

Review Article

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Author for correspondence:

Xiangfeng Xu, Faculty of Health, University of Technology Sydney, Bldg. 10, Level 3, 235 Jones St (PO Box 123), Ultimo, NSW 2007, Australia. E-mail: Xiangfeng.Xu@student.uts.edu.au

Cancer pain management needs and perspectives of patients from Chinese backgrounds: a systematic review of the Chinese and English literature

Xiangfeng Xu, PH.D. CAND., M.N.¹, Tim Lockett, PH.D.¹, Alex Yueping Wang, PH.D.¹, Melanie Lovell, PH.D.² and Jane L. Phillips, PH.D.¹

¹Faculty of Health, University of Technology, Sydney, NSW, Australia and ²Greenwich Palliative and Supportive Care Services, Greenwich, NSW, Australia

Abstract

Objective. More than half of all cancer patients experience unrelieved pain. Culture can significantly affect patients' cancer pain-related beliefs and behaviors. Little is known about cultural impact on Chinese cancer patients' pain management. The objective of this review was to describe pain management experiences of cancer patients from Chinese backgrounds and to identify barriers affecting their pain management.

Method. A systematic review was conducted adhering to Preferred Reporting Items for Systematic Reviews and Meta-Analyses guidelines. Studies were included if they reported pain management experiences of adult cancer patients from Chinese backgrounds. Five databases were searched for peer-reviewed articles published in English or Chinese journals between 1990 and 2015. The quality of included studies was assessed using Joanna Briggs Institution's appraisal tools.

Results. Of 3,904 identified records, 23 articles met criteria and provided primary data from 6,110 patients. Suboptimal analgesic use, delays in receiving treatment, reluctance to report pain, and/or poor adherence to prescribed analgesics contributed to the patients' inadequate pain control. Patient-related barriers included fatalism, desire to be good, low pain control belief, pain endurance beliefs, and negative effect beliefs. Patients and family shared barriers about fear of addiction and concerns on analgesic side effects and disease progression. Health professional-related barriers were poor communication, ineffective management of pain, and analgesic side effects. Healthcare system-related barriers included limited access to analgesics and/or after hour pain services and lack of health insurance.

Significance of results. Chinese cancer patients' misconceptions regarding pain and analgesics may present as the main barriers to optimal pain relief. Findings of this review may inform health interventions to improve cancer pain management outcomes for patients from Chinese backgrounds. Future studies on patients' nonpharmacology intervention-related experiences are required to inform multidisciplinary and biopsychosocial approaches for culturally appropriate pain management.

Introduction

Pain is one of the most feared symptoms across cultures for people diagnosed with cancer (Brant, 2014; Paice et al., 2010; Ruzicka, 2001) and it affects half of all cancer patients (Van Den Beuken-Van Everdingen et al., 2007). Inadequate cancer pain management may contribute to physical, psychological, social, and spiritual distress (Brant, 2014; Ruseel & Tandon, 2011) and have a negative impact on cancer patients' emotional wellbeing (Ruseel & Tandon, 2011; Yates et al., 2002).

Culture is a factor that can significantly influence cancer patients' pain experience, coping behaviors, and adherence to a recommended pain management plan (Al-Atiyyat, 2009; Lasch, 2000). Providing culturally appropriate care is an essential element of effective cancer pain management for patients from culturally and linguistically diverse backgrounds (Lasch et al., 2000).

People from Chinese backgrounds are dispersed around the globe and form one of the largest cultural and linguistically diverse communities in their host country (Australian Bureau of Statistics, 2012). The incidence of oversea-born Chinese cancer patients has sharply increased in the past two decades (Federation of Ethnic Communities' Councils of Australia, 2010). Prevalence of severe pain and/or undertreated pain were identified in Chinese cancer patients living in China and Western countries, which substantially affected their quality of life (Deng et al., 2012; Dhingra et al., 2011; Edrington et al., 2007; Liang et al., 2015; Liu et al., 2013).

Chinese culture may significantly affect cancer patients' communication, ability to cope with the cancer diagnosis and symptoms, and adherence to recommended care plans (Dayer-Berenson, 2014a; Yin *et al.*, 2007). The pain perceptions and experiences of cancer patients from a Chinese background may be shaped by their cultural beliefs (Chen *et al.*, 2008). The Chinese cultural beliefs can potentially influence people's interpretation and interaction to their pain treatment (Chung *et al.*, 2000) and become contributing barriers for them to report their pain and use prescribed analgesics to achieve adequate pain control (Chen *et al.*, 2008).

Immigrant Chinese cancer patients may experience additional barriers to their pain management. Research with different groups of immigrants suggests that Chinese immigrant cancer patients had special needs for their healthcare compared with other groups (Butow *et al.*, 2010). Because of difficulties in communicating with non-Chinese-speaking health professionals and navigating new healthcare systems, Chinese immigrant cancer patients often felt culturally isolated when they were approaching health professionals for their cancer care needs (Butow *et al.*, 2010). They also perceived that Western medications differed from their traditional health practices and failed to meet their needs (Butow *et al.*, 2010).

Improving health professionals' understanding about health perspectives and needs of Chinese cancer patients is required to ensure the development of culturally appropriate pain management interventions. However, no literature review to date has provided information on how Chinese cancer patients perceive their pain management and what barriers might affect their decision making and adherence to the pain management plan.

Cancer pain management

Cancer pain is a multidimensional experience (Edrington *et al.*, 2007; Oldenmenger *et al.*, 2009; Peng *et al.*, 2006). Cancer pain management is a complex and ongoing care process that demands constant efforts by health professionals across hospitals and home care throughout the process of routine cancer pain screening, assessment of pain intensity and functional impairment, treatment, and follow-up (Dy *et al.*, 2008).

Effective cancer pain management requires a coordinated multidisciplinary (Brant, 2014; Oldenmenger *et al.*, 2009) and biopsychosocial approach (Van Den Beuken-Van Everdingen *et al.*, 2016). This approach encompasses comprehensive pain assessment and appropriate pharmacological and nonpharmacological interventions to meet individual's physical, psychological, social, and spiritual needs (Brant, 2014; Paice *et al.*, 2010).

Patients' self-report of pain is the most important step in cancer pain assessment; and health professionals, especially nurses, play primary roles in ongoing pain assessment (Brant, 2014). Inadequate knowledge and skills of cancer pain assessment were often found in both the patients and the health professionals and led to poor pain management outcomes (Oldenmenger *et al.*, 2009).

Oral analgesics are one of the most effective pharmacological interventions for cancer pain (World Health Organization, 2015). About 30 years ago, the World Health Organization (WHO) launched a three-step cancer pain ladder to promote and guide usage of oral nonopioids and opioids in managing weak, mild, and severe cancer pain. It is recommended that cancer pain can be effectively controlled if the right doses of oral analgesics are administered around-the-clock based on pain assessment

and are used in conjunction with adjuvants to control the fear and anxiety of patients (World Health Organization, 2015).

