

THE SHORT STAYS PROGRAM

EVALUATION



EVALUATION REPORT

2021





canteen

This report was prepared by the Canteen
Evaluation Team

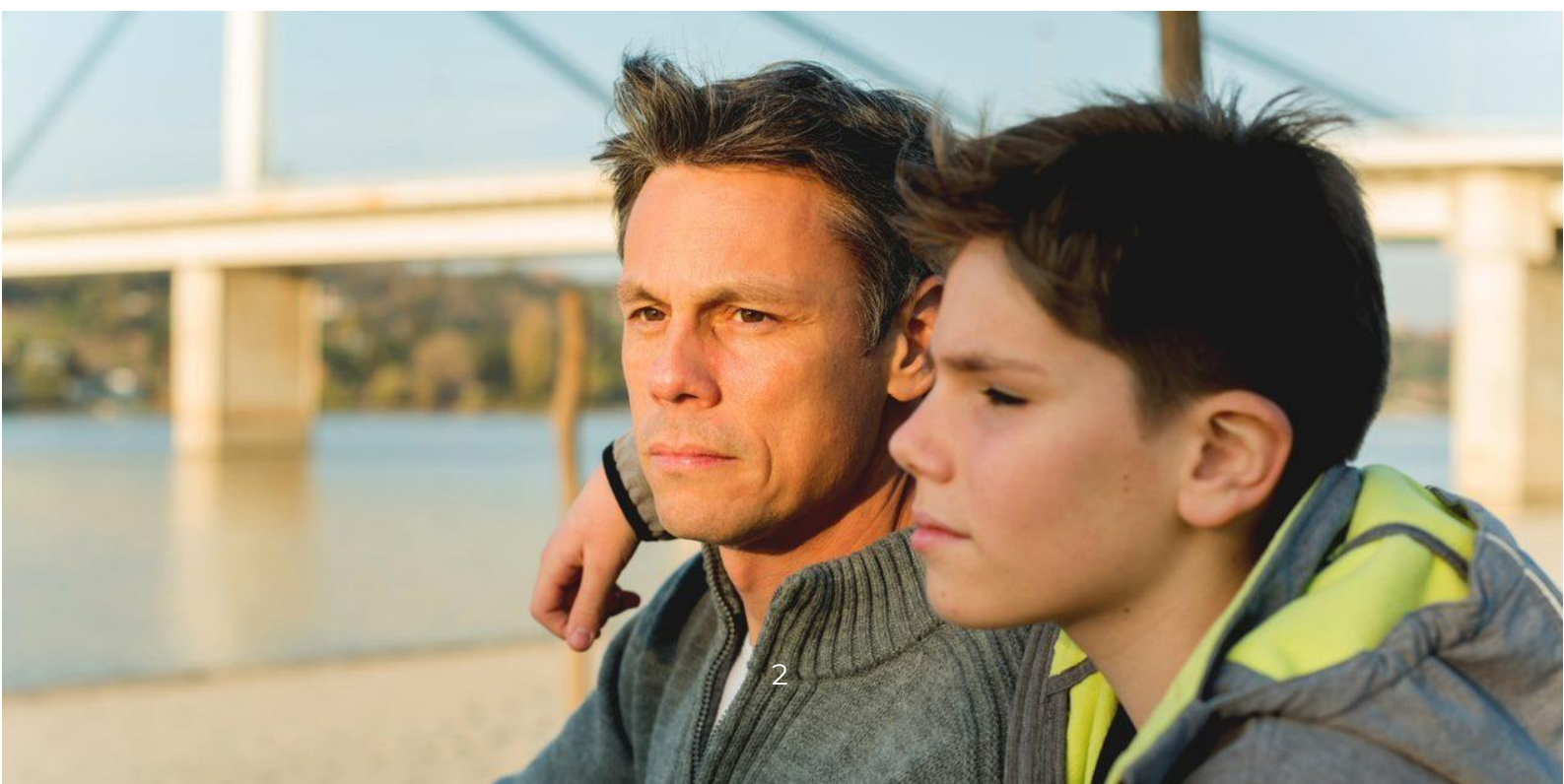
The recommended citation is:
Cohen, J., & Powell, T. (2021). Evaluation of
The Short Stays Program

