

IMPLEMENTING PARTICIPANT-REPORTED MEASURES IN CANCER SCREENING PROGRAMS IN CATALONIA, SPAIN

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No conflicts of interest

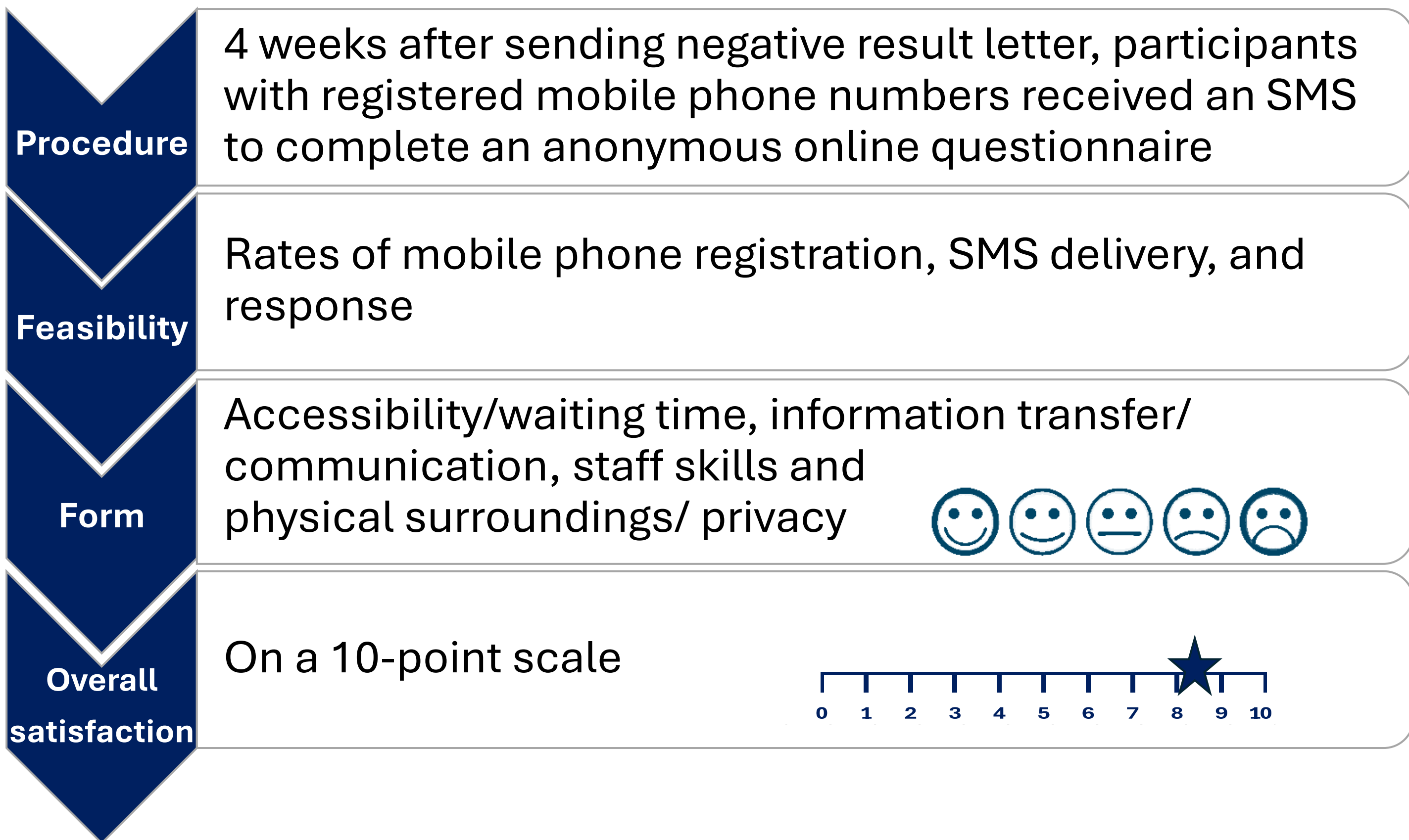
1 INTRODUCTION

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.

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.

2 METHODS



3 RESULTS

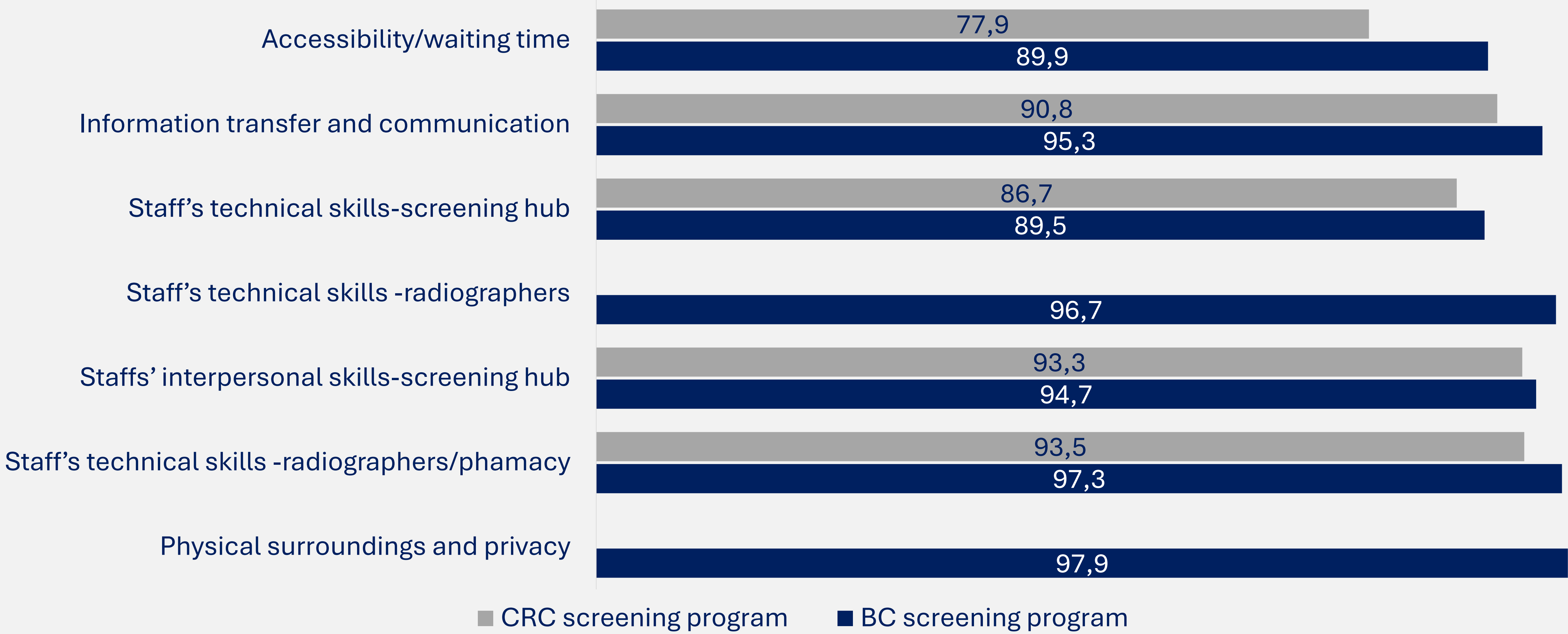
Feasibility

- 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
- Overall satisfaction rating: **9.4 / 10**

Proportion of respondents who rated 4 or 5 by form areas (%)



4 CONCLUSIONS

- ✓ 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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