

IMPLEMENTING PARTICIPANT-REPORTED MEASURES IN CANCER

SCREENING PROGRAMS IN CATALONIA, SPAIN

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INTRODUCTION

Assessing participant satisfaction is essential for ensuring the quality of cancer screening programs.

High levels of participant satisfaction may improve adherence to screening programs and, in turn, enhance their overall effectiveness and public health impact.

METHODS



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4 weeks after sending negative result letter, participants with registered mobile phone numbers received an SMS to complete an anonymous online questionnaire



Rates of mobile phone registration, SMS delivery, and response

We evaluated the feasibility of using SMS to determine experience and satisfaction with breast (BC) and colorectal cancer (CRC) screening programs in the Metropolitan area of Barcelona.



Feasibility

RESULTS

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- 98% had a registered mobile phone number and received an SMS; only 0.6% failed delivery
- Completion rates: 23.2% (1527 out of 6581) and -23.7% (481 out of 2029) for CRC and BC programs
- Data quality: -
 - Average missing values was 3%
 - BC program had 10% missing values in overall satisfaction due to a formatting error, later corrected in the CRC questionnaire

Users' experience and satisfaction

- Over 90% of respondents in both programs rated most questions 4 or higher
- Two areas scored below 90%:
 - Accessibility and waiting time
 - Technical skills of screening hub staff ullet
- Overall satisfaction rating: 9.4 / 10

Proportion of respondents who rated 4 or 5 by form areas (%)	
Accessibility/waiting time	77,9 89,9
Information transfer and communication	90,8 95,3
Staff's technical skills-screening hub	86,7 89,5
Staff's technical skills -radiographers	96,7
Staffs' interpersonal skills-screening hub	93,3 94,7
Staff's technical skills -radiographers/phamacy	93,5 97,3
Physical surroundings and privacy	97,9
CRC screening program BC screening program	

The high proportion of registered mobile phone numbers and low SMS failure rate demonstrate SMS as a feasible method for collecting satisfaction data.

Response rates were acceptable, but results highlight areas that need improvement to boost participant satisfaction.

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