Nonpharmacological interventions are an essential, but often overlooked component of pain management for cancer patients (Brant, 2014). Nonpharmacological interventions, such as cognitive-behavior therapy, musical therapy, herbal medicines, or superficial heating or cooling, have been reported as effective methods in cancer pain reduction (Brant, 2014; Yarbro *et al.*, 2011). Nonpharmacological interventions might not be able to change the underlying pathology or alter the perception or sensations of pain, but rather help in variety of ways to decrease patient responses to pain, enabling them to deal with the pain positively and proactively (Yarbro *et al.*, 2011).

Despite the multitude of pain management guidelines and strategies, unrelieved cancer pain persists because of patient, family, health professional, and/or healthcare system related barriers (Brant, 2014; Oldenmenger *et al.*, 2009; Van Den Beuken-Van Everdingen *et al.*, 2007). The poor outcomes of cancer pain management remain unchanged for decades though constantly efforts and attentions have addressed to this issue (Smith & Saiki, 2015; Van Den Beuken-Van Everdingen *et al.*, 2016).

The barriers affecting appropriate cancer pain management reported in the literature have been different (Jacobsen *et al.*, 2009; Van Den Beuken-Van Everdingen *et al.*, 2016). Identifying and developing adequate interventions to overcome the barriers was the corner stone of effective cancer pain management (Van Den Beuken-Van Everdingen *et al.*, 2016).

Objectives

The purpose of this review is to explore current evidences describing the pain management experiences, beliefs, and needs of cancer patients from Chinese backgrounds. Integration of findings from international and Chinese literature has the potential to understand cultural influences and the barriers affecting cancer pain management in patients from a Chinese background and to inform the development of effective interventions for optimal pain management.

Design

A protocol was developed according to the Joanna Briggs Institution's (JBI) Systematic Review method (The Joanna Briggs Institute, 2015) and the Preferred Reporting Items for Systematic Reviews and Meta-Analyses (Liberati *et al.*, 2009) to guide the systematic review.

Inclusion criteria and exclusion criteria

Articles were eligible if they (1) were published in peer-reviewed English journals or the Chinese core journals between January 1990 and August 2015 and (2) provided empirical data describing pain management experiences reported by adult cancer patients from Chinese cultures, including Chinese immigrant cancer patients living in Western countries or Chinese cancer patients living in Hong Kong, Taiwan, and mainland China. For studies evaluating a novel intervention, baseline rather than follow-up data were included to describe experiences during usual care.

Articles were excluded if they did not provide any patient-reported data about pain management, such as studies that reported patients' pain experiences only or studies solely used audit data.

Data sources

The initial search was undertaken via CINAHL and MEDLINE in July 2015 with the primary key words “Chinese,” “Chinese migrant,” “cancer patient,” “pain,” and “pain management” to identify relevant studies to expend key words and phrases for more in-depth search. Then a series of key terms/words were developed for the comprehensive search in August 2015 via CINAHL, MEDLINE, PsycINFO, Cochrane Library, and China Academic Journals (CNKI). The search terms/keywords and limits were modified according to the requirement of different English and Chinese databases.

The Chinese literature was mainly searched via the CNKI Full-Text Database, under subject of “Medicine and Public Health” and “Education and Social Science.” To maximize the search scope, the search was carried out in two rounds by using different Chinese words with the same meanings. For example, 癌, 癌症, and 肿瘤 have the same meaning of “cancer.” Both 病人 and 患者 refer to the patient or patients.

Examples of the search terms and limits used for the English and Chinese databases are summarized in Tables 1 and 2, respectively.

Study selection

The titles and abstracts of 10% of the returned articles were screened by two independent reviewers (English articles by XX and TL and Chinese articles by XX and AYW), with an inter-rater agreement of 100% achieved. The remaining articles were screened by one reviewer alone (XX).

Quality appraisal

The risk of bias within studies of the selected English and Chinese articles were assessed by two independent reviewers (as previously) using JBI levels of evidence (The Joanna Briggs Institute, 2014a) and critical appraisal tools (The Joanna Briggs Institute, 2014b). Quantitative studies were appraised using the JBI Critical Appraisal Checklist for Descriptive/Case Series Studies (The Joanna Briggs Institute, 2014b). The qualitative study was appraised using the JBI Qualitative Assessment and Review Instrument Critical Appraisal Checklist (The Joanna Briggs Institute, 2014b). Disagreement was resolved by consultation with the third reviewer.

Data extraction and synthesis

Data were extracted using an electronic pro forma on study aims, population, sample size, setting, study design, outcome measures,

Table 1. Key search terms and limits used for English databases

<ol style="list-style-type: none"> 1. Chinese* OR Chinese people* OR Chinese migrant* OR Chinese immigrant* OR Chinese speaker* OR Chinese immigrant* OR mandarin* OR Shanghai* OR Canton* OR Taiwan* OR Hong Kong* OR Singapore* 2. cancer* OR neoplasms* OR oncol* OR tumor* OR tumour* OR malignan* 3. experienc* OR belief* OR behavior* OR behavio* OR attitude* OR health need* OR knowledge 4. pain* OR support* care OR symptom* 5. Combine items 1, 2, 3, 4, and 5 with AND
<p>Search limits</p> <ol style="list-style-type: none"> 1. January 1990–August 2015 2. Peer review in CINAHL and PsycINFO

Table 2. Key words used to search in China Academic Journal (CNKI) Full-Text Database

<p>A. Key words used for the first round of the search</p> <ol style="list-style-type: none"> 1. In the Article Title field: 肿瘤 OR 癌症 (zhong liu OR ai zheng, two different Chinese words that may refer to cancer) 2. In the Abstract field: 疼痛 (Teng tong, a Chinese word referring to pain) 3. Combine 1 and 2 with AND
<p>B. Key words used for the second round of the search</p> <ol style="list-style-type: none"> 1. In the Article Title field: 肿瘤 OR 癌 (zhong liu OR ai; the former is a Chinese word referring to cancer, whereas ai is a Chinese character that may combine with different Chinese characters to form new words, such as zhi chang ai [colorectal cancer]) 2. In the Abstract field: 患者 OR 病人 (hung zhe or bing ren, two different Chinese words referring to a patient) 3. In the Abstract field: 疼痛 (Tengtong, a Chinese word referring to pain) 4. Combine 1, 2, and 3 with AND
<p>Search limits for both rounds:</p> <ol style="list-style-type: none"> 1. Published from 1994^a to present 2. Core journals 3. Excluded cross-language search^b

^a The China Academic Journals Full-text Database collects articles published from 1994.

^b Duplicates of articles published in Chinese that could be searched by both their Chinese title and their translated English title were excluded.

and main findings. Chinese data were extracted into the table and translated into English (XX). The translation was cross-checked by another reviewer (AYW).

