



HAWAII COMPREHENSIVE CANCER COALITION

Stakeholder Satisfaction Survey Report 2018

HAWAII COMPREHENSIVE CANCER COALITION SUMMIT 2018

On February 21, 2018, the Hawaii Comprehensive Cancer Coalition (HCCC) held its annual summit to recognize the progress being made in Hawaii in cancer prevention, early detection, equitable access to care, and quality of life in survivorship and palliative care. Stakeholders from across the state came together to celebrate Hawaii's achievements, discuss additional opportunities for change, and honor Senator Mazie Hirono with the 2018 Courage Award. Additionally, Lieutenant Governor Douglas Chin proclaimed February 21, 2018 "Cancer Awareness Day."

The HCCC is convened and coordinated by the Hawaii Comprehensive Cancer Control Program (HCCCP) within the Hawaii State Department of Health (DOH). The ability to convene coalition members annually for the HCCC Summit is made possible through limited funding and staff support provided by the HCCCP. The DOH receives federal funding for the HCCCP cancer prevention and control efforts through a Cooperative Agreement from the Centers of Disease Control and Prevention (CDC).

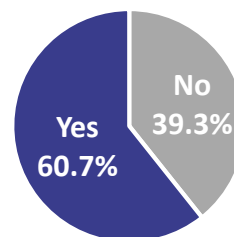
ABOUT THIS STUDY

This study was initiated by the DOH and the HCCC. The goal was to gauge members' level of satisfaction with the coalition and the Hawaii State Cancer Plan 2016-2020, in order to improve the coalition's functioning and better meet their partners' needs.

DOH and HCCC worked with the University of Hawaii Office of Public Health Studies' Healthy Hawaii Initiative Evaluation Team to develop a survey that would be distributed to coalition members. Paper surveys were distributed to stakeholders in attendance at the annual summit. Only 13 surveys were completed at this event. Therefore, an online version of this survey was also disseminated via email to the 134 members on the coalition listserv on March 15, 2018. This led to an additional 43 surveys completed for a total of 56. Of the 56 respondents, 51 were coalition members, 4 were non-members, and 1 was unknown. Of the 51 coalition members who responded to the survey, 34 (60.7%) attended the annual summit in 2018 (Figure 1). The overall response rate for coalition members completing the survey was 38.1% (51/134).

The survey consisted of 35 questions that focused primarily on assessing member satisfaction with the functioning and impacts of the HCCC, as well as questions about member use of and satisfaction with the 2016-2020 Hawaii State Cancer Plan.

Figure 1: Attendance at the 2018 Summit (n=56)



ABOUT THE RESPONDENTS

When asked about the length of coalition membership, there was a range of responses. Nearly one-quarter of respondents identified as having been members for 10 or more years, while approximately 20% of respondents had been members for less than 1 year or were not currently members (Figure 2).

Additionally, over half of the respondents had been members prior to the launch of the 2016-2020 Hawai'i State Cancer Plan in December 2017. Their continued involvement in the coalition may provide insight into how members feel the State Plan is relevant to their work and interests.

Respondents were also asked to identify their role in the coalition. Approximately half of the respondents indicated that “community partner” best described their role, while nearly 20% of respondents identified as health care providers (Figure 3). None of the respondents specified that they were caregivers. DOH and the HCCC leadership should explore if caregivers just did not respond to the survey or if they need to increase representation of caregivers on the coalition.

THE STATE CANCER PLAN

In the opening set of survey questions, participants were first asked to rate their level of agreement on questions related to the State Cancer Plan using a 5-point scale, where 1 equaled “Strongly Disagree” and 5 equaled “Strongly Agree.” Responses were summarized by totaling the number of individuals that indicated either Agree (4) or Strongly Agree (5) for each statement.

When asked about the Hawai'i State Cancer Plan 2016-2020 (Figure 4), 84% of respondents indicated that they understood its goals and objectives.

However, only 58% reported that they had used or referenced the plan. This may be an area for the coalition to further investigate with their members in order to identify potential barriers to utilizing the State Cancer Plan.

