### Interior Health Authority - Community Cancer Centres and Community Hospitals
#### Health Authority Experience of Outpatient Cancer Care Patient Survey Results

**Report Date:** December 7th, 2006  
**Patient Visit Dates:** November 15th, 2005 – May 15th, 2006. n=954, Response Rate= 66.1%

<table>
<thead>
<tr>
<th>Summary Results (% positive score)**</th>
<th>Strengths (Highest % positive scores)**</th>
<th>Opportunities for improvement (Lowest % positive scores)**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rate of OP care past 6 months (1) 96.7%</td>
<td>Treated w/dignity/respect by providers 91.0%</td>
<td>Put in touch w/providers to help w/anxiety/fear 17.3%</td>
</tr>
<tr>
<td>Coordination and Continuity of Care 64.1%</td>
<td>Family/friends involved in care/treatment 88.7%</td>
<td>Enough info re: relationship changes 24.8%</td>
</tr>
<tr>
<td>Physical Comfort 74.1%</td>
<td>Could trust providers w/confidential info 87.4%</td>
<td>Put in touch w/staff to help w/diagnosis anx/fear 29.5%</td>
</tr>
<tr>
<td>Information, Communication &amp; Education 59.0%</td>
<td>Waited less than 60 minutes from scheduled appt to chemotherapy 86.8%</td>
<td>Enough info on emotional changes 29.5%</td>
</tr>
<tr>
<td>Respect for Patient Preferences 72.1%</td>
<td>Did everything to make chemo wait comfortable 82.8%</td>
<td>Enough info on sexual activity changes 36.6%</td>
</tr>
<tr>
<td>Access to Care 72.8%</td>
<td>Waited too long for first treatment appt 79.8%</td>
<td>Enough info on changes in work/activities 39.7%</td>
</tr>
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<td>Emotional Support 51.9%</td>
<td>Got services needed in past 6 months 78.5%</td>
<td>Enough info on energy changes 46.8%</td>
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<tr>
<td>Surgery Specific 76.2%</td>
<td>Knew who was in charge for each outpatient therapy 77.6%</td>
<td>Providers aware of med history 47.8%</td>
</tr>
<tr>
<td>Would recommend providers (OP) (2) 77.8%</td>
<td>Explained why tests were needed 76.3%</td>
<td>Considered living situation in treatment 50.4%</td>
</tr>
</tbody>
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**Items highlighted in RED have the highest correlation with “Rate OP care past 6 months”.

### Graphs

**Rate OP care past 6 months**
- Poor: 20.5%
- Fair: 40.1%
- Good: 28.5%
- Very Good: 0.6%
- Excellent: 0.6%

**Would recommend providers**
- 77.8% Yes, completely
- 81.5% IHA Peergroup AVG
- 20.1% Yes, somewhat
- 16.9% BC Peergroup AVG
- 2.0% No
- 1.6%

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(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

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- Physical Comfort 74.1%
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- Respect for Patient Preferences 72.1%
- Access to Care 72.8%
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- Surgery Specific 76.2%
- Would recommend providers (OP) (2) 77.8%

**Strengths**
- Treated w/dignity/respect by providers 91.0%
- Family/friends involved in care/treatment 88.7%
- Could trust providers w/confidential info 87.4%
- Waited less than 60 minutes from scheduled appt to chemotherapy 86.8%
- Did everything to make chemo wait comfortable 82.8%
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- Got services needed in past 6 months 78.5%
- Knew who was in charge for each outpatient therapy 77.6%
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**Opportunities for Improvement**
- Put in touch w/providers to help w/anxiety/fear 17.3%
- Enough info re: relationship changes 24.8%
- Put in touch w/staff to help w/diagnosis anx/fear 29.5%
- Enough info on emotional changes 29.5%
- Enough info on sexual activity changes 36.6%
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