Heterogeneity between study designs prevented a meta-analysis; thus, narrative methods as described by Popay (Arai et al., 2007; Popay et al., 2006) were used for data synthesis and analysis. The narrative synthesis focused on prevalence of cancer pain, type of cancer pain management, and pain management-related adherence behaviors, beliefs, needs, and experiences.

Results

Study characteristics

A total of 3,904 articles were retrieved from the searches, of which 23 reporting on 19 primary studies met the inclusion criteria and were selected for the review (Figure 1). The included studies (Table 3) predominately involved adult cancer inpatients ($n = 6,008$) and a smaller proportion of outpatients ($n = 102$) who were living in mainland China ($n = 3,714$ inpatients), Hong Kong ($n = 86$ inpatients), or Taiwan ($n = 2,208$ inpatients and 102 outpatients). Most studies included more men than women, although not all studies reported participants' gender.

All studies were conducted in urban hospitals. Most studies ($n = 15$) used an observational descriptive design (cross-sectional survey or case series). The other studies included two observational analytic studies, a pilot randomized controlled trial, and a qualitative study. No studies reported information on immigrant Chinese cancer patients' pain management related perspectives and health needs.

Risk of bias within studies

Except for the qualitative study (level 3.0), most of the studies in this review were rated at levels of evidence between level 4.b and 4.c. Three interventional studies were rated at levels 3.e to 2.e based on their study design, but only baseline data at level 4.b were used for this review.

Fourteen studies adopted a convenience sampling technique. All studies used face-to-face surveys and/or interviews to collect

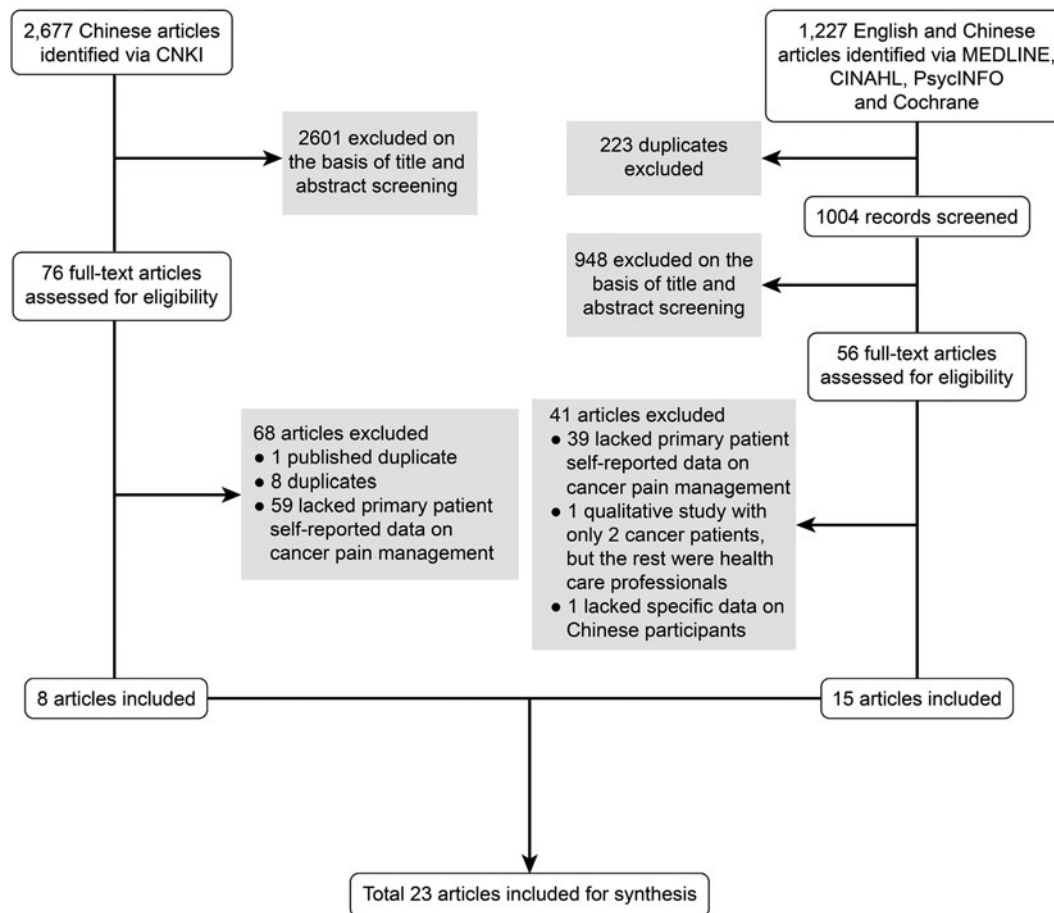


Fig. 1. Process and results of searching, screening, and selecting articles

their data. Of the 18 quantitative studies, 12 used validated tools and six used self-developed surveys to examine pain management-related beliefs and/or barriers. Most of the validated measures were originally established in Western populations and translated into Chinese; only one was psychometrically developed in the Chinese population (Chen et al., 2007). The levels of evidence and methodical appraisal results are summarized in supplementary tables (ST1, ST2, and ST3).

Prevalence of pain, type of pain management, and adherence behaviors

Suboptimal analgesics use, delays in receiving pain treatment, and/or poor adherence to prescribed analgesics contributed the burden of participants' unrelieved pain. The majority of participants across the studies (83.5% inpatients and 100% outpatients) reported experiencing pain with a duration ranging from a few days to several months.

Across studies, pharmacological rather than nonpharmacological strategies were the main cancer pain management strategy used. Three studies reported using the WHO three-step ladder to guide the prescription of analgesics (Chen et al., 2007; Hu et al., 2010; Lu et al., 2006). Six studies specifically investigated the barriers of using opioids (Lai et al., 2002, 2004; Liang et al., 2008a, 2008b, 2012, 2013a, 2013b, 2015; Pang et al., 2013), whereas the remaining 13 studies explored participants' perspectives on using analgesics.

Only two studies noted that participants used a combination of analgesics (codeine or morphine) and nonsteroidal anti-inflammatory drugs (Lin, 2000; Song et al., 2014). Another two studies described participants using traditional Chinese medicine (e.g., acupuncture) or physiotherapy alone and/or in combination with analgesics for pain control (Chen et al., 2007; Huang, 2009).

The following poor analgesic-adhering behaviors were reported by the participants: (1) failing to take regular analgesics as prescribed (Lai et al., 2002, 2004; Song et al., 2014; Tse et al., 2012; Wills & Wootton, 1999; Xia, 2015); (2) only taking analgesics when pain occurred rather than around-the-clock analgesic regimen (Huang, 2009; Lin, 2000, 2001; Song et al., 2014; Tse et al., 2012) or when the pain became unbearable (Lin et al., 2013; Tse et al., 2012); and/or (3) titrating their analgesic doses without medical guidance (Tse et al., 2012; Xia, 2015).