Figure 2: Membership Length (n=55)

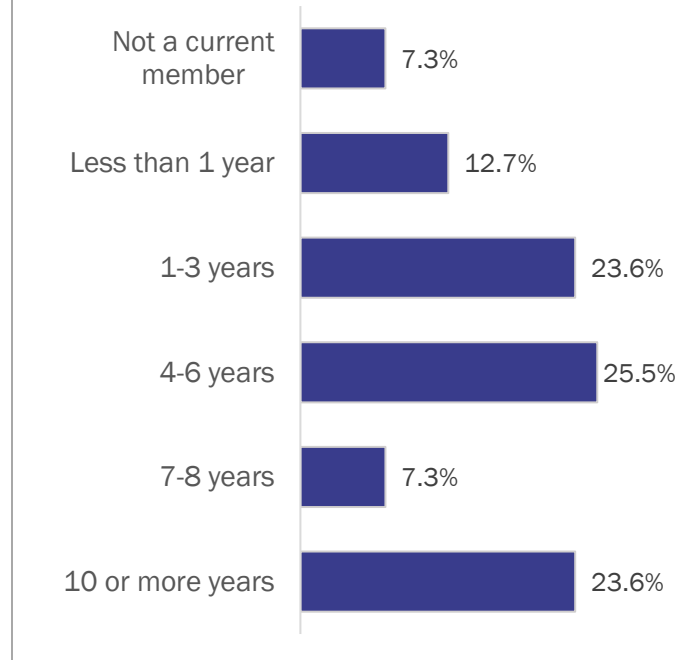


Figure 3: Coalition Role (n=55)

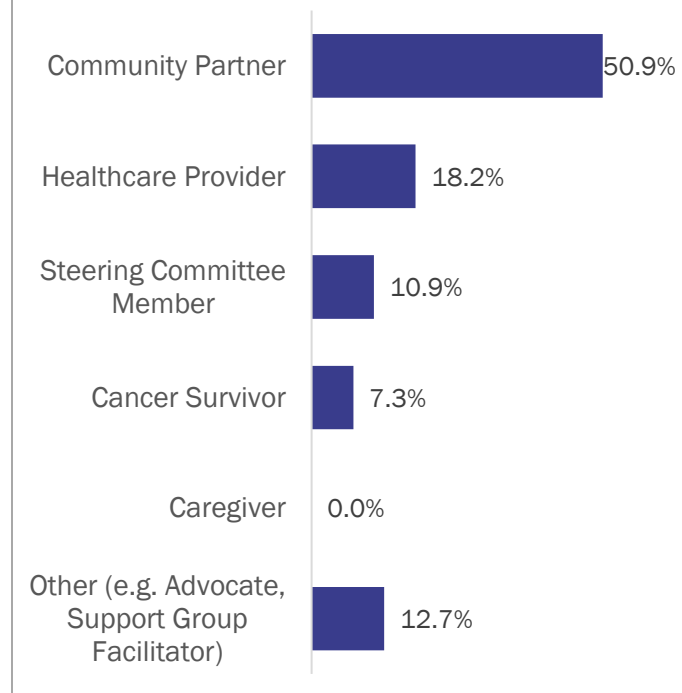
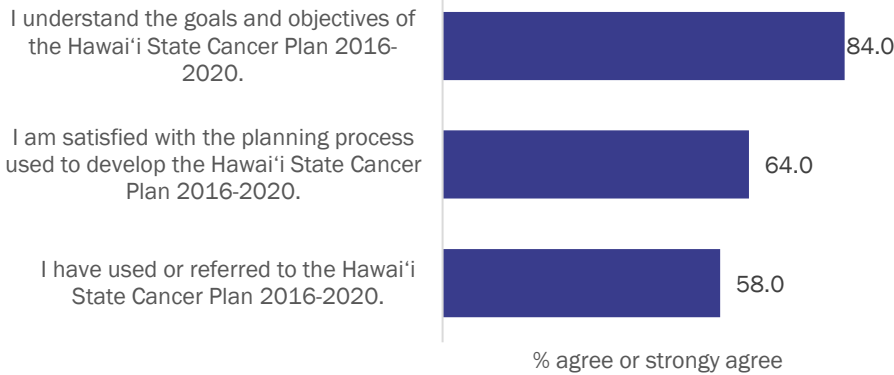


