



and clinician. Today's patient also requires comparative information about options, skills to interpret information, and an active role in decision-making.

Measuring satisfaction is particularly important with patients experiencing chronic progressive illness, such as cancer. These patients have greater contact with the healthcare system and services, and can distinguish care that exceeds or falls short of average expectations. There is growing evidence linking patient satisfaction with health outcomes including compliance and symptom improvement. In addition, dissatisfied patients are more likely to change health plans and/or provider, thereby reducing the practice's market share.

By targeting areas to improve patient satisfaction, staff can gain insights into patient perceptions and increase patient confidence. One aspect that can immediately be addressed is patient's visit expectations. Studies have demonstrated that patients have a specific agenda, often different from the physician. By exploring pre-visit expectations and fulfilling them, increased satisfaction and improved efficiency can result.

#### **Abraxane: Novel Therapy for MBC**

KATHY GRANT, RN, MSN, AOCN, ANP

Kathy's presentation discussed the drug design of Abraxane in comparison to other taxanes and discussed the pivotal phase III trial in regards