Identified barriers

The barriers prevented the participants to report their cancer pain, receive pain treatment, adhere to the prescribed analgesics, and achieve optimal pain control were identified as following:

Patient-related barriers

The patient-related barriers mostly arose from the participants' beliefs regarding cancer pain and/or analgesics, including pain related beliefs and analgesic-related misconceptions.

Table 3. Overview of study characteristics

No. ^a	Authors/ year/ location	Aims	Population/ settings	Study design	Outcome measures	Main findings
1	Liang <i>et al.</i> (2015) Taiwan	To explore the relationship between oncology patients' pain experience and quality of life.	Inpatient (n = 109) A teaching hospital	Cross-sectional	Medical characteristics (i.e., opioid used and side effects). Methods of pain management. European Organization for research and treatment of Cancer Quality of Life Group Questionnaire (version 3.0) (EORTC QLQ-C30). Brief Pain Inventory-Chinese Version (BPI-Chinese).	Participants reported moderate levels of pain and duration being in pain from 1 to 49 months; and among them: 3/5 used analgesics together with other approach to control their pain; 2/5 used analgesics only to treat their pain; and 96.3% of them experienced side effect of opioids.
2	Xia (2015) Mainland China	To evaluate adherence of elderly cancer patients to take oral analgesics and associated factors.	Inpatient with pain (n = 115) An oncology teaching hospital	Cross-sectional	Self-designed questionnaire for analgesic adherence assessment: taking by following prescription; time of taking and dosage; and adhering to long-term continual using analgesics.	Only about 1/2 of participants adhered to oral analgesics; 2/5 failed to take analgesics as per times of prescriptions; and 1/4 increased the dosage of analgesics without consulting with doctor. Main concerns of the participants: adverse reaction (91.53%) and addiction (84.76%). Significant associated factors of adherence: age, monthly income, status of medical insurance and intensity of pain (p < 0.05).
3	Song <i>et al.</i> (2014) Mainland China	To determine pain prevalence and analgesic usage of inpatients; and to explore the factors associated with under-treatment cancer pain.	Inpatients (n = 617) A teaching hospital	Cross-sectional	Information using analgesics: category, administration, time, and adverse effects of analgesics and economic burden.	286 participants had moderate or severe cancer pain; among them: 92% of participants' medical cost was ≤1% of their total hospital expenses; and only 49.7% of participants used analgesic but 1/2 of them only took analgesics when pain occurred.
4 ^b	Liang <i>et al.</i> (2013a) Taiwan	To explore the relationship among analgesic beliefs, analgesic adherence, and pain experience among Taiwanese cancer outpatients.	Outpatients (n = 92) Two teaching hospitals	Cross-sectional	Pain Opioid Analgesic Beliefs Scale-Cancer (POABS- CA). Opioid adherence. BPI-Chinese.	Participants had a mean pain intensity score ≥3 for last 24 hours; 33.7%–68.5% of them had negative beliefs to pain and opioids. Participants with negative effect beliefs about opioids and pain were less likely to adherence to around-clock analgesic regimen (r = -0.30, p < 0.01).
	Liang <i>et al.</i> (2013b)	To describe oncology outpatients' responses to their beliefs regarding pain and prescribed opioids.	Same as above	Same as above	POABS-CA	Participants' beliefs to opioids and pain: Opioids are not good for a person's body (about 2/3); Worried opioid dependence (2/3); If taking opioids at too early a stage, it would have less effect later (2/3); Adults should not take opioids frequently (3/5) and should endure the pain (2/5).

(Continued)

Table 3. (Continued.)

No. ^a	Authors/ year/ location	Aims	Population/ settings	Study design	Outcome measures	Main findings
	Liang <i>et al.</i> (2012)	To explore levels of self-efficacy of outpatients in opioid taking for their cancer pain.	Same as above	Same as above	Opioid-taking Self-Efficacy Scale Cancer (OTSES-CA)	Majority participants reported low confidence in the tasks of tailoring medication regimens. Participants with low education were significantly relate to lower score of self-taking opioids ($r = 0.28, p < 0.01$). Participants without side effects significantly had higher total self-efficacy score ($p < 0.01$) and subtotal scores ($p < 0.05 - < 0.01$), compared with those with side effects.
	Liang <i>et al.</i> (2008a)	To explore relationship among self-efficacy, beliefs, adherence behaviors, and pain experience of outpatients in related to opioid-taking for their cancer pain.	Same as above	Same as above	OTSES-CA; POABS-CA; opioid adherence.	Opioid beliefs and opioid-taking self-efficacy were significant predictors for participants' adherence to around-clock analgesic regimen ($F = 4.71, p < 0.01$). Participants with negative opioid beliefs ($r = -0.30, p < 0.01$) and low level of self-efficacy ($r = 0.22, p < 0.35$) were likely to poorly adhere to around-the-clock analgesic regimen.
5	Pang <i>et al.</i> (2013) Mainland China	To investigate and explore existing problems related to pain control and barriers for optimal pain management among cancer participants and their family members; and to explore their attitudes to cancer pain and pain management	Inpatients ($n = 30$); patients' family ($n = 29$) Oncology teaching hospital.	Case series	Self-designed questionnaire: Patients: effect of pain control; impact of pain on patients' sleep; mood and general activity; and factors that affect patient's satisfaction on pain control. Numeric Rating Scale. Patients and their family members: perceptions to pain; right way using analgesics; perceptions to safety of opioids; and other 5 domains in related to analgesic treatment.	Participants suffered mild to severe pain at the time of survey; of them: 5/6 had moderate or severe pain within 24 hours before survey; and 1/2 only taking analgesics when pain occurred. Participants' and their families' perceptions to pain and analgesics: pain meant end-stage of cancer; Analgesics should only be taken on time when pain occurred; opioids were not safe; worried about addiction to opioids; and Better to suffer the pain and did not use any analgesics.
6	Lin <i>et al.</i> (2013) Mainland China	To explore factors associated with cancer patients' adherence to pain treatment	Inpatients ($n = 228$) A teaching hospital	Cross-sectional	Self-designed questionnaire: Type of cancer, location and level of pain; patient's goal in relation to pain treatment, and knowledge or pain treatment and analgesics. Numeric Rating Scale.	189 participants suffered from mild to severe pain but only 1/3 of them taking analgesics on time. Perceptions of pain treatment: Only needed to reduce pain to the tolerant level; Using opioids may result in permanent dependence; Analgesics should be taken when pain became unbearable; Long-term use of opioids might result in addiction; Request to increase dosage of analgesics meant addiction; Should stop using opioids if adverse action occurred; and Dosage of morphine was associated with level of severity of the cancer.

