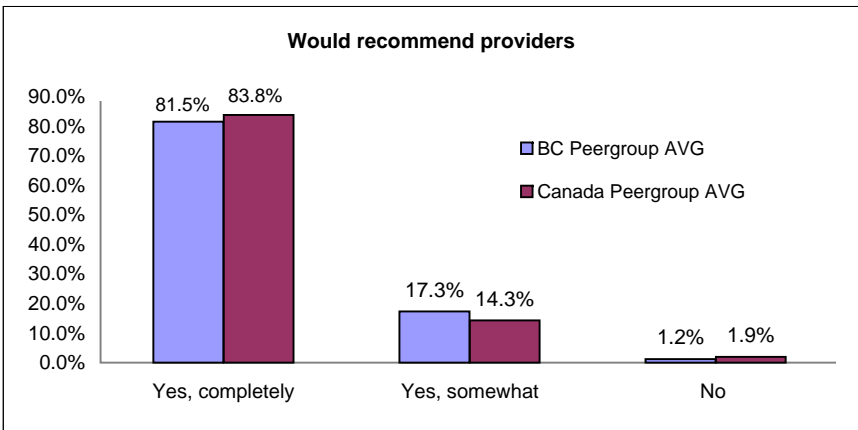
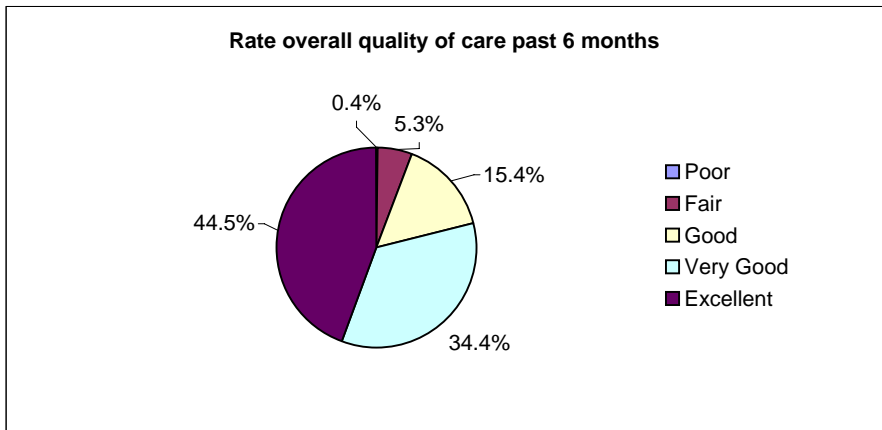




**British Columbia - Community Hospitals
Provincial Experience of Outpatient Cancer Care Survey Results**

Report Date: December 7th, 2006 **Patient Visit Dates:** November 15th, 2005 – May 15th, 2006. n=356, Response Rate= 58.4%

Summary Results (% positive score)**		Strengths (Highest % positive scores)**		Opportunities for Improvement (Lowest % positive scores)**	
Rate overall quality of care past 6 months ⁽¹⁾	94.3% BC Peergroup 95.0% Cda. Peergroup	Family/friends involved in care/treatment	91.9%	Put in touch with provider to help w/anxiety/fear	15.9%
Surgery Specific	78.1%	Treated w/dignity/respect by providers	90.0%	Enough info re: possible relationship changes	23.5%
Physical Comfort	76.6%	Could trust providers w/confidential info	87.4%	Put in touch w/ provider to help w/diagnosis anxiety/fear	28.8%
Respect for Patient Preferences	74.8%	Waited less than 60 minutes from scheduled appt to chemotherapy	85.8%	Enough info on possible emotional changes	31.9%
Coordination and Continuity of Care	65.4%	Knew who was in charge for each therapy	83.6%	Enough info on possible sexual activity changes	38.6%
Information, Communication & Education	60.7%	Staff did everything to make chemo wait comfortable	82.4%	Enough info on possible changes in work/activities	44.1%
Emotional Support	50.8%	Got services needed in past 6 months	82.3%	Enough info on possible energy level changes	46.6%
Access to Care	73.5%	Waited less than 30 minutes from scheduled appt to radiation	82.2%	Providers aware of medical history	48.1%
		Staff did everything to help w/chemo side effects	81.3%	Enough info on nutritional needs	50.0%
Would recommend providers ⁽²⁾	81.5%	Provider explained why tests needed	80.0%	Never waited longer than expected for chemo treatment	53.5%



(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".