**Northern Health - Community Cancer Centres, Community Cancer Services and Community Hospitals**

**Health Authority Experience of Outpatient Cancer Care Patient Survey Results**

Report Date: December 7th, 2006  
n=303, Response Rate= 58.7%

### Summary Results

<table>
<thead>
<tr>
<th>Overall Outpatient (OP) care past 6 months (1)</th>
<th>Strengths (Highest % positive scores)**</th>
<th>Opportunities for Improvement (Lowest % positive scores)**</th>
</tr>
</thead>
<tbody>
<tr>
<td>94.0% NH</td>
<td>Waited less than 60 minutes from scheduled appt to OP chemotherapy 92.7%</td>
<td>Put in touch w/Provider to help w/anxiety/fear 25.0%</td>
</tr>
<tr>
<td>96.4% BC</td>
<td>Family/friends involved in OP care/treatment 92.3%</td>
<td>Enough info re: relationship changes 34.0%</td>
</tr>
<tr>
<td>Coordination and Continuity of Care</td>
<td>Providers did everything to make chemo wait comfortable 91.7%</td>
<td>Put in touch w/Provider to help w/diagnosis anxiety/fe 35.7%</td>
</tr>
<tr>
<td>Physical Comfort</td>
<td>Treated w/dignity/respect by providers 91.5%</td>
<td>Enough info on emotional changes 40.4%</td>
</tr>
<tr>
<td>Emotional Support</td>
<td>Could trust providers w/confidential info 87.1%</td>
<td>Enough info on sexual activity changes 40.5%</td>
</tr>
<tr>
<td>Information, Communication &amp; Education</td>
<td>Providers did everything to help w/chemo side effects 86.3%</td>
<td>Provider considered travel concerns in treatm. plan 43.2%</td>
</tr>
<tr>
<td>Respect for Patient Preferences</td>
<td>Results of surgery explained understandably 83.6%</td>
<td>Enough info on changes in work/activities 44.4%</td>
</tr>
<tr>
<td>Access to Care</td>
<td>Told how to manage chemotherapy side effects 80.3%</td>
<td>Discussed cancer treatments w/you 44.9%</td>
</tr>
<tr>
<td>Surgery Specific</td>
<td>Providers knew enough re: OP therapy 76.4%</td>
<td>Knew next step in care 46.8%</td>
</tr>
</tbody>
</table>

**Would recommend providers (2)**  
78.6%

**Rate of Overall Outpatient care past 6 months**

- Poor: 42.9%
- Fair: 18.0%
- Good: 33.0%
- Very Good: 1.3%
- Excellent: 4.7%

**Would recommend providers**

- NHA Peergroup AVG: 81.5%
- BC Peergroup AVG: 78.6%

- 20.1% Yes, completely
- 16.9% Yes, somewhat
- 1.3% No

---

(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 OP care past 6 months"."