

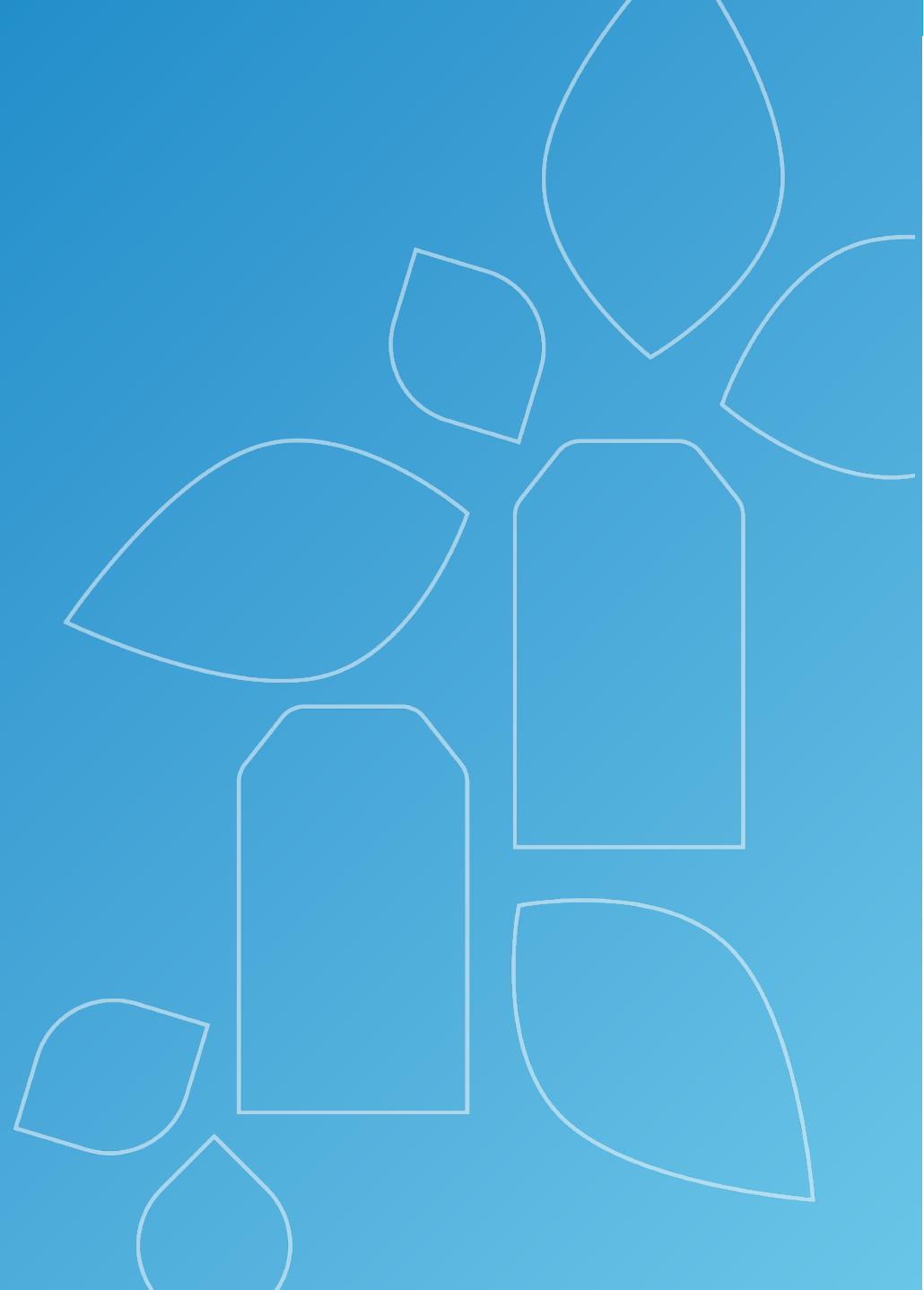


Southeastern Multidisciplinary Approaches to Cancer Symposium

Strategies to Improve Patient Satisfaction in Cancer Care

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Disclosures

I do not have any relevant financial relationships.

This presentation and/or comments will provide a balanced, non-promotional, and evidence-based approach to all diagnostic, therapeutic and/or research related content.



Cultural Linguistic Competency (CLC) & Implicit Bias (IB)

STATE LAW:

The California legislature has passed Assembly Bill (AB) 1195, which states that as of July 1, 2006, all Category 1 CME activities that relate to patient care must include a cultural diversity/linguistics component. It has also passed AB 241, which states that as of January 1, 2022, all continuing education courses for a physician and surgeon **must** contain curriculum that includes specified instruction in the understanding of implicit bias in medical treatment.

The cultural and linguistic competency (CLC) and implicit bias (IB) definitions reiterate how patients' diverse backgrounds may impact their access to care.

EXEMPTION:

Business and Professions Code 2190.1 exempts activities which are dedicated solely to research or other issues that do not contain a direct patient care component.

The following CLC & IB components will be addressed in this presentation:

- *The presentation will address how cultural diversity influences healthcare quality metrics and patient experience outcomes and apply culturally responsive communication strategies to improve patient satisfaction and overall quality of care.*
- *The presentation will address the impact of implicit bias on healthcare quality metrics and patient experience.*



Satisfaction versus Experience



The Patient Experience

Communication

- Patient centered
- Shared decision making
- Trust

Coordination

- Access
- Multidisciplinary
- Evidenced based

Compassion

- Dignity and respect
- Active listening
- Safe



Why it Matters

Quality of life

Better outcomes

Patient safety



Delivering compassionate, timely, and coordinated oncology care improves both the patient experience and overall quality of care.

Patient Experience in Oncology Care

Aghahosseini, S.S., Karami, M., Rassouli, M., Akbari, M.E., Ebrahimi, H., & Najafi, K. (2025). Impact of palliative care on the quality of life and patient satisfaction in cancer patients: A before-and-after quasi-experimental study. *Journal of Research Development in Nursing & Midwifery*, 22(3), 8–13.

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Chien, S. A., Deal, A. M., Heiling, H. M., Gettings, J. L., Yue Wang, Farnan, L., Bensen, J. T., Gerstel, A., Mayer, D. K., Stanton, K. E., Nelson, C. A., Quillen, L. J., & Park, E. M. (2022). Patients With Advanced Cancer and Minor Children: An exploratory study of health-related quality of life and satisfaction with care. *Oncology Nursing Forum*, 49(5), 433–443.

Drbohlav Ollerton, R., Hommes, S., Bol, N., Beets, G., Folkvord, F., & Krahmer, E. J. (2026). Health-related lifestyle communication in oncology: Exploring the experiences and preferences of cancer survivors. *Health Communication*, 41(2), 360–369.

Hannon, B., Swami, N., Krzyzanowska, M.K., Leighl, N., Rodin, G., Le, L. W., & Zimmermann, C. (2013). Satisfaction with oncology care among patients with advanced cancer and their caregivers. *Quality of Life Research*, 22(9), 2341–2349.

Russell, C., Gaffaney, M., Reilly, J., Rudoy, I., & Maraccini, A. (2026). The impact of nurse leader rounding on patient satisfaction: A post-hoc analysis of trust, communication, and collaboration in inpatient care. *Journal of Patient Experience*, 13, 1–5.

Thank you

