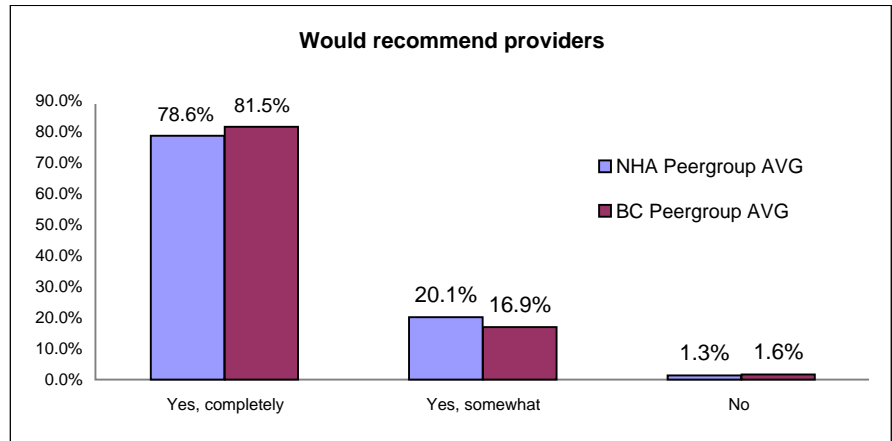
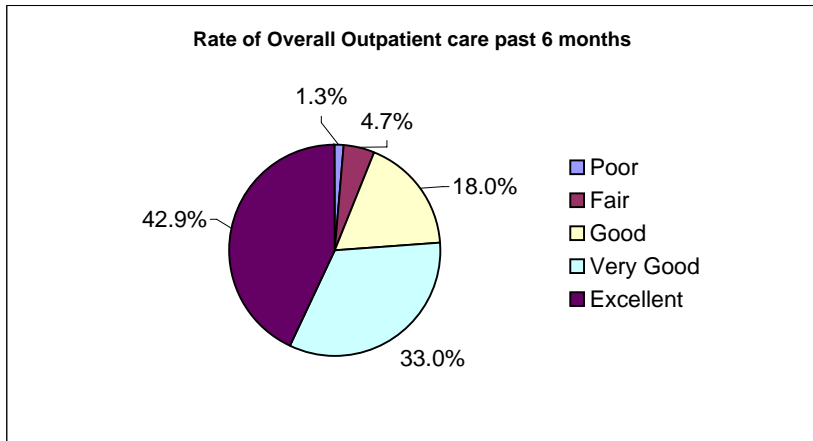




**Northern Health - Community Cancer Centres, Community Cancer Services and Community Hospitals  
Health Authority Experience of Outpatient Cancer Care Patient Survey Results**

Report Date: December 7th, 2006 Patient Visit Dates : November 15th, 2005 – May 15th, 2006. n=303, Response Rate= 58.7%

Summary Results (% positive score)**		Strengths (Highest % positive scores)**		Opportunities for Improvement (Lowest % positive scores)**	
<b>Overall Outpatient (OP) care past 6 months <sup>(1)</sup></b>	<b>94.0% NH 96.4% BC</b>	Waited less than 60 minutes from scheduled appt to OP chemotherapy	92.7%	Put in touch w/Provider to help w/anxiety/fear	25.0%
<b>Coordination and Continuity of Care</b>	<b>61.0%</b>	Family/friends involved in OP care/treatment	92.3%	Enough info re: relationship changes	34.0%
<b>Physical Comfort</b>	<b>80.1%</b>	Providers did everything to make chemo wait comfortable	91.7%	Put in touch w/Provider to help w/diagnosis anxiety/fear	35.7%
<b>Emotional Support</b>	<b>55.4%</b>	Treated w/dignity/respect by providers	91.5%	Enough info on emotional changes	40.4%
Information, Communication & Education	57.5%	Could trust providers w/confidential info	87.1%	Enough info on sexual activity changes	40.5%
Respect for Patient Preferences	72.3%	Providers did everything to help w/chemo side effects	86.3%	Provider considered travel concerns in treatm. plan	43.2%
Access to Care	74.6%	Results of surgery explained understandably	83.6%	Enough info on changes in work/activities	44.4%
Surgery Specific	80.0%	Told how to manage chemotherapy side effects	80.3%	Discussed cancer treatments w/you	44.9%
		Providers knew enough re: OP therapy	76.4%	Knew next step in care	46.8%
<b>Would recommend providers <sup>(2)</sup></b>	<b>78.6%</b>	Told how long wait would be for surgery	76.0%	Provider explained wait for first treatment appt	47.5%



(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 OP care past 6 months".