7	Tse <i>et al.</i> (2012) Hong Kong	To investigate effectiveness of pain management program on pain intensity, use of as-needed drugs and nonpharmacological strategies for pain relief; and to explore barriers of cancer pain management.	Inpatients (n = 38) A public hospital	Case-controlled	Numeric Rating Scale. Barriers questionnaire-Taiwan (BQT): fatalism, addiction, desire to be good, fear distort physician, decreased progress, tolerance, and side effects.	Baseline assessment: All participants took analgesics to relieve their pain and at least 2/3 of them used nonpharmacological methods for pain relief. However, they believed analgesics should be only be taken should when nurse gave to them; and had relatively high scores of BQT (>2) in addiction, fear disturbing physician, decreased process, tolerance and side effects.
8	Hu <i>et al.</i> (2010) Mainland China	To explore cancer patients' perceptions and attitudes toward pain treatment in hospitals; and to explore their attitudes to community medical staff in relation to the treatment	Inpatients (n = 120) A tumor hospital	Case series	Self-designed questionnaire: Incident rate and type of treatment for pain; Perceptions and attitudes to analgesics and pain treatment; Perceptions to pain treatment at community hospital (i.e., accessibility to the service, availability of analgesics).	2/5 of participants had cancer pain and among them 2/3 worried about adverse effects; 92.3% wished to receive more information on pain treatment and analgesics; Only 1/3 regularly took analgesics; 1/3 took analgesics when pain occurred; 1/4 refused analgesics due to worrying adverse effects; 3/4 perceived possible inconvenience to get analgesics at community hospitals; and 4/5 thought community hospitals cannot provide satisfactory pain treatment. Type of pain treatment: analgesic (59.6%), physical therapy plus rest (26.9%); chemotherapy and radiotherapy (13.5%)
9 ^c	Tang <i>et al.</i> (2010a) Taiwan	To characterize cancer patients' status and satisfaction with pain management.	Terminally ill cancer inpatients (n = 1,370) 24 hospitals	Cross-sectional	Pain intensity score (0–5). Toolkit of Instruments to Measure End-of-life Care. Self-developed questionnaire: Patients' perceptions of clinicians' pain management practice with 4 questions regarding amount of pain medication received, duration of waiting for pain medication, understanding about pain treatment and pain relief experiences.	All participants experienced pain and about 1/2 of them were not satisfied with pain relief within 1 week of admission because they received an inadequate amount of pain medication and/or took too long to receive pain medication. Significant correlation factors of participants' satisfaction: age ($r = 0.05$, $p = 0.05$); pain intensity ($r = -0.18$, $p < 0.0001$).
	Tang (2010b)	To investigate the diffusion effects of a hospice unit on improvement of terminally ill inpatients perceived quality of cancer pain management.	Same as above	Same as above	Pain relief experiences; duration of waiting for pain medication. and amount of pain medication received.	Participants from hospice groups (n = 672) were 2.40 times likely to report of unrelieved pain before admission. Participants from non-hospice groups (n = 698) was significantly more likely to waiting for too long for pain medication ($p < 0.05$). The participants in both groups (n = 1,370): 1/2 had unrelieved pain prior to admission; 2/5 received inadequate analgesics and 2/5 still had unrelieved pain 7 days after hospital admission.

(Continued)

Table 3. (Continued.)

No. ^a	Authors/ year/ location	Aims	Population/ settings	Study design	Outcome measures	Main findings
10	Huang <i>et al.</i> (2009) Mainland China	To investigate the characteristics and treatment of cancer pain of cancer patients in Shanghai	Inpatient (n = 1n131) Level 2–3 hospitals or level 1 palliative cancer care hospitals with ≥300 beds	Cross-sectional	Intensity visual analogue scale Self-designed questionnaire: pain treatment; patients' perceptions to analgesics and satisfaction to pain treatment as well as associated factors.	Among the participants: Average interval from feeling pain to get treatment: 4.1 months. 2/5 only taking analgesics when pain occurred; 2/5 feared addiction; 2/3 could not get treatment when cancer pain occurred; 1/5 had difficulty to get pain treatment; about 1/2 used 2 or more than 2 methods for pain treatment; 2/3 accessed the cancer pain clinic for pain control; and Only 5.5 % might get full reimbursement for their pain treatment. The most highly rated effective treatments: analgesics (79.1%), physical therapy (8.1%), and traditional Chinese medicine (4.7%). 1/6 dissatisfied pain control because of adverse reaction, inefficient of pain control, inadequate dosage of analgesics and limited usage of analgesics because of financial burden.
11	Liang <i>et al.</i> (2008b) Taiwan	To explore outpatients' tasks and behaviors related to opioid-taking for cancer pain and factors affecting their self-efficacy of opioid-taking at home	Outpatients (n = 10) with pain Two teaching hospitals	Semistructured interview	Self-developed interview guide based on theoretical framework of self-efficacy.	Factors associated with participants' opioid-taking self-efficacy: Communication between health professions and the patients in related to pain; Knowledge about effects of opioids, side effects of opioids and self-monitoring; Capability of adjusting or swabbing their pain medications according to their conditions; Difficulties in adhering to scheduled opioids due to limited access to opioids and after-hours pain service; Support from family and doctors; Concerns on accessibility and financial situation, side-effects of opioids and disease progression or worsening.

12	Chen <i>et al.</i> (2007) Mainland China	To explore pain behaviors of cancer patients in Zhanjiang area; and influence of psychosocial factors to their pain behaviors.	Inpatients (<i>n</i> = 1,197) A tertiary hospital	Cross-sectional	Modified Questionnaire of National Cancer pain prevalence and associated factors for pain treatment. Pain assessment scale.	4/5 of participants experienced mild to severe levels of pain; among them: Only 1/5 used strong opioids; and About 1/5 used acupuncture, physical therapy, or Traditional Chinese medications. Among 303 participants who had pain but never received pain treatment: 4/5 refused analgesics but requested acupuncture, scraping, moxa moxibustion, massage, or physical therapy. 1/5 refused any pain treatment because of: fear of addiction (1/2); side effects (1/3); pain endurance belief (1/5); or economic or other reasons (1.65%).
13	Lu <i>et al.</i> (2006) Mainland China	To evaluate effects of educational program on cancer patients' pain control.	Inpatients (<i>n</i> = 112) A cancer hospital	Observational study without a control group	Patients' compliance to pain treatment. Level of pain reliefs. Satisfaction with their pain control. Modified BQT.	All participants had pain and received oral analgesic or patch for pain treatment by following WHO 3-step ladder; and among them: Only 2/5 adhered to the around-clock pain treatment; Only 1/5 satisfied to level of pain control. Total scores of the participants' barriers to pain and pain treatment were high at 2.81 ± 0.54; and all subscores ≥ 2. Barriers perceived: addiction; dependence; tolerance and side effect of using opioids; difficulty to get drug as pain getting worsen; feared pain relief interfering cancer treatment; feared disturbing nurse and family; tolerating pain meant strong; economy burden; and uncontrollable pain.
14	Lai <i>et al.</i> (2004) Taiwan	To evaluate effects of a brief structured pain education program on inpatients' cancer pain experience.	Inpatient (<i>n</i> = 30) A medical center.	A pilot randomized controlled trial	BPI-Chinese. POABS-CA. Coping Strategies Questionnaire-Catastrophizing and CSQ sense control over pain measures (CSQ-Cat)	Baseline assessment: All participants were in pain for around 4 months; Had high scores (≥ 2.9) in negative effect beliefs using opioids, pain endurance beliefs and catastrophizing; and Had Low sense of control pain score (1.90 ± 1.58).
15	Lai <i>et al.</i> (2002) Taiwan	To explore oncology inpatients' pain beliefs and adherence to prescribed analgesics To identify predictors of adherence to analgesics	Inpatients (<i>n</i> = 194) 4 teaching hospitals	Cross-sectional	Analgesic adherence: patient self-reported prescribed analgesic-taking options. POABS-CA. Survey of Pain Attitude. Pain Numerical Rating Scale.	Duration of experienced pain: 3–7 months with mean intensity of pain at 3.49 ± 1.77 and peak intensity of pain up to 7.26 ± 2.39 for last 7 days. 1/3 of participants failed to adhere to prescribed analgesics. Lower control belief (odds ratio = 0.393, <i>p</i> = 0.0001) and higher medication belief (odds ratio = 2.153, <i>p</i> = 0.02) were 2 significant predictors of participants' analgesic adherence.

