after consultation and so on. We collected data by using self-administered questionnaire from users.

**Results:** Questionnaires were distributed to 54 (18.9%) out of 285 of all subjects. The degree of satisfaction of the users after consultation was 87.0%. 96.0% of them answering that their emotions became more positive, 98.0% of them said they would like consultations again. Moreover, there was an indication from the questionnaires that "information is insufficient" and "a better, more convenient-to-use environment is desired".

**Conclusion:** The satisfaction level of the consultant to our cancer counseling support center was high. Based on the results of this survey, it is considered necessary to create an environment that is easy-to-use and to collect and one that provides the latest up-to-date information.

**Key words:** Cancer consultation support center, Cancer specialist counselor, Satisfaction survey, Feedback