Figure 4: State Cancer Plan (n=50)



*"I am grateful that I am able to attend (as an outer island member) & assure that my organization is aligned with the state plan."
- Healthcare Provider*

COALITION FUNCTIONING

Participants were then asked to rate their level of agreement on questions related to the HCCC functioning using the same 5-point scale, where 1 equaled "Strongly Disagree" and 5 equaled "Strongly Agree." Responses were summarized by totaling the number of individuals that indicated either Agree (4) or Strongly Agree (5) for each statement. When asked about the vision, leadership, and membership of the coalition (Figure 5), the two highest rated areas related to the clarity of the coalition's vision (71.7%) and the strength and competence in the coalition's leadership (69.6%).

Figure 5: Coalition Vision, Leadership, and Membership (n=46)



When asked to evaluate their own experience in the coalition, member responses varied widely (Figure 6). Approximately 90% of respondents strongly agreed or agreed that they care deeply about the coalition’s future. However, fewer than 60% of respondents strongly agreed or agreed that they feel like they have a voice in the decision making process, that their skills and activities are effectively used, that member interest is high, and that they are satisfied with professional development training opportunities. These may be possible areas for further inquiry, as well as potential areas for improved member engagement.



MEMBER SATISFACTION WITH THE COALITION

In the next section of the survey, participants were asked to rate their level of satisfaction on a series of questions related to their involvement in the coalition, coalition communication, and the coalition’s progress on achieving its goals, using a 5-point scale, where 1 equaled “Very Dissatisfied” and 5 equaled “Very Satisfied.” Responses were summarized by totaling the number of individuals that indicated either Satisfied (4) or Very Satisfied (5) for each statement.

Respondents were first presented a series of questions about coalition meetings and the participation of community, other coalitions, and key personnel (Figure 7). Nearly 85% of respondents were satisfied or very

“It would be wonderful if the coalition could engage and involve more folks from the community. I feel like the reach is limited to the same players. I hope that the communities experiencing these disparities can have a voice and seat at the table.”
 – Community Partner

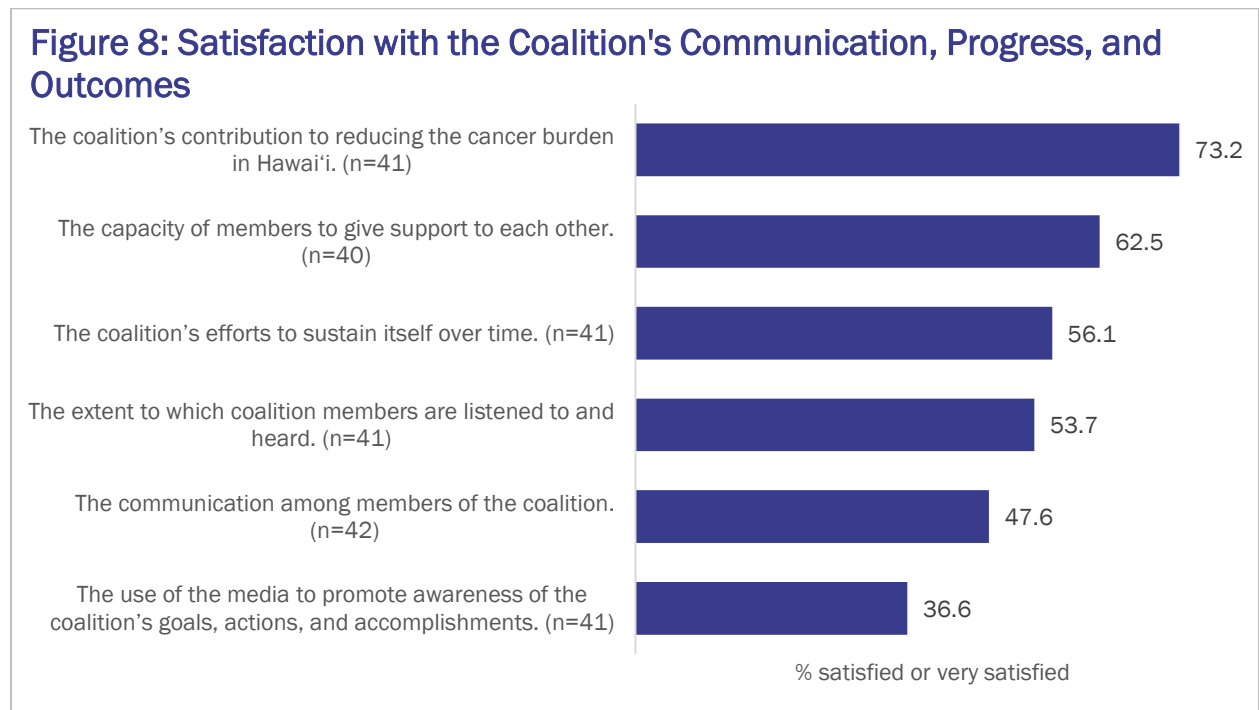
satisfied with the location of meetings, but less than 60% were satisfied or very satisfied with the frequency and duration of such gatherings. Around two-thirds of respondents were pleased with the participation of communities, key sectors, and organizations.

