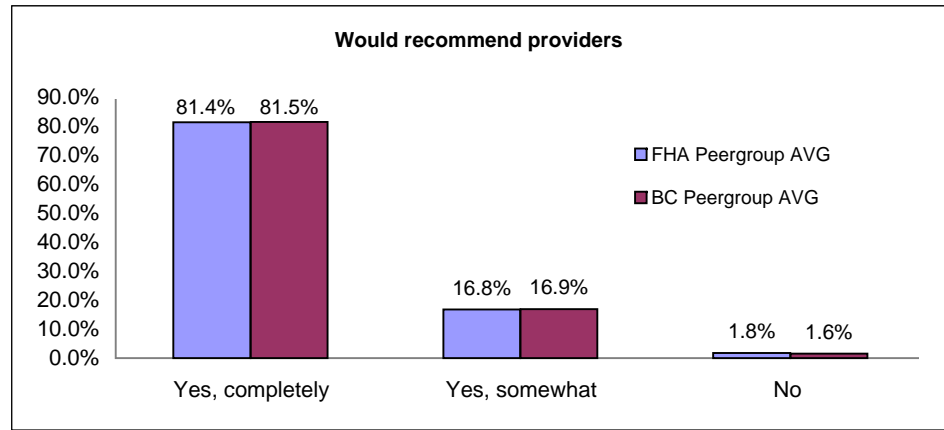
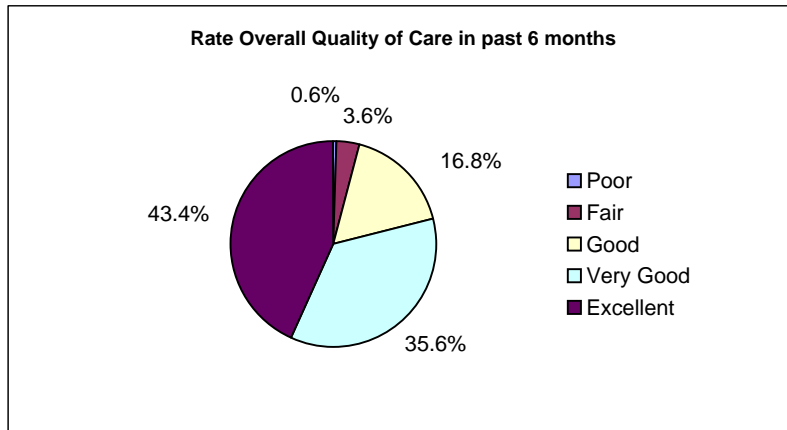




Fraser Health Authority - Community Cancer Centres, Community Cancer Services and Community Hospitals
Experience of Outpatient Cancer Care Survey Results

Report Date: December 7th, 2006 Patient Visit Dates: November 15th, 2005 – May 15th, 2006. n=482, Response Rate= 56.3%

Summary Results (% positive score)**		Strengths (Highest % positive scores)**		Opportunities for Improvement (Lowest % positive scores)**	
Rate Overall Quality of Care in past 6 months ⁽¹⁾	95.8%	Treated w/dignity/respect by care providers	93.4%	Enough info re: relationship changes	15.8%
Physical Comfort	74.4%	Family/friends involved in care/treatment	91.5%	Put in touch w/care provider to help w/anxiety/fear	17.6%
Information, Communication & Education	60.3%	Waited less than 60 minutes from scheduled appt to chemotherapy	89.9%	Enough info on emotional changes	28.5%
Coordination and Continuity of Care	65.2%	Could trust care providers w/confidential info	89.6%	Put in touch w/care provider to help w/diagnosis anxiety/fear	29.5%
Respect for Patient Preferences	73.1%	Knew who was in charge for each therapy	86.7%	Enough info on sexual activity changes	30.5%
Surgery Specific	79.0%	Results of surgery explained understandably	80.3%	Enough info on changes in work/activities	44.3%
Access to Care	71.6%	Car provider did everything to help w/chemo side effects	79.7%	Providers aware of med history	47.5%
Emotional Support	50.8%	Did not wait too long for first outpatient treatment appt	78.5%	Enough info on energy changes	48.8%
		Got services needed in past 6 months	78.3%	Wait not longer than expected for chemo	48.9%
Would recommend providers ⁽²⁾	81.4%	Told how to manage side effects	77.7%	Care provider discussed cancer treatment w/you	51.0%



(1) Question: Overall, how would you rate the quality of all of your care in the past 6 months?
 Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent
 (2) Question: Would you recommend your health care providers to your family and friends?
 Response scale = Yes, completely, Yes, somewhat, No Percent Positive Score = Yes, completely
 ** Items highlighted in RED have the highest correlation with "Rate overall quality of care in past 6 months".