



Patient experience with Senographe Pristina

Patient comfort, anxiety and the impact of patient-assisted compression

Objective: To understand patient perception to Senographe Pristina with respect to the overall experience, patient comfort, anxiety and the impact of patient-assisted compression (PAC) feature.

Methodology: Responses from 100 patients attending mammography clinic in a hospital in France and 215 patients from a hospital in Italy was collected immediately after having a mammography exam using the Senographe Pristina. **Results:** 86% of patients rated the system 'comfortable' or 'very comfortable'. When compared to previous exams, 70% of the patients rated the system more comfortable than previous systems. 50% of patients were not at all anxious during the exam and 37% were less anxious as compared to their previous exams. 97% of patients expressed they were less anxious or not anxious at all thanks to the gantry design. Of those who used the PAC feature (159 patients), 79% responded that it made the exam more comfortable and 54% found it led to less anxiety. In terms of overall experience, 83% of patients had a better experience with the Senographe Pristina system than with previous systems. Patients who responded to the question, whether they would have another mammography exam based on their experience with Senographe Pristina, 68% responded affirmatively (195 responses). 77% of the patients mentioned that they would like their next exam to be on the Senographe Pristina system (199 responses).

Introduction

Patient experience has been an important factor in mammography. Although rates for first-time and recent mammography screening have increased for women in the US in the past decade, rates for repeat mammography remain low. Tang TS et al. found a positive relationship between the number of previous mammograms and repeat mammography. It is possible that each new mammography experience reinforces the development of a lifelong screening habit. For this reason, a woman's experience with her first-ever mammogram may be one of the most critical screening experience in establishing a consistent pattern. Clark S et al. conducted a qualitative evaluation of the literature and identified five commonly reported themes that influenced the experience: fear, pain, and discomfort, waiting, the physical environment and staff interactions. Engelman KK et al. showed that the most common issues cited by patients included were convenience and ease of scheduling appointments and follow-up tests, waiting room time and comfort, treatment by technologists, pain, and results reporting procedure and timing.

Objective

The purpose of this research was to understand patient reactions to Senographe Pristina, more importantly:

- Understand overall patient experience with Senographe Pristina
- Assess level of patient comfort and anxiety during exam
- Establish impact of patient-assisted compression (PAC) feature
- Assess impact of Senographe Pristina on the perception of length of exam

Methodology

This study was conducted during February/March 2017. Approval from hospital's ethical committee was obtained. A questionnaire was developed to collect responses from patients who were attending a mammography clinic in France and Italy. All respondents were interviewed immediately after having a mammography exam using the Senographe Pristina. The sample size was 100 patients from France and 215 from Italy. The patient assisted compression device was proposed respectively to 60 and 100 patients, in the French and the Italian clinic.

Results

The survey included patients of varying experience. On an average, the patients have had 6 previous mammograms. It ranged from 0 to 30 mammograms. This is based on 272 responses as 43 did not respond to this question. A majority (83%) of patients had a better overall experience with the Senographe Pristina system than with previous systems. This is based on 296 respondents. The remaining 19 either did not have any previous mammogram or did not respond to this question.

Comfortable exam

In a study by Ndikum-Moffor FM et al, women mentioned that reducing the discomfort and pain during the mammogram test will positively affect the experience and increase compliance to screening mammography. Cohen EL et al. also showed that pain apart from other factors poses a barrier to timely and appropriate mammography. In our study, a majority, 86% of the respondents found this exam to be comfortable or very comfortable (based on 314 responses, 1 did not respond). 12% found the exam to be neither comfortable nor uncomfortable. When asked to compare with their previous mammography experience, 70% of patients rated the system more comfortable than their previous exams and 28% found no difference (based on 302 responses, 13 did not respond).

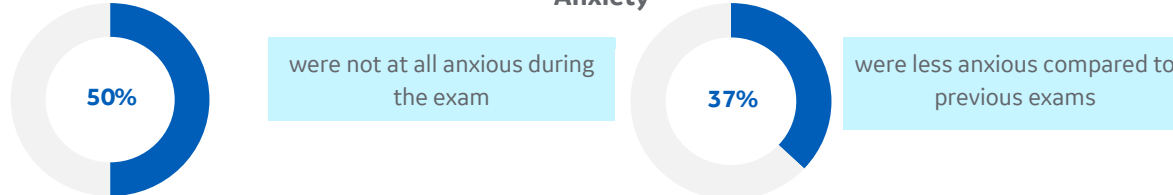
Comfort



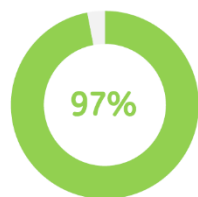
Anxiety

Patient anxiety has been explored as a factor for their future mammography exams. Fine MK et al. showed that more than one-third (34%) of women having a first mammogram stated that their mammogram experience affected their future plans of having another exam. In our study, 50% of patients were not at all anxious during the exam and 32% were slightly anxious (based on 310 responses, 5 did not respond). 37% of them were less anxious as compared to their previous exams (based on 298 responses, 17 did not respond). Out of 195 patients who responded to the question, whether they would have another mammography exam based on their experience with Senographe Pristina, 67% responded affirmatively. Additionally, of the 199 patients who responded, 76% mentioned that they would like their next exam to be on the Senographe Pristina system.

Anxiety



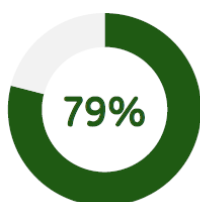
The gantry also affected the anxiety. 97% of patients were less anxious or not anxious at all due to the gantry design compared to previous systems (based on 289 responses).



Were less anxious or not anxious at all thanks to the gantry design

Patient-assisted compression (PAC)

PAC may be a valuable feature in mammography. In their study, Kornguth PJ et al. showed that patient-controlled compression was significantly less painful than technologist-controlled compression. They also showed that overall patient satisfaction and willingness to repeat the experience were extremely high and most the images were rated as having good to excellent compression. In this study, out of 159 patients who used the PAC feature, 79% responded that it made the exam more comfortable. 54% of the respondents said that PAC led to less anxiety (response from 156 patients who used PAC and responded).



Found the patient-assisted compression device made the exam more comfortable



Found the patient-assisted compression device led to less anxiety

Duration of exam

On average patients perceived the exam to last 7 minutes with Senographe Pristina, ranging from 2-20 mins (based on 269 responses that were received). 70% of patients stated that this exam seemed shorter than their previous exams (based on 288 responses that were received).

Conclusion

Mammography experience encompasses sociocultural as well as physical and psychological experiences. To improve patient adherence to screening exams all such factors should be considered. In this study, Senographe Pristina was well received by patients at one screening center in terms of comfort, and anxiety. The PAC features also contributed in increasing patient comfort.

References

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