Figure 7: Members' Satisfaction with their Involvement in the Coalition



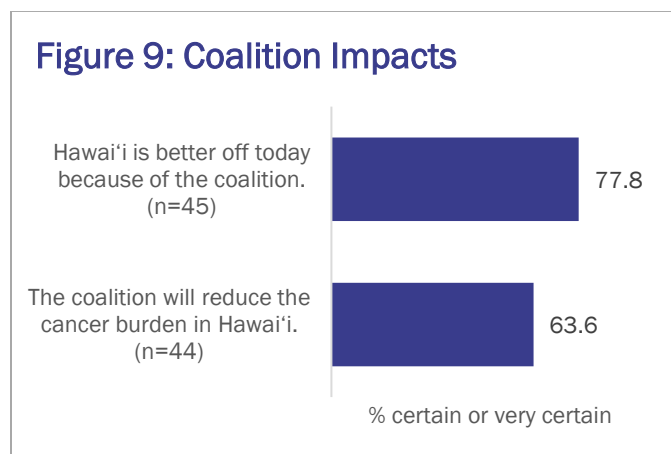
When asked about communication, progress, and outcomes (Figure 8), approximately 73% of members indicated that the coalition is contributing to reducing the cancer burden in the state. However, most other questions in this section identified lower satisfaction among respondents.

Figure 8: Satisfaction with the Coalition's Communication, Progress, and Outcomes



COALITION IMPACTS

In the next section of the survey, respondents were asked to assess the impact of the coalition's work (Figure 9) using a 5-point scale, where 1 equaled "Not Certain at All" and 5 equaled "Very Certain." Responses were summarized by totaling the number of individuals that indicated either Certain (4) or Very Certain (5) for each statement. Approximately 78% of members expressed certainty that Hawai'i is better off because of the coalition. Fewer respondents, however, stated that they believe the coalition will reduce the cancer burden in the state (63.6%).



"The Hawai'i Comprehensive Cancer Coalition partnership has benefited our organization greatly through suggestions of how to improve screening rates and how to implement an evidence based strategy as we move forward."

- Healthcare Provider

COALITION BENEFITS AND OPPORTUNITIES FOR IMPROVEMENT

At the end of the survey, respondents were given the opportunity to share comments about the benefits of participating in the Hawai'i Comprehensive Cancer Coalition (Table 1), as well as suggestions for improvement (Table 2). The majority of comments addressed opportunities to network, collaborate, and connect as a benefit to participating in the coalition. The most frequently mentioned suggestions for improvement centered around the themes of fostering coalition commitment and engagement and improving data and information usage.