(Continued)

Table 3. (Continued.)

No. ^a	Authors/ year/ location	Aims	Population/ settings	Study design	Outcome measures	Main findings
16	Lin (2001) Taiwan	To examine congruity between cancer patients' and their families' perceptions to cancer pain; and to determine if the congruity associated with patients' concerns on reporting their pain and using analgesics.	89 dyads of inpatients and family caregivers Two teaching hospitals	Cross-sectional	Patients: BQT. BPI-Chinese. Eastern Cooperative Oncology Group (ECOG) performance status scale. Family caregivers: BPI – Chinese	2/3 dyads participants and family care givers did not have congruent in cancer pain intensity. Noncongruent group participants had significantly higher scores than those in congruent group at following aspects: disease progression and religious fatalism ($p < 0.01$); tolerance and total BQT scores ($p < 0.05$). The participants in both groups had high scores (>2) in fatalism, addiction, distract physicians, disease progression, tolerance, side effects and as needed (taking analgesics as per need but not on an around-the-clock scheduled basis).
17	Lin (2000) Taiwan	To compare attitudes between cancer patients and their family toward cancer pain management	159 dyads of inpatients and family care givers (total $n = 318$) A teaching hospitals	Cross- sectional	Patients: BQT. BPI-Chinese. ECOG performance status scale. Pain management Index (PMI). Family caregivers: BQT	The patients had high sub-scores of BQT (≥ 3) in tolerance, disease progression, as needed, addiction, and side effects. Only 2/3 of them accurately used of prescribed analgesics which significantly had lower BQT total scores than those who were under- medicated ($p < 0.05$). More than 1/2 hesitated taking analgesics at last months and had significantly higher scores in addiction ($p < 0.01$), as needed, tolerance and the total BQT ($p < 0.001$); and the hesitance was significantly associated with their family caregivers' BQT scores ($p < 0.01$). Family caregiver's total BQT scores were significantly predictors of patients' accuracy in using analgesics ($p < 0.05$).
18	Wills & Wootton (1999) Hong Kong	To identify misconceptions and concerns related to cancer pain management among Hong Kong Chinese patients	Inpatients ($n = 48$) A teaching hospitals	Cross sectional	9 common concerns and misconception about analgesia divided into five subscales: good patients, fatalism, character building, addiction and side effects by Gordon & Ward (1995); Visual Analog Scale.	35 participants had pain; 1/4 avoided taking analgesics when admitted to a hospital; 4/5 did not want to distract physicians with their pain; 2/5 were not willing to disturb nurses with their pain as they thought nurse were very busy and needed to take care of other participants as well; 4/5 agreed that pain was unavoidable and a part of their admission to the hospital; 2/3 believed pain was uncontrollable based on their previous hospitalizing experience; 1/2 believed that analgesics could early cause addiction and should be the last option for pain management; and 2/3 were unwilling to tolerant the side-effects.

19	Lin & Ward, 1995 Taiwan	To investigate cancer patients' concerns about reporting and using analgesics; and To explore relationship between patients' concerns and their adequacy of analgesic usages	Inpatients (n = 63) Five teaching hospitals	Cross sectional	BQT; BPI-Chinese; Pain management index (PMI); Medication sheet.	The concerns most strongly held by the participants were tolerance, disease progression, time interval, and addiction. 4/5 wanted to save analgesics for the worst pain; More than 1/2 hesitated reporting pain at last month and those participants were found having significant higher scores on fatalism, fear of addiction, distracting physicians, concerns about time interval and total BQT; Among the participants (n = 36) reported pain at last 24 hours prior to data collection, 2/3 had negative PMI scores which indicated inadequate amount of using analgesics.
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^a The studies are listed in a chronological order.

^b Four articles were written based on one study.

^c Two articles were written based on one study.

Pain-related beliefs

Participants' conceptualization of their pain experiences significantly influenced their pain management behaviors (Lai et al., 2002) and decision-making (Lai et al., 2004; Liang et al., 2013b; Lin et al., 2013; Wills & Wootton, 1999). "Fatalism" was identified as a major obstacle to preventing participants from using analgesics to relieve their cancer pain (Lin, 2000, 2001; Wills & Wootton, 1999). Inpatients with higher fatalism scores considered pain as an inevitable experience of hospitalization, hesitated to use analgesics, and often endured pain for months (Lin, 2000; Wills & Wootton, 1999).

Participants with a higher "desire to be good" score, as measured by the "Barriers Questionnaire," were more reluctant to talk about their pain because they did not want to disturb their nurses and/or doctors (Lin, 2000, 2001; Wills & Wootton, 1999). In addition, many participants believed that pain was an indication of "disease progression" (Liang et al., 2008a; Lin, 2000, 2001; Lin & Ward, 1995; Tse et al., 2012). This belief discouraged them from accepting pain treatment (Liang et al., 2008b; Lin et al., 2013), made them reluctant to report their pain to health professionals (Lin, 2000, 2001; Lin & Ward, 1995; Tse et al., 2012), and/or failed to adhere to an around-the-clock analgesic regimen (Liang et al., 2008a, 2013a).

"Pain endurance belief" refers to "the belief that one should endure as much pain as possible" (Lai et al., 2002, p 416). "Pain control belief" is a belief "that one can control his/her pain" (Lai et al., 2002, p 416). The high scores of "pain endurance belief" and the lower scores of "pain control belief" were significant negative predictors of analgesic adherence (Lai et al., 2004; Liang et al., 2013b).

