

What you need to know about Your Voice Matters – Cancer

Information for Healthcare Providers, Staff and Volunteers

Your Voice Matters is a patient experience survey

Patient experience is defined as the sum of all interactions with the healthcare system. A Patient-Reported Experience Measure (PREM) is a tool that captures these interactions, to enable measurement and help plan quality improvements based on patients' wants, needs and preferences.

Your Voice Matters is a PREM created by Ontario Health (Cancer Care Ontario) for adults undergoing outpatient cancer treatment. It is a survey that gives patients the chance to share, confidentially, feedback about their most recent in-person or virtual cancer care appointment. This survey will help Ontario Health and your hospital to:

- Empower patients to give feedback throughout their cancer care, beginning with the treatment phase.
- Implement targeted quality improvements that enhance the patient experience and improve outcomes.
- Facilitate real-time collection of patient experience data, to analyze and report on a monthly basis.

Your Voice Matters was launched in 2016 in all Regional Cancer Centres and some partner hospitals. In 2023, Your Voice Matters was redesigned to improve survey uptake and ensure it captures feedback on the aspects of in-person and virtual care that matter most to patients.

Patients are only able to complete Your Voice Matters once **every 30 days**. It takes **about 5 minutes** to complete.

Types of questions on Your Voice Matters

Your Voice Matters is a set of questions that enables patients to share feedback on their experience at their most recent in-person or virtual (by telephone or video) appointment. Patients can share feedback about their experience:

- Before their appointment (e.g., contacting the cancer clinic)
- During their appointment (e.g., wait time, meeting with their cancer care team)
- After their appointment (e.g., having information about the next steps in their care)
- Overall (e.g., rating from “Very Good” to “Very Poor”)



Your Voice Matters is different from Your Symptoms Matter

Your Symptoms Matter is a screening tool for patients to report their physical and emotional symptoms, and responses are meant to be reviewed with a patient's healthcare team to address their needs. By contrast, the information patients share in Your Voice Matters is confidential, and individual responses will not be shared with their health care team or stored in the Electronic Medical Record. The information will be collected by Ontario Health and aggregate results will be reported back to the participating hospitals to help make meaningful improvements to the system overall.

While Your Symptoms Matter can be completed before or at every appointment, Your Voice Matters can only be completed once every 30 days.

Who should complete Your Voice Matters?

- Adult patients in Ontario who are receiving cancer care (e.g., getting cancer treatment or have had appointments with a cancer doctor, nurse, social worker, or others).
- Family, friends, and care partners who are supporting a patient with their cancer appointments may help or complete the questions on behalf of a patient.

There are different ways to fill out Your Voice Matters

Your Voice Matters is integrated into Ontario Health's Interactive Symptom Assessment and Collection (ISAAC) application. This is the same application used to collect Your Symptoms Matter. Patients can complete Your Voice Matters in a few different ways, depending on what is available at their hospital or what is most convenient for them:

- **At a kiosk, computer, or tablet in the cancer clinic**
 - Patients complete Your Symptoms Matter first. Then, they may be prompted with an option to complete Your Voice Matters.
 - Your Voice Matters does not show up for new patients at their first visit. At least one symptom screening is required to be completed prior to Your Voice Matters being prompted at the patient's next visit.
- **Using their own device (like a cell phone, personal home computer, or tablet)**
 - Your Voice Matters is available for patients to complete through the ISAAC Home Channel, which is a link that takes patients to a website portal:
 1. **General link** (<https://isaac.ontariohealth.ca>): Patients typically complete Your Symptoms Matter first. Then, they are prompted with the option to complete Your Voice Matters. This process is the same as the kiosks.
 2. **Your Voice Matters specific link** (<https://isaac.ontariohealth.ca/yvm/cancer>): Patients are prompted to complete Your Voice Matters only, and do not complete symptom screening beforehand.
 - Patients may also access Your Voice Matters through a link sent to their email address, through the hospital's patient portal, or by scanning a QR code on a poster or postcard.

Your Voice Matters responses are kept private and confidential

The cancer care team will not see any individual responses to the questions. Responses will be analyzed by Ontario Health. Only aggregate data (combined with other patient's responses) will be reported by Ontario Health to the participating hospitals.

Responses are used to improve the cancer care experience

Your Voice Matters is important because it helps the cancer care team understand what is most important to patients about their experience. The responses will be used to plan new initiatives that will improve the cancer care experience for patients and care partners at your hospital and across Ontario.

Healthcare providers, staff and volunteers can help support Your Voice Matters!

We need your support in sharing Your Voice Matters with your patients to encourage participation. Depending on your hospital's processes, you may be able to help promote Your Voice Matters by directing patients to kiosks or tablets, sharing promotional resources with the ISAAC links or QR codes, and raising awareness with staff and other groups (e.g., Patient and Family Advisory groups).



For more information about Your Voice Matters, please visit:
cancercareontario.ca/YourVoiceMatters

If you have any questions, please contact your Regional Experience and Engagement Lead. Contact information can be found via the website link above.

For more information about Ontario Health, please visit: ontariohealth.ca

Ontario Health is an agency created by the Government of Ontario to connect, coordinate and modernize our province's health care system. We work with partners, providers and patients to make the health system more efficient so everyone in Ontario has an opportunity for better health and wellbeing.

Need this information in an accessible format? 1-877-280-8538, TTY 1-800-855-0511, info@ontariohealth.ca.
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