Table 1: What have been the benefits of participating in the Hawai'i Comprehensive Cancer Coalition for you or your organization? (respondents=27, responses=31)

Opportunities to Network, Collaborate, and Connect (14)

- **Networking (8)**
 - Networking and networking opportunities (3)
 - It also provides another opportunity to network with key stakeholders in the cancer community.
 - Networking and seeing colleagues
 - Networking with other agencies and organizations to fight cancer.
 - Networking; partnerships.
 - Networking, direction setting.
- **Opportunities to Collaborate and Connect (6)**
 - Collaboration.
 - Collaboration with other stakeholders.
 - Connecting with others in the community.
 - Having the opportunity to meet with others who are passionate about reducing the burden of cancer.
 - Provides an opportunity to hear and discuss topics with other members.
 - Training opportunities; leadership opportunities; program planning, implementation, and evaluation.

Awareness of Current Issues and Needs (6)

- Being kept up to date with the latest local and national information.
- Focus on Colorectal Cancer screening within our diverse patient population to increase screening rates.
- Having a better understanding of the needs of the community and how I can help.
- Improvement in the cause of death reporting in the State of Hawai'i.
- Increase of cancer awareness.
- Increased awareness regarding survivorship issues and needs across Hawai'i.

Making Clear Goals (4)

- Making sure the path and direction remains heading towards the goal.
- To be assured that no matter what island we are on we are all working towards a collective goal.
- To enable our organizations to understand the focus of the HCCC regarding the goals related to prostate cancer and its care during the development of the state plan.
- Understanding clear goal toward cancer prevention and survival for people in Hawai'i.

Having a Collective Voice (3)

- Able to have a voice and introduce students who are interested in cancer and Hawai'i.
- Being a part of the coalition has helped to ensure community input and insight is not lost.
- In the end to have a collective voice in working towards the reduction of cancer in our community.

Miscellaneous (4)

- I think the coalition is a great component for fighting cancer, but need to expand membership to other interested parties.
- None applicable.
- Participation in the plan. Happy with the results.
- Very encouraged at my first meeting. Very optimistic that political/elected officials are "on board."

Table 2: In what ways could the Hawai'i Comprehensive Cancer Coalition partnership better benefit you, your organization, or the community? (respondents=25, responses=32)

Foster Coalition Commitment and Engagement (13)

- **Communication (4)**
 - Better communication within the Coalition beyond the leadership. Better liaison between community coalition. Video tape these.
 - Improve communication.
 - Regular communication of what is happening.
 - The HCCC needs to sustain the communication such that the prostate cancer organization's voice is respected rather than solicited but subsequently dismissed without adequate explanation.
- **Engagement (4)**
 - Find ways to keep partners engaged; find ways to engage Coalition leadership and their orgs help move Cancer Plan forward.
 - Fosters more involvement.
 - It would be wonderful if the coalition could engage and involve more folks from the community. I feel like the reach is limited to the same players. I hope that the communities experiencing these disparities can have a voice and seat at the table.
 - More networking and sharing info about different organizations that have events that may be of interest/benefit to members.
- **Increase Leadership and Support (3)**
 - Less politics and more commitment to the vision.
 - More involvement of committee members in the leadership of the entire coalition.
 - Provide consistent & responsive staff support to the work groups.
- **Scheduling (2)**
 - Hold meetings or conferences after working people's work schedules so that they can be more involved.
 - My problem is with timing and this year it's been tight but am thrilled to part of the coalition.

Improve Data and Information Usage (9)

- Continue to gather good people and factual information to kill cancer.
- Continue to support the improvement in the collection of information used to take action.
- Data reporting needs to reflect what is occurring at both the county and state levels.
- Getting updated information on Cancer and training to enrich our knowledge.
- More support for the integration of research within the coalition.
- Please share DOH staff presentation.
- The data presented by DOH staff were inadequate and incomplete. If they were to really question the committees or follow up with key organizations, they would have up-to-date data.
- The Hawai'i Comprehensive Cancer Coalition partnership has benefited our organization greatly through suggestions of how to improve screening rates and how to implement an evidence based strategy as we move forward.
- Written annual progress summary.

Prioritize Patient/Survivor-Centered Activities (4)

- Continue survivorship workshop/conference in all islands.
- More focus on cultural awareness.
- Need to stop & examine if a survivor care plan truly helps patients. If it has high impact, then continued to encourage. If low impact, would recommend use resources for interventions that have greater impact.
- Prevention programs and services available for clients.

