

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



Number of Respondents: 583 || Response Rate: 43.2%

STRENGTHS (top 10 performing survey questions)	
Survey Question	% Positive
Identity confirmed before care provided (eg. medications)	98.2%
Knew who to talk to when had questions/concerns	95.9%
Treated w/dignity/respect by providers	95.1%
Family/friends had opportunity to be involved in care/treatment	94.2%
Providers did everything to treat cancer/blood disorder	92.9%
Felt could trust providers w/confidential info	91.6%
Have confidence/trust in doctors	90.2%
Told how to take medications in an understandable way	89.6%
Family/self was not injured due to medical error	89.4%
Providers were respectful of culture	87.4%

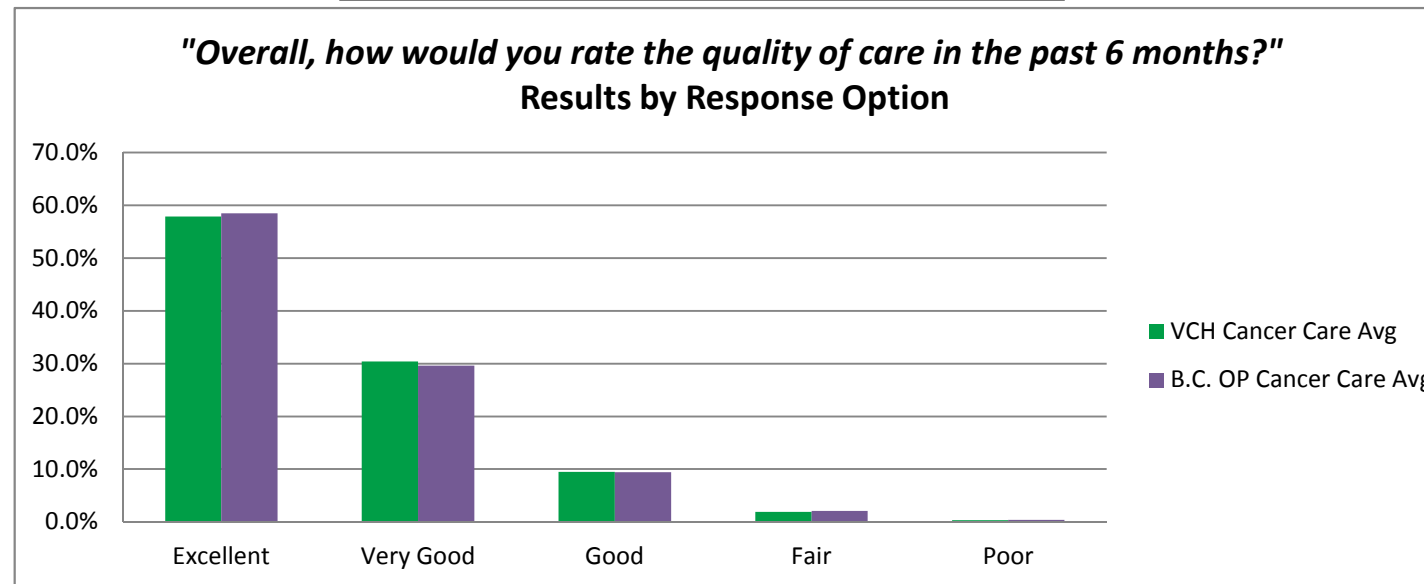
PATIENT-CENTRED DIMENSIONS (2) (3)	
Physical Comfort	76.5%
Access to Care	75.0%
Information, Communication & Education	60.8%
Coordination & Continuity of Care	70.3%
Emotional Support	49.4%
Respect for Patient Preferences	77.4%

97.8%*

VC< Overall Quality of Care (1)
(Good + Very Good + Excellent)

* 97.5% B.C. Outpatient Cancer Care Average

AREAS FOR IMPROVEMENT (bottom 10 performing survey questions)	
Survey Question	% Positive
Provider explained wait for first consultation appointment	21.5%
Given enough info re: possible changes in relationships	28.3%
Put in touch w/ providers for anxieties/fears in past 6 months	30.0%
Referred to provider for anxieties/fears at point of diagnosis	32.7%
Given enough info re: possible changes in work/usual activities	35.4%
Given enough info re: possible emotional changes	36.4%
Given enough info re: possible changes in sexual activity	38.5%
Given enough info re: nutritional needs	43.4%
Given enough info re: possible changes in energy level	48.2%
Providers told about danger signals to watch for at home	50.4%



- (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 patients visits between June 15, 2012 and Dec. 15, 2013.