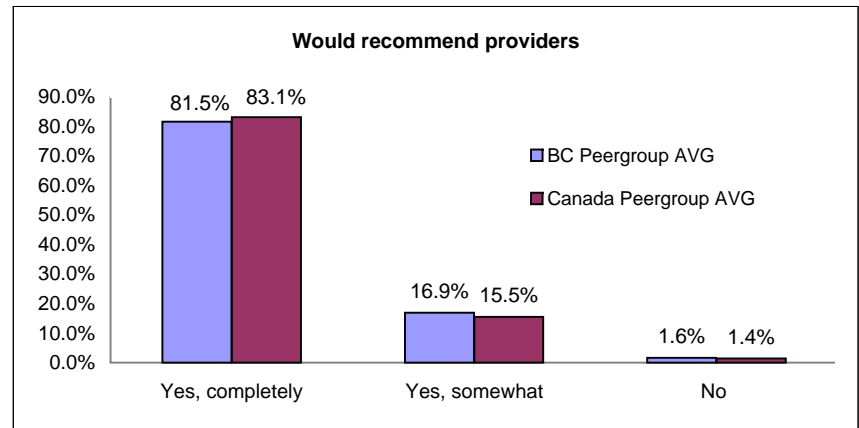
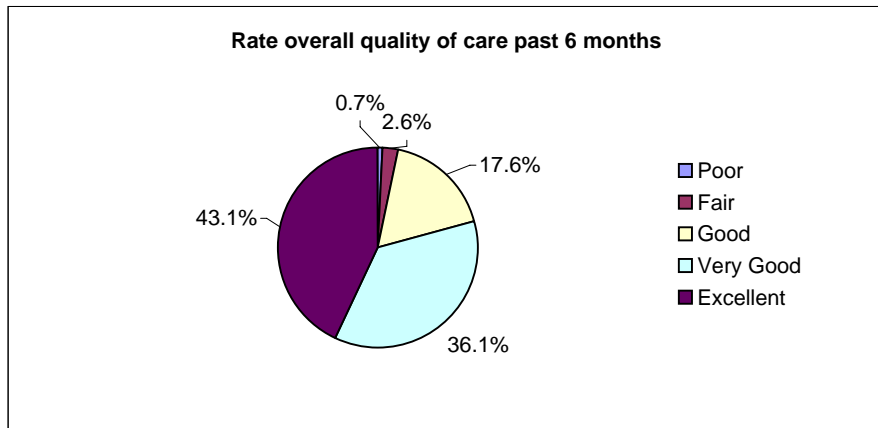




**British Columbia - Community Cancer Centres  
Provincial Experience of Outpatient Cancer Care Survey Results**

**Report Date:** December 7th, 2006 **Patient Visit Dates :** November 15th, 2005 – May 15th, 2006. n=2520, Response Rate= 62.0%

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>	96.8% BC Peergroup 96.6% Cda. Peergroup	Waited less than 30 minutes from scheduled appt to radiation	94.4%	Put in touch with provider to help w/anxiety/fear	20.3%
<b>Physical Comfort</b>	<b>76.4%</b>	Treated w/dignity/respect by providers	92.5%	Enough info re: possible relationship changes	25.3%
<b>Coordination and Continuity of Care</b>	<b>64.8%</b>	Family/friends involved in care/treatment	91.0%	Put in touch w/ provider to help w/diagnosis anxiety/fear	30.5%
<b>Information, Communication &amp; Education</b>	<b>59.0%</b>	Waited less than 60 minutes from scheduled appt to chemotherapy	90.6%	Enough info on possible emotional changes	30.5%
Respect for Patient Preferences	73.0%	Could trust providers w/confidential info	88.2%	Enough info on possible sexual activity changes	36.1%
Access to Care	75.2%	Knew who was in charge for each therapy	82.3%	Enough info on possible changes in work/activities	41.5%
Emotional Support	52.3%	Staff did everything to make chemo wait comfortable	81.9%	Enough info on possible energy level changes	48.6%
Surgery Specific	77.8%	Got services needed in past 6 months	80.5%	Providers aware of medical history	48.6%
		Staff did everything to help w/chemo side effects	80.2%	Explained wait for first treatment appt	50.3%
Would recommend providers <sup>(2)</sup>	81.5%	Did not wait too long for first appointment for treatment	79.9%	Knew next step in care	50.7%



(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".