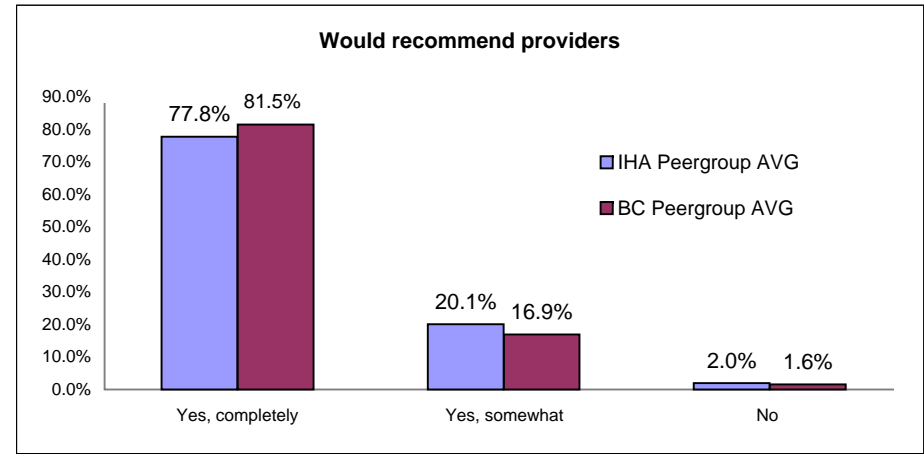
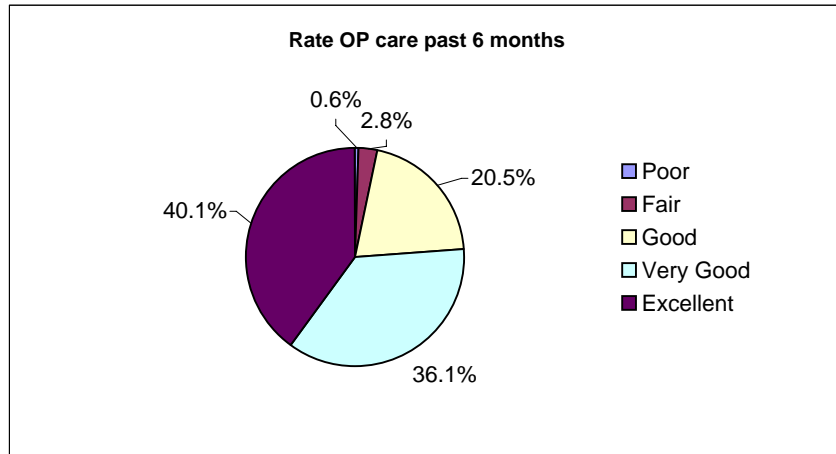




Interior Health Authority - Community Cancer Centres and Community Hospitals Health Authority Experience of Outpatient Cancer Care Patient Survey Results

Report Date: December 7th, 2006 Patient Visit Dates : November 15th, 2005 – May 15th, 2006. n=954, Response Rate= 66.1%

Summary Results (% positive score)**		Strengths (Highest % positive scores)**		Opportunities for Improvement (Lowest % positive scores)**	
Rate care past 6 months ⁽¹⁾	96.7%	Treated w/dignity/respect by providers	91.0%	Put in touch w/providers to help w/anxiety/fear	17.3%
Coordination and Continuity of Care	64.1%	Family/friends involved in care/treatment	88.7%	Enough info re: relationship changes	24.8%
Physical Comfort	74.1%	Could trust providers w/confidential info	87.4%	Put in touch w/staff to help w/diagnosis anx/fear	29.5%
Information, Communication & Education	59.0%	Waited less than 60 minutes from scheduled appt to chemotherapy	86.8%	Enough info on emotional changes	29.5%
Respect for Patient Preferences	72.1%	Did everything to make chemo wait comfortable	82.8%	Enough info on sexual activity changes	36.6%
Access to Care	72.8%	Waited too long for first treatment appt	79.8%	Enough info on changes in work/activities	39.7%
Emotional Support	51.9%	Got services needed in past 6 months	78.5%	Enough info on energy changes	46.8%
Surgery Specific	76.2%	Knew who was in charge for each outpatient therapy	77.6%	Providers aware of med history	47.8%
		Did everything to help w/chemo side effects	76.5%	Enough info on nutritional needs	48.2%
Would recommend providers (OP) ⁽²⁾	77.8%	Explained why tests were needed	76.3%	Considered living situation in treatment	50.4%



(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 OP care past 6 months".