In several studies, participants described the need to "be brave" (Chen et al., 2007; Pang et al., 2013) and/or to "bear the pain" (Lin et al., 2013). In fact, some participants did not realize that their pain could be relieved (Lin et al., 2013; Lu et al., 2006; Pang et al., 2013).

Analgesic-related misconceptions

Cancer patients with lower education levels (Chen et al., 2007; Xia, 2015) and older ages (Xia, 2015) or misconceptions to analgesics had greater difficulty adhering to analgesics.

In the studies investigating participants' perspectives on opioid use, participants commonly held "negative effect beliefs" (Lai et al., 2002, 2004; Liang et al., 2008a, 2008b, 2012, 2013a, 2013b, 2015). The "negative effect belief" is "a belief that opioids have negative effects on the body" (Lai et al., 2002, p 416). Participants with a high opioid "negative effect belief" ($r = -30$, $p < 0.01$) were less likely to adhere to an around-the-clock analgesic regimen (Liang et al., 2008a, 2013b). Concerns about side effects and addictions were also reported as barriers of using opioids (Pang et al., 2013). In contrast, the patients' belief that medications could be effective in treating pain (Lai et al., 2002) and high self-efficacy for administering opioids (Liang et al., 2008a, 2008b, 2012) were indicators of high adherence to opioids for cancer pain treatment.

In the studies exploring participants' perspective on analgesics in general, findings suggested that poor analgesic adherence was mainly linked to a disproportionate "fear of addiction" or "analgesic dependence" (Chen et al., 2007; Huang, 2009; Lin, 2000, 2001; Lin & Ward, 1995; Lin et al., 2013; Tse et al., 2012; Wills & Wootton, 1999; Xia, 2015) and "concerns about side effects" (Chen et al., 2007; Huang, 2009; Lin, 2001; Lin et al., 2013; Tang, 2010; Tse et al., 2012; Wills & Wootton, 1999; Xia, 2015).

Family-related barriers

The participants in the qualitative study regarding cancer patients' opioid-taking task and behaviors perceived their family as the "bridge" between themselves and their healthcare providers and considered family support the central to helping them cope with their pain and pain treatment (Liang et al., 2008b). The family members' perspectives to cancer pain and its management may have an impact on participants' adherence to analgesics.

In a few studies that involved both patients and their families, some family members perceived pain as an indicator of "disease progression" and worried that taking analgesics to control the pain would mask warning signs of cancer progression (Lin, 2000; Pang et al., 2013). Analgesic side effects and safety (Lin, 2000, 2001; Pang et al., 2013), addictions, and tolerance (Lin, 2000) were also major concerns of family members.

Congruency between patients' and families' cancer pain management perceptions is essential for analgesic adherence (Lin, 2000, 2001). The perception of barriers among family caregivers was a significant negative predictor of patients' accuracy and attitudes in using analgesics ($p < 0.05$) (Lin, 2000) and a predictor of patients' hesitation to take analgesics ($p < 0.01$) (Lin, 2000). The noncongruent group of patients had significantly higher ($p < 0.01$ or $p < 0.05$) total barrier scores and subscores on "disease progression," "religious fatalism," and "tolerance" than those in the congruent group and were less likely to adhere to their pain treatment (Lin, 2000).

Health professional-related barriers

The main health professional-related barriers reported by the participants were ineffective management of analgesic side effects (Huang, 2009; Lin et al., 2013) or delays in treating side effects (Chen et al., 2007; Hu et al., 2010; Pang et al., 2013). Inefficient pain control also led to participant dissatisfaction with their pain management (Huang, 2009; Lin et al., 2013). Poor communication and/or a lack of information on pain treatment were barriers to optimal pain control (Liang et al., 2008b).

Healthcare system-related barriers

Participants had difficulty accessing opioids after hours (Liang et al., 2008b) and obtaining analgesics to manage unexpected pain (Pang et al., 2013). Participants were also dissatisfied with delays of their cancer pain treatment and/or the limited supply of analgesics that was not commensurate with the dosing regimen required to control their pain (Huang, 2009; Lin & Ward, 1995; Tang, 2010; Tang et al., 2010).

Participants with low incomes (Chen et al., 2007; Xia, 2015) and/or those without health insurance (Huang, 2009; Liang et al., 2008b; Lu et al., 2006; Xia, 2015) had even more limited access to analgesics because of concerns about affordability. Even participants with health insurance had limited access to analgesics and quality pain treatment because the amount of insurance funds contributed to pain treatment was extremely restricted (Song et al., 2014). Participants also worried that community hospitals might not be able to provide analgesics and appropriate treatment for their cancer pain (Hu et al., 2010).

Discussion

This systematic review revealed a range of patient-, family-, health professional-, and healthcare system-related barriers that

contributed to the experience of unrelieved pain, delay in receiving pain treatment, and poor adherence to prescribed analgesics in Chinese cancer patients.

The patients' pain beliefs such as "fatalism" and "desire to be good," "pain endurance belief", low "pain control beliefs" and "concerns about disease progression" are analogous with those reported in the Western literature (Oldenmenger et al., 2009). However, the culture influences that underpin these beliefs need to be addressed to help health professionals understand Chinese cancer patients' pain management-related behaviors and needs.

Buddhism teaches that "pain is a power, unwanted but existent..." (Chen et al., 2008, p 105). This perspective leads people to view pain as a "natural thing" that is an indicator of their body reacting to the cancer (Chen et al., 2008, p 105; Im et al., 2008). Fatalism can extend beyond pain to the cancer itself (Chung et al., 2000). Cancer pain is considered both a "fate" associated with misery and a reminder of life and that what patients can do when confronted with pain is to wait until death comes (Chung et al., 2000).

The desire to be "a good patient" may stem from the influence of Confucianism. Confucianism encourages people to strive for a harmonious relationship with nature and others (Dayer-Berenson, 2014b). Chinese patients' desire to maintain harmonious relationships with others may lead to a reluctance to "bother" health professionals with their health problems (Dayer-Berenson, 2014b; Tjuin et al., 2007).

The "pain endurance belief" is also likely associated with the influence of Confucianism. Chinese people generally are not comfortable expressing feelings in front of others when they experience hardships. This stoicism is seen as important to winning others' respect. Therefore, Chinese often perceive pain as a "trial" that tests their strength and that pain is part of the sensation of being human (Chen et al., 2008). Although cultural beliefs of this kind may help with coping in some instances, they have the potential to generate feelings of helplessness and misery in Chinese cancer patients (Chung et al., 2000). These patients tend to suffer in silence rather than seek help before their pain becomes severe (Chen et al., 2008).