Strengthen Legislative Focus (2)

- I would like legislators to bring back health & physical education in the schools.
- It would be helpful if Comp Cancer could support legislative work but it seems that it's outside the scope of what is allowable with the current funds.

Miscellaneous (4)

- Even more of the same.
- Expand on the plan to reduce the burden on cancer.
- I am grateful that I am able to attend (as an outer island member) & assure that my organization is aligned with the state plan.
- I don't feel the Comp Cancer operates as a coalition, more as a network.

RECOMMENDATIONS

If this study were to be expanded in the future, there are a few recommendations for consideration. The survey responses raised several questions about reaching the desired target audience. As noted earlier, none of the respondents specified that they were caregivers. It is possible that current caregivers were too busy to participate in the summit and to respond to the survey; however, this may be an important group to gain feedback from if they are not already represented among the current coalition members. It may also be useful to include a question on respondent location in future surveys to ensure that responses are representative of statewide perspectives of the coalition and State Cancer Plan.

Nearly 25% of the respondents identified as having been members of the coalition for at least ten years. Their long-term involvement in the coalition may provide insight into how members feel the State Plan is relevant to their work and interests, and it may be beneficial in a future survey to analyze differences in responses by years of participation.

In addition to gathering feedback from a variety of coalition members, the survey results also uncovered several important areas that indicated lower agreement, satisfaction, and certainty among members. These included communication, the frequency and duration of meetings, use of media to increase awareness of the plan and its goals, and the use of data. Many of these themes were reinforced and expanded upon through open-ended comments, with the most prominent recommendations focused on the ability to foster meaningful coalition commitment and engagement, and to improve data and information usage.

Respondents remarked that one of the benefits of their participation in the coalition was that it helps them stay aware of current issues in cancer at the local and national levels. However, less than half of the survey respondents were satisfied or very satisfied with the level of communication within the coalition. A number of respondents felt that improved, more frequent communication from the coalition to membership, not just among leadership, would enable the coalition to better meet their needs. Members also indicated a desire for more frequent meetings, and some requested that meetings be held at times that accommodate their work schedules. Respondents also wanted to see data better utilized to help spread information and keep members informed, with one person suggesting an annual progress report. Although members did not provide detailed information on how they would like to see strategic use of media to show progress made on the State Cancer Plan, media releases combined with progress reports could fulfill both goals.

CONCLUSION

Overall, the survey respondents expressed a clear investment in the Hawai'i Comprehensive Cancer Coalition. Most of the participants agreed or strongly agreed that they understand the goals and objectives of the State Cancer Plan, appreciate the clarity of the coalition's vision, and care about the future of the organization. Generally, they expressed a belief that the coalition is contributing to reducing the burden of cancer in the State and that Hawai'i is better off because of the coalition. Open-ended comments from the survey highlighted the utility of the coalition in supporting networking opportunities and awareness of current issues and needs. All of these indicators reinforce the value of the coalition and its activities to its members.

While the survey results also identified topic areas that members found to be challenging, this information can be viewed as an opportunity to provide improvements and enhance the functioning of the coalition. It is hoped that the results from this survey can be used to inform future efforts by the coalition to assess member satisfaction and to evaluate its progress and contributions.



APPENDIX A: STAKEHOLDER SATISFACTION SURVEY



Thank you for taking 10 minutes to fill out the following survey about the Hawai'i Comprehensive Cancer Coalition and the Hawai'i State Cancer Plan 2016-2020. Your responses will help us to understand how satisfied our membership is with the coalition and plan. Your responses will remain confidential and your participation is voluntary. You may skip any question you do not wish to answer.

1. How long have you been a member of the Hawai'i Comprehensive Cancer Coalition?

- Less than 1 year
 1-3 years
 4-6 years
 7-8 years
 10 years or more
 I'm not currently a member.