BACKGROUND

In Australia, 23 000 young people aged 12-25 years are impacted by their own or a family members cancer diagnosis.^{1,2} A personal or familial diagnosis can cause considerable psychosocial impacts and a greater number of young people affected by cancer experience high distress levels compared to their peers.³⁻⁴ Young people frequently highlight the need for time out and recreation throughout their cancer journey. Addressing young people's unmet needs can act as a protective factor against poor psychosocial outcomes and promote well-being⁵⁻⁶ In the second half of 2021, Canteen successfully piloted the Short-Stays Program with seven families who were impacted by a cancer diagnosis. Of the seven families, 5 stays were parents with children and 2 were with groups of siblings totalling 22 individuals who piloted the Short Stays Program. A further family will be trialling the Short Stays Program in December 2021. Families were provided with 2 nights' accommodation in a Hotel in their Capitol City and a \$200 gift voucher for spending money. The aim of the program was to provide respite for Canteen families, meeting their unmet psychosocial need for time out and recreation.

METHOD

This post-program evaluation used a quantitative questionnaire developed by the evaluation team at Canteen Australia. Participants were a family member who participated in the Short Stays Program who completed the evaluation at the conclusion of their stay. A total of five out of the seven families (70% response rate) completed the post-program evaluation. The 3-item Client Satisfaction Scale (CSQ-3) was used to measure satisfaction with the program.⁷ Participants were asked about the quality of the program and how the program worked for their family with 5 evaluative statements measured on a 5-point Likert scale (1=strongly disagree to 5=strongly agree). The questionnaire also assessed participants experience, including satisfaction with the hotel measured on a 5-point Likert scale (1=strongly disagree to 5=strongly agree). Open-ended questions asked participants what they found the most helpful part of the Short Stays Program and whether they had suggestions for improvements to the program



RESULTS

Participant Demographics

A total of 5 families completed the evaluation. Respondents were from a mixture of states; see Figure 1 and all families stayed in Hilton Hotels in each state.

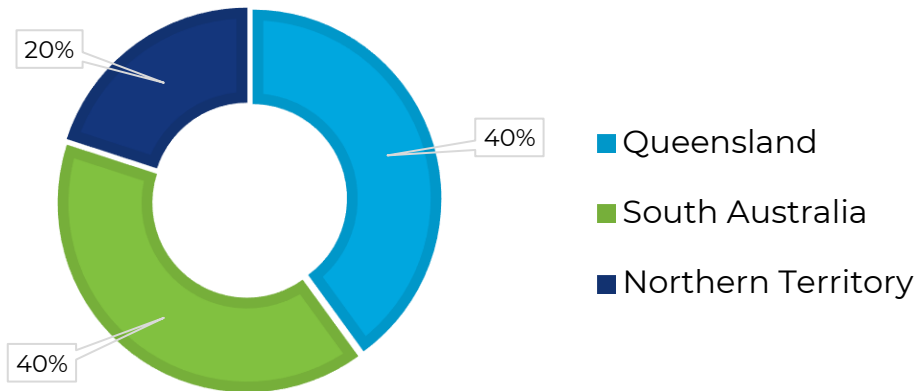


Figure 1: Proportion of respondents from each state.

Satisfaction with the Short Stays Program

Overall, there was a high level of satisfaction with the Short Stays program:

100% of participants were **very satisfied** with the program

100% of participants said **most or almost all** their needs were met

100% of participants would **definitely** take part in the program again

How the Program Worked for Their Family



100% rated the quality of the program as **excellent**



100% said the program provided **a much-needed break**



100% said the program provided **time to connect as a family**



100% said the program allowed them to **have fun as a family**

All participants reported that they **would have not been able to access a short stay such as this without the Short Stays Program**

Participant Experience

Participants were asked about their overall experience with Canteen (Figure 2) and with the hotel (Figure 3).