In addition, Chinese cancer patients perceived pain as an indicator of disease progression (Liang et al., 2008a; Lin, 2000, 2001; Lin & Ward, 1995; Tse et al., 2012). They worried that if their pain was controlled, this could eventually prevent the warning signs of cancer from reoccurring or advancing (Chen et al., 2008). This may also explain why Chinese cancer patients tended to suffer in pain instead of obtaining help.

The "negative effect belief" to opioids and "fear of addiction" among Chinese cancer patients are very likely due to a lack of cancer pain and treatment information (Lai et al., 2004; Lu et al., 2006; Tse et al., 2012) and/or inefficient communication between patients and healthcare professionals (Liang et al., 2008b). Without adequate information, the patients may find that it is difficult to communicate with health professionals about their concerns and to know where to seek help (Butow et al., 2010; Liang et al., 2008b).

As with patient-related barriers, the strong influence of a family's beliefs on pain management reported by Chinese cancer patients reflects the cultural importance of family relationships, loyalty, obligation, obedience, cooperation, interdependence, and reciprocity in Chinese society (Dayer-Berenson, 2014b). In a traditional Chinese family, health decisions are based on a process of family consensus in which the oldest family members or the eldest

son usually has the greatest influence. Being able to stay with family helps overcome hardships (Chung et al., 2000); however, this closeness can change patients' pain perceptions because they may fear that the cancer will spread to other family members or they may feel shamed in front of their friends (Chung et al., 2000).

The stigma and concern over social networks may prevent Chinese cancer patients from sharing their experiences of pain with their families. This dynamic has implications for how healthcare professionals engage family members in shared decision-making regarding pain management. Strategies aiming to empower patients and their families to self-manage pain are essential for optimal pain management (Luckett et al., 2013).

Patient education in relation to reporting pain and use of analgesics was an essential method to improve cancer patients' knowledge's and adherence to analgesics (Oldenmenger et al., 2009). Educational interventions for the families about managing side effects, disease progression, and around-the-clock analgesics were also important because Chinese cancer patients were heavily dependent on their families, especially during palliative care (Lin, 2000).

The health professional-related barriers reported by patients in this study are consistent with those reported by physicians and nurses (Oldenmenger et al., 2009), which may be associated with health professionals' analgesic beliefs (e.g., concerns about addiction and side effects) and inadequate knowledge and skills in cancer pain management (Li et al., 2013; Oldenmenger et al., 2009).

The limited reports of using the WHO three-step ladder to guide pain treatment and inadequate prescription of opioids for cancer patients reflect the importance of increasing healthcare professionals' awareness of analgesic use in cancer pain management. The outcome of pain treatment can only be improved when routine pain education and appropriate doses of opioids are provided and treatment are regularly adjusted (Dy et al., 2008). Health policies need to be reinforced to provide training programs for health professionals to enhance their knowledge and skills in pain control and to promote opioid usage in Chinese cancer patients (Lin et al., 2016).

The inadequate prescription of opioids and the limited access to opioids reported in the included studies was similar to the findings of Western researchers; opioid-related fears have been commonly observed in Western literature (Flemming, 2010) and were likely associated with government restrictions on opioid usage (Open Minds, 2005). Although understanding the effectiveness and safety of opioids in chronic pain management was gradually increasing and the importance of opioids in pain relief had been addressed, opioid use remained restricted because many national laws have focused on controlling misconduct, abuse, and addiction (Open Minds, 2005). The rules and regulations should be updated to eliminate the fear of opioids (Open Minds, 2005).

At the healthcare system level, limited access to analgesics, a lack of after-hours access to opioids, and concerns on the quality of pain management services at local community hospitals. This suggested that health service reforms should focus on increasing affordability and accessibility of analgesic and community-based pain services and supporting pain self-management for cancer patients and their families at home.

The similarities between the barriers reported in Chinese populations and in the Western literature may partly result from most of the validated measures used in the included studies were developed for non-Chinese-speaking populations and only focused on patients' perspectives to pain and analgesics. Evaluating

influential cultural and social factors affecting unrelieved cancer pain is urged to inform effective interventions for cancer pain management (Jacobsen et al., 2009). A reliable and valid instrument should be developed to ensure better coverage of barriers that reflect specific Chinese cultural considerations.

Limitations and strengths

The generalizability of findings in this review may be limited because of the small numbers of articles identified and multiple methodological factors. The majority of the studies used a cross-sectional design and a convenience sampling technique. More than half of them were conducted at a single study site. All studies were undertaken in hospital settings of metropolitan areas and participants' demographic data in some studies were unclear, so it was uncertain if the studies included participants from remote areas.

Only small numbers of participants were outpatients; therefore, the barriers and needs reported in this review may not reflect patient barriers and specific needs in cancer pain management when they were discharged home. That the majority of participants in the included studies were males may potentially have led to bias because of gender differences in pain and pain management.

Despite these limitations, the findings of this review have been strengthened by adhering to a review protocol with multiple reviewers involved throughout the process of search, quality appraisal, data extraction and analysis, and reporting to maintain the consistency and rigorosity. The Chinese data translations were cross-checked by a highly qualified bilingual academic to ensure completeness and accuracy.

Even though the sample size in some studies were small, the findings of this review were based on primary data reported by more than 6,000 Chinese cancer patients. It may provide valuable information to health professionals and researchers for future development in clinical practice and research and improve outcomes of cancer pain management for people from Chinese backgrounds.

Conclusion

Adequate cancer pain management for cancer patients of Chinese backgrounds needs to start with an understanding of patient and family perspectives on pain and analgesics and the barriers preventing them from achieving optimal pain outcomes.

The findings of this review may inform development of health interventions to meet information needs of Chinese cancer patients and their families in relation to the pain and analgesics to (1) encourage patients to report their pain; (2) be actively involved in their pain treatment, adhere to the around-the-clock analgesic regimen, and increase their use of oral analgesics; and (3) increase their access to after-hour pain services.

Findings of this study may also be used to develop educational programs for health professionals to enhance their competence in managing cancer pain for patients from Chinese backgrounds, particularly to increase their awareness regarding importance of using adequate analgesics in cancer pain management and to strengthen their skills in effective communication and management of analgesic side effects.

Cancer patients from Chinese backgrounds are more likely to seek traditional Chinese medicines and/or to engage with the culture-related health practices such as Qigong, acupuncture, and

transitional Chinese massage for their pain control. However, this review was not able to provide information about the needs and barriers of Chinese cancer patients in relation to nonpharmacological interventions because the existing literature has mainly focused on pharmacological analgesia. Future studies based on cancer pain management guidelines addressing this area are needed to inform development of multidisciplinary and biopsychosocial pain management approaches that are culturally appropriate.

Another notable gap in the literature concerns the absence of studies focusing on Chinese immigrants' cancer pain management-related experiences. Further research directed by cultural care theories or models is required to identify cancer pain management-related barriers and cultural influential factors in Chinese immigrants living in countries that have different cultures, especially those who have less support after they are discharged home and/or are receiving pain treatment at clinics or community services.

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