2. What *best* describes your role in the coalition? (Please choose only one.)

- Cancer Survivor
 Community Partner
 Steering Committee Member
 Caregiver
 Healthcare Provider
 Other: _____

Using the scale of **1=Strongly Disagree** and **5=Strongly Agree**, please circle the number to indicate how much you disagree or agree with the following statements about the State Cancer Plan and the Hawai'i Comprehensive Cancer Coalition.

STATE CANCER PLAN	Strongly Disagree					Strongly Agree
3. I understand the goals and objectives of the Hawai'i State Cancer Plan 2016-2020.	1	2	3	4	5	
4. I am satisfied with the planning process used to develop the Hawai'i State Cancer Plan 2016-2020.	1	2	3	4	5	
5. I have used or referred to the Hawai'i State Cancer Plan 2016-2020 in the past two years.	1	2	3	4	5	

COALITION FUNCTIONING

VISION	Strongly Disagree					Strongly Agree
6. The coalition's vision is clear to me.	1	2	3	4	5	
LEADERSHIP	Strongly Disagree					Strongly Agree
7. There is strength and competence in the coalition's leadership.	1	2	3	4	5	
8. There are opportunities for coalition members to take leadership roles.	1	2	3	4	5	

MEMBERSHIP	Strongly Disagree			Strongly Agree	
9. The coalition builds and sustains a diverse membership.	1	2	3	4	5
10. The coalition activities encourage collaboration among members.	1	2	3	4	5
11. The level of commitment among coalition members is high.	1	2	3	4	5
MEMBERS' EXPERIENCE	Strongly Disagree			Strongly Agree	
12. I am satisfied with the professional development training opportunities provided by the coalition.	1	2	3	4	5
13. My skills and abilities are used effectively by the coalition.	1	2	3	4	5
14. My time is well spent on the coalition.	1	2	3	4	5
15. I am satisfied with what the coalition has accomplished.	1	2	3	4	5
16. I feel that I have a voice in what the coalition decides.	1	2	3	4	5
17. I really care about the future of the coalition.	1	2	3	4	5
18. Member interest is generally high.	1	2	3	4	5
19. Coalition meetings run smoothly.	1	2	3	4	5
20. Action team and workgroup meetings run smoothly.	1	2	3	4	5

MEMBER SATISFACTION

Using the scale of **1=Very Dissatisfied and 5=Very Satisfied**, please circle the number that indicates **how satisfied you are with the following...**

INVOLVEMENT IN THE COALITION	Very Dissatisfied			Very Satisfied	
21. The participation of people from key sectors and organizations.	1	2	3	4	5
22. The coalition's collaboration with local communities and coalitions (e.g., American Cancer Society, Community Health Centers, Hawai'i Prostate Cancer Coalition, etc.).	1	2	3	4	5
23. The location of coalition meetings.	1	2	3	4	5
24. The location of action team and workgroup meetings.	1	2	3	4	5
25. The frequency and duration of meetings.	1	2	3	4	5

COALITION COMMUNICATION	Very Dissatisfied				Very Satisfied
26. The use of the media to promote awareness of the coalition's goals, actions, and accomplishments.	1	2	3	4	5
27. The communication among members of the coalition.	1	2	3	4	5
28. The extent to which coalition members are listened to and heard.	1	2	3	4	5
COALITION PROGRESS AND OUTCOMES	Very Dissatisfied				Very Satisfied
29. The coalition's efforts to sustain itself over time.	1	2	3	4	5
30. The capacity of members to give support to each other.	1	2	3	4	5
31. The coalition's contribution to reducing the cancer burden in Hawai'i.	1	2	3	4	5

Using the scale of **1= Not at all Certain** and **5=Very Certain**, please circle the number to indicate **how certain you are** about the coalition's impacts.

COALITION IMPACTS	Not at all Certain				Very Certain
32. The coalition will reduce the cancer burden in Hawai'i.	1	2	3	4	5
33. Hawai'i is better off today because of the coalition.	1	2	3	4	5

34. What have been the benefits of participating in the Hawai'i Comprehensive Cancer Coalition for you or your organization?

35. In what ways could the Hawai'i Comprehensive Cancer Coalition partnership better benefit you, your organization, or the community?

Mahalo for your time and participation.