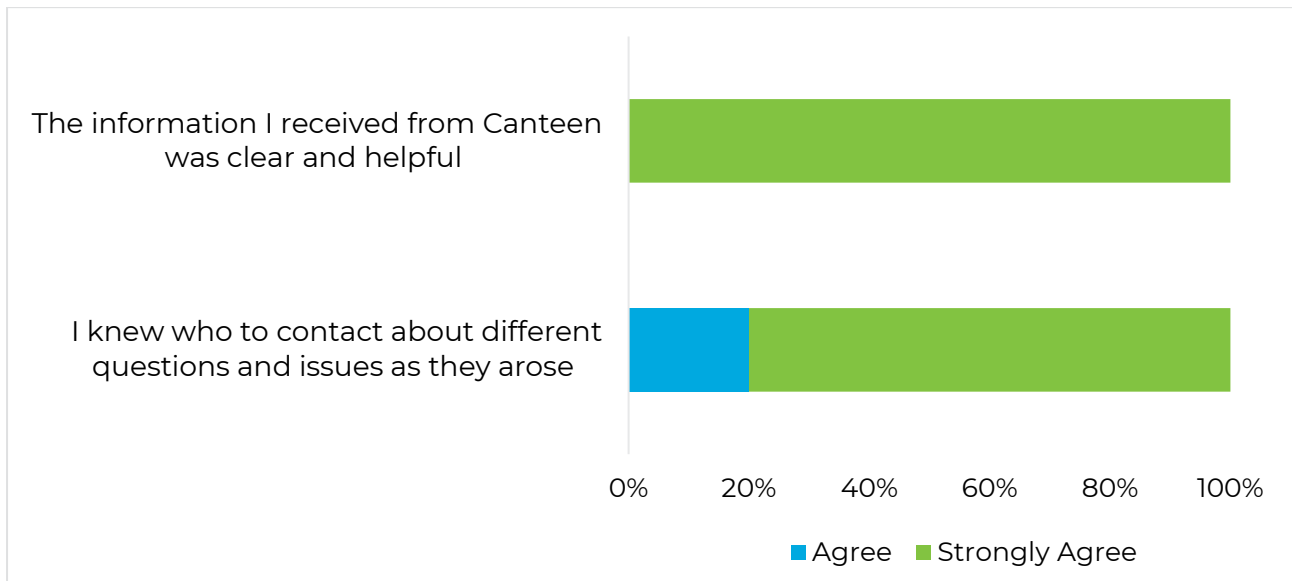


Figure 2: Experience with Canteen

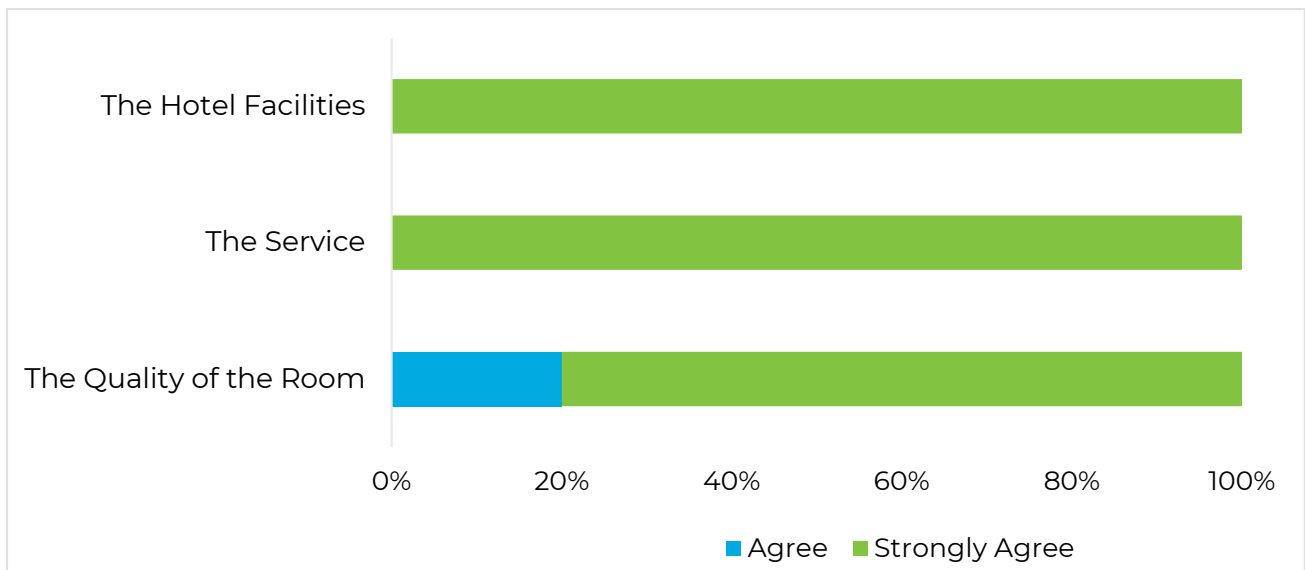


Figure 3: Experience with the hotel



Helpfulness of the Short Stays Program

We asked participants what the family found most helpful about the program.

1.

Rest & Relaxation

“Just being able to spend quality time together with a change of environment. We were able to have a rest plus enjoy some fun activities together.”

2.

Quality, fun time with the family

“To be able to spend time together.”

3.

Take their mind off their cancer experience

“It helped to take our mind off everything & just get away & have a much-needed break”

Highlights of the Short Stays Program

We asked participants what the highlight of the Short Stays Program was. Participants reported their highlights included having a break, spending time together as a family and being able to relax. One participant commented:

“A highlight for us was being able to reconnect as a family, enjoying dining and activities together. We watched fireworks, dined out, went swimming, and enjoyed playing minigolf together and even managed to have a much-needed nap. It was a fantastic weekend away. Thankyou!”

Recommendations for Future Programs

Most participants did not have any recommendations for the program as they had such a positive experience. One family did comment that although they were appreciative of the gift voucher, there were extra expenses that the family encountered being part of the Short Stays Program and this cost could still be prohibitive for some families.

“One consideration would be to consider extra expenses that may be encountered because of the stay which would well exceed the gift card value. For example, staying in a hotel meant no option to take food to eat in a self-contained room, parking in the city is expensive, plus meal costs for lunches and dinners plus activities.”

Some suggestions for further reducing the costs associated with the Short Stays Program included:

- Getting corporate sponsors for activities such as movies, minigolf, laser skirmish, bowling, or other activities for families
- A parking sponsor, plus some vouchers for meals
- Give families a choice of cities e.g., Brisbane, Sunshine Coast or Gold Coast as this may reduce parking costs and provide some flexible options
- The inclusion of some extra vouchers to reduce costs for the weekend



DISCUSSION

The results of the evaluation of the pilot Short Stays Program showed very high satisfaction with the program. The Short Stays Program met the un-met needs of families impacted by cancer, allowing time out and recreation. The program also facilitated quality family connections allowing time out away from the stress of a cancer experience within the family unit. The families who were part of the program were grateful for the experience

“Thank you so much for this opportunity, it was wonderful to have a break from the norm, reconnect as a family and spend some quality time together, we are very grateful.”

The results of the evaluation also highlighted the need for the program to continue in the future.

“Please keep doing them as it is an awesome programme & is very helpful to families”



REFERENCES

1. Patterson, P., et al., Levels of unmet needs and distress amongst adolescents and young adults (AYAs) impacted by familial cancer. *Psycho-Oncology*, 2017. 26(9): p. 1285-1292.
2. Roder, D.M., et al., Australian adolescents and young adults – Trends in cancer incidence and mortality over three decades. *Journal of Adolescent and Young Adult Oncology*, 2018. 7(3): p. 326-338.
3. Zebrack, B. and S. Isaacson, Psychosocial care of adolescent and young adult patients with cancer and survivors. *Journal of Clinical Oncology*, 2012. 30(11): p. 1221-1226.
4. Walczak, A., et al., How does parental cancer affect adolescent and young adult offspring? A systematic review. *International Journal of Nursing Studies*, 2017. 77: p. 54-80.
5. McDonald, F.; Patterson, P.; White, K.; Butow, P.; Costa, D.; Kerridge, I. Correlates of unmet needs and psychological distress in adolescent and young adults who have a parent diagnosed with cancer. *Psycho-Oncology* 2016, 25, 447-45
6. Zebrack, B.J.; Corbett, V.; Embry, L.; Aguilar, C.; Meeske, K.A.; Hayes-Lattin, B.; Block, R.; Zeman, D.T.; Cole, S. Psychological distress, and unsatisfied need for psychosocial support in adolescent and young adult cancer patients during the first year following diagnosis. *Psycho-Oncology* 2014, 23, 1267-1275.
7. Attkisson CC, Greenfield TK. The client satisfaction questionnaire (CSQ) scales. Outcome assessment in clinical practice, 1995, Baltimore: Williams & Wilkins.