



## All Outpatient Cancer Treatment Groups (Radiation + Intravenous Chemotherapy + Non-IV Treatments) Experience of Outpatient Cancer Care Survey 2012/13

Number of Respondents: 6,385 || Response Rate: 48.7%

STRENGTHS (top 10 performing survey questions)	
Survey Question	% Positive
Identity confirmed before care provided (eg. medications)	94.7%
Knew who to talk to when had questions/concerns	94.6%
Family/friends had opportunity to be involved in care/treatment	92.4%
Treated w/dignity/respect by providers	92.4%
Told how to take medications in an understandable way	89.8%
Felt could trust providers w/confidential info	88.7%
Family/self was not injured due to medical error	88.6%
Providers were respectful of culture	85.5%
Have confidence/trust in doctors	85.2%
Providers did everything to treat cancer/blood disorder	85.0%

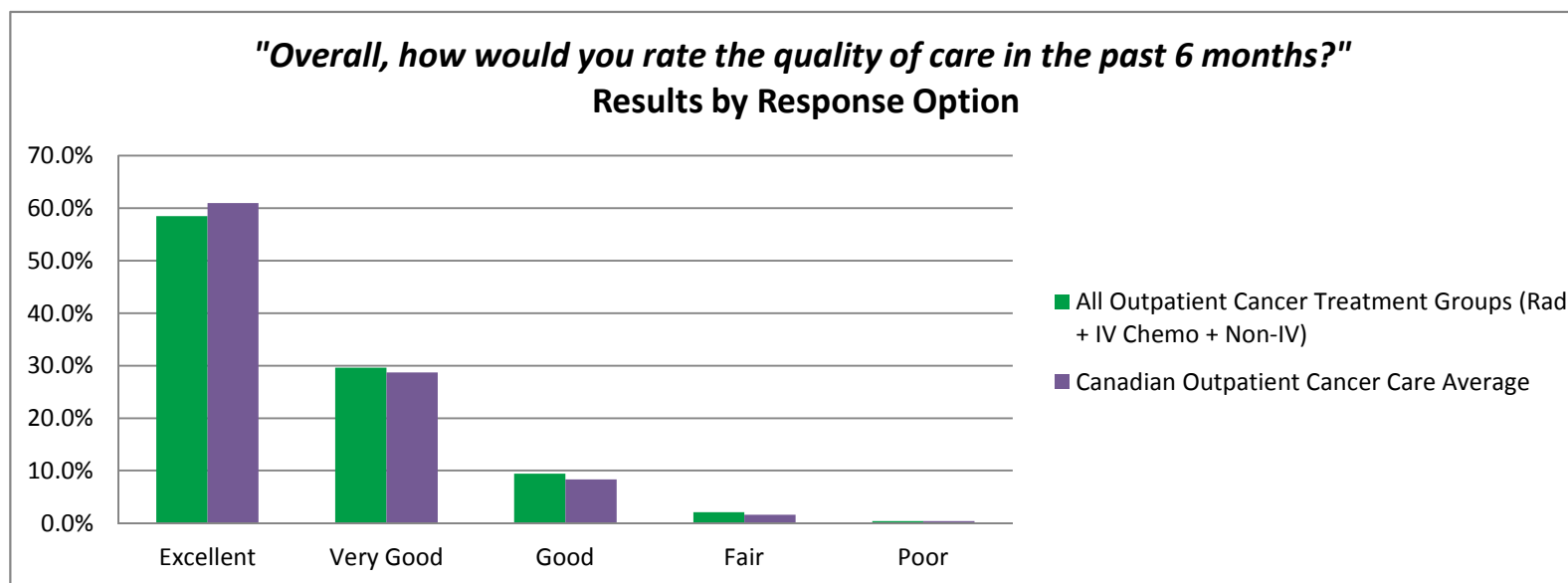
PATIENT-CENTRED DIMENSIONS (2) (3)	
Physical Comfort	72.0%
Coordination & Continuity of Care	66.2%
Information, Communication & Education	60.2%
Respect for Patient Preferences	75.8%
Access to Care	72.3%
Emotional Support	46.7%

# 97.5%\*

**Overall Quality of Care** <sup>(1)</sup>  
(Good + Very Good + Excellent)

\* 98.0% Canadian Outpatient Cancer Care Average

AREAS FOR IMPROVEMENT (bottom 10 performing survey questions)	
Survey Question	% Positive
Put in touch w/ providers for anxieties/fears in past 6 months	26.9%
Given enough info re: possible changes in relationships	28.4%
Provider explained wait for first consultation appointment	29.2%
Given enough info re: possible emotional changes	34.1%
Referred to provider for anxieties/fears at point of diagnosis	35.5%
Given enough info re: possible changes in work/usual activities	36.8%
Given enough info re: possible changes in sexual activity	42.1%
Given enough info re: possible changes in energy level	45.1%
Given enough info re: nutritional needs	46.5%
Spiritual needs met	47.2%



- (1) The Percent Positive Score is the percentage of the positive answers to survey questions.
- (2) Dimension scores are calculated by summing positive responses for each question within the dimension then dividing the total number of responses to all questions in that dimension.
- (3) The dimensions and questions highlighted in blue are highly correlated to the overall quality of care score. These dimensions/items are drivers of patient perceptions of the overall quality of care and services.
- (4) B.C. results are shown in comparison to the Canadian benchmark comprised of feedback from patients in seven provinces between the dates of January 2011 and December 2012.
- (5) Survey in field Oct. 1, 2012 through June 3, 2013 representing patient visits between June 15, 2012 and Dec. 15, 2012.