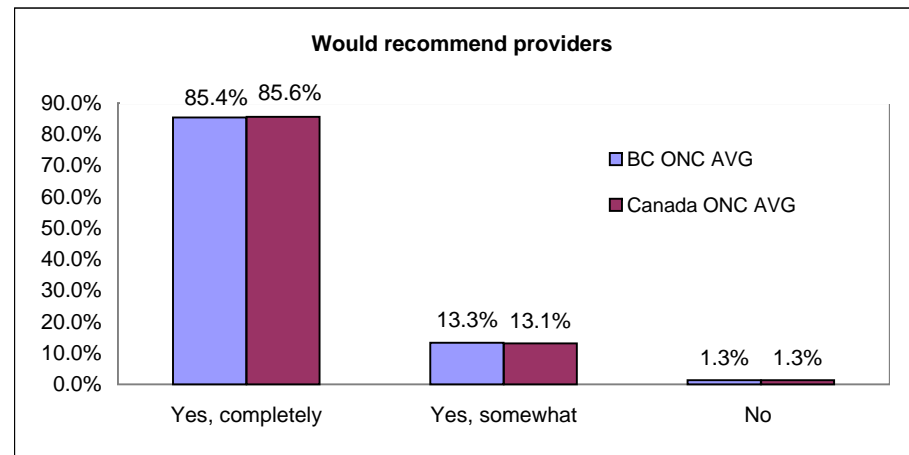
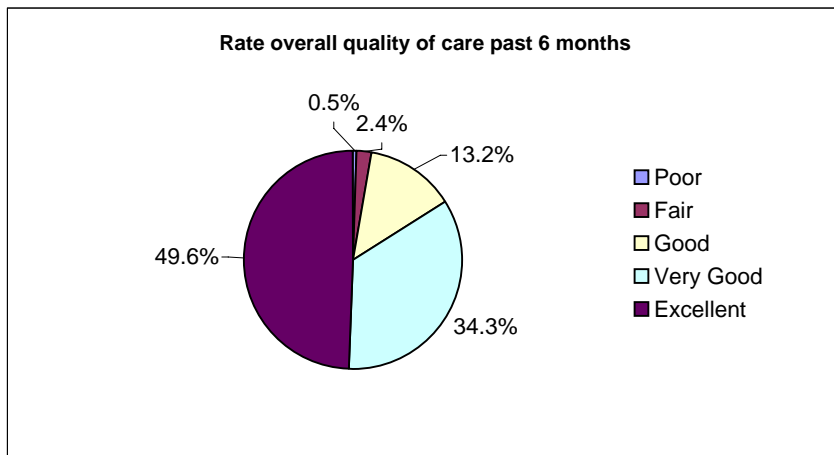




**British Columbia  
Provincial Experience of Outpatient Cancer Care Survey Results**

**Report Date:** December 7th, 2006 **Patient Visit Dates :** November 15th, 2005 – May 15th, 2006. n=6974, Response Rate= 60.1%

Summary Results (% positive score)**		Strengths (Highest % positive scores)**		Opportunities for Improvement (Lowest % positive scores)**	
Rate overall quality of care past 6 months <sup>(1)</sup>	97.1% BC 97.0% Cda.	Waited less than 30 minutes from scheduled appt to radiation	95.3%	Put in touch w/provider to help w/anxiety/fear	24.2%
<b>Physical Comfort</b>	<b>77.2%</b>	Treated w/dignity/respect by providers	92.3%	Enough info re: possible relationship changes	27.6%
<b>Coordination and Continuity of Care</b>	<b>64.5%</b>	Family/friends involved in care/treatment	92.1%	Enough info on possible emotional changes	33.9%
<b>Information, Communication &amp; Education</b>	<b>61.4%</b>	Waited less than 60 minutes from scheduled appt to chemotherapy	90.0%	Put in touch w/ provider to help w/diagnosis anxiety/fear	35.0%
Respect for Patient Preferences	74.1%	Could trust providers w/confidential info	87.8%	Enough info on possible sexual activity changes	39.8%
Emotional Support	53.1%	Knew who was in charge for each therapy	83.1%	Enough info on possible changes in work/activities	44.2%
Access to Care	75.8%	Got services needed in past 6 months	81.2%	Providers aware of medical history	47.6%
Surgery Specific	77.3%	Staff did everything to help w/chemo side effects	80.7%	Explained wait for first treatment appt	51.2%
		Staff did everything to make chemo wait comfortable	80.5%	Enough info on possible energy level changes	51.9%
Would recommend providers <sup>(2)</sup>	85.4%	Staff did everything to help w/radiation effects	80.0%	Knew next step in care	52.7%



(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 care past 6 months".