### Summary Results (% positive score)**

<table>
<thead>
<tr>
<th>Category</th>
<th>% Positive Score</th>
<th>BC Peergroup AVG</th>
<th>Canada Peergroup AVG</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rate overall quality of care past 6 months</td>
<td>94.3%</td>
<td>95.0% Cda. Peergroup</td>
<td>83.8%</td>
</tr>
<tr>
<td>Surgery Specific</td>
<td>78.1%</td>
<td>90.0%</td>
<td>23.5%</td>
</tr>
<tr>
<td>Physical comfort</td>
<td>74.8%</td>
<td>87.4%</td>
<td>28.3%</td>
</tr>
<tr>
<td>Respect for Patient Preferences</td>
<td>85.8%</td>
<td>85.6%</td>
<td>31.9%</td>
</tr>
<tr>
<td>Coordination and Continuity of Care</td>
<td>86.4%</td>
<td>83.6%</td>
<td>38.6%</td>
</tr>
<tr>
<td>Information, Communication &amp; Education</td>
<td>60.7%</td>
<td>62.4%</td>
<td>44.1%</td>
</tr>
<tr>
<td>Access to Care</td>
<td>73.5%</td>
<td>62.2%</td>
<td>48.1%</td>
</tr>
<tr>
<td>Would recommend providers</td>
<td>81.5%</td>
<td>81.3%</td>
<td>50.0%</td>
</tr>
</tbody>
</table>

** Items highlighted in RED have the highest correlation with “Rate care past 6 months”.

### Strengths (Highest % positive scores)**

- Family/friends involved in care/treatment: 91.9%
- Treated with dignity/respect by providers: 90.0%
- Could trust providers w/confidential info: 87.4%
- Waited less than 60 minutes from scheduled appt to chemotherapy: 85.6%
- Staff did everything to make chemo wait comfortable: 82.4%
- Got services needed in past 6 months: 82.3%
- Waited less than 30 minutes from scheduled appt to radiation: 82.2%
- Staff did everything to help with chemo side effects: 81.3%
- Provider explained why tests needed: 80.0%

### Opportunities for Improvement (Lowest % positive scores)**

- Put in touch with provider to help w/anxiety/fear: 15.9%
- Enough info re: possible relationship changes: 23.5%
- Put in touch w/ provider to help w/diagnosis anxiety/fear: 28.3%
- Enough info on possible emotional changes: 31.9%
- Enough info on possible sexual activity changes: 38.6%
- Enough info on possible changes in work/activities: 44.1%
- Enough info on possible energy level changes: 46.6%
- Providers aware of medical history: 48.1%
- Never waited longer than expected for chemo treatment: 